

**GOVERNMENT OF PUDUCHERRY
ELECTRICITY DEPARTMENT**

Office of the Superintending Engineer-I

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Date: 15/12/2021

CIRCULAR

Sub: Electricity Department, Puducherry –Mandatory documents to be accompany with the application and Time line stipulated for release of new connection and modification in existing connection- Provisions in the Electricity (Right of consumers) Rules 2020 notified by Central Government under Electricity Act 2003– Strict Adherence requested – Regarding.

As you may all well aware that in exercise of the powers conferred under Electricity Act 2003 (Act 36 of 2003), the Central Government has notified the Electricity (Right of consumers) Rules 2020 on 31st December 2020, under Section.4 (9) of Electricity (Right of consumers) Rules 2020. In order to reduce the number of mandatory documents required for obtaining electricity connection the following two documents have been stipulates as mandatory to accompany with the application. The Section.4 (9) of Electricity (Right of consumers) Rules 2020 is reproduced below:-

"Up to a load of 10 KW or such higher load as may be specified by the Commission , the application form shall be accompanied with only two mandatory documents:-

*1). Identify proof (i.e Passport, Aadhar card etc) of the applicant; and
2). Proof of applicant's ownership or occupancy over the premises for which new connection is being sought or in the absence of any proof of ownership or occupancy, any other address proof not given as part of identify proof under (1) above. For new connections beyond the specified load, and modification of existing connection, the Commission shall explicitly specify the documents required to be submitted with the application."*

2. Similarly, as per Section.4 (11) of Electricity (Right of consumers) Rules 2020), the Central Government, in order to reduce the timeline for effecting electric connection the following timeline for effecting the electric connection is stipulated.

"The commission shall specify the maximum time period, post submission of application complete in all respect, not exceeding seven days in metro cities, fifteen days in other municipal areas and thirty days in rural areas, within the distribution llcenses shall provide new connection and modify an existing connection.

Provided that where such supply requires extension of distribution mains, or commissioning of new sub stations, the distribution licensee shall supply the electricity to such premises immediately after such extension or commissioning or within such period as may be specified by the Commission"

3. All the Executive Engineers are therefore requested to adhere the above specific rules made in the Electricity (Right of consumers) Rules 2020 notified by Central Government on 31st December 2020 for releasing of electricity service connection along with all other statutory rules and compliance notified already.

T. Chanemougam

S/L (T.CHANEMOUGAM)

Superintending Engineer Cum HoD

To

1. The Superintending Engineer- MP&ORS,
Electricity Department, Puducherry.
2. The Superintending Engineer- O&M/Puducherry,
Electricity Department, Puducherry.
3. The Executive Engineer- Urban O&M,
Electricity Department, Puducherry.
4. The Executive Engineer- TTC& Cables,
Electricity Department, Puducherry.
5. The Executive Engineer- SPM & Buildings,
Electricity Department, Puducherry.
6. The Executive Engineer- Rural North O&M,
Electricity Department, Puducherry
7. The Executive Engineer- Rural South O&M,
Electricity Department, Puducherry
8. The Executive Engineer- Karaikal,
Electricity Department, Puducherry
9. The Executive Engineer-EHV,
Electricity Department, Puducherry
10. The Executive Engineer- General,
Electricity Department, Puducherry

Copy to:

1. The Under Secretary to Government(Power),Chief Secretariat
2. The Under Secretary to Government(Industries and Commerce),Chief Secretariat

Copy submitted to the Secretary to Government (Power)- for kind information please.

भारत का राजपत्र
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असाधारण
EXTRAORDINARY

भाग II—खण्ड 3—उप-खण्ड (i)
PART II—Section 3—Sub-section (i)

प्राधिकार से प्रकाशित
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नई दिल्ली, बुध्स्पतिवार, दिसम्बर 31, 2020/पौष 10, 1942
NEW DELHI, THURSDAY, DECEMBER 31, 2020/PAUSHA 10, 1942

विद्युत मंत्रालय

अधिसूचना

नई दिल्ली, 31 दिसम्बर, 2020

सा.का.नि. 817(अ).—केंद्रीय सरकार, विद्युत अधिनियम, 2003 (2003 का 36) की धारा 176 द्वारा प्रदत्त शक्तियों का प्रयोग करते हुए, विद्युत नियम, 2005 का और संशोधन करने के लिए, निम्नलिखित नियम बनाती है, अर्थात्:-

1. संक्षिप्त नाम और प्रारम्भ - (1) इन नियमों का नाम विद्युत (संशोधन) नियम, 2020 है।
(2) ये राजपत्र में उनके प्रकाशन की तारीख को प्रवृत्त होंगे।
2. विद्युत नियम, 2005 के नियम 7 में,
(क) पार्श्व शीर्षक में "उपभोक्ता शिकायत निवारण मंच और" शब्दों का लोप किया जाएगा;
(ख) उप-नियम (1) और उसके प्रावधानों का लोप किया जाएगा।

[फा. सं. 23/05/2020-आर एंड आर]

धनश्याम प्रसाद, संयुक्त सचिव

टिप्पण: मूल नियम को भारत के राजपत्र में सा.का.नि. 379 (अ) तारीख 8 जून, 2005 द्वारा प्रकाशित किए गए थे तथा भारत के राजपत्र में सा.का.नि. 667 (अ), तारीख 26 अक्टूबर, 2006 द्वारा संशोधित किए गए थे।

NOTIFICATION

New Delhi, the 31st December, 2020

G.S.R. 818(E).—In exercise of the powers conferred by sub-section (1) read with clause (z) of sub-section (2) of section 176 of the Electricity Act, 2003 (Act 36 of 2003), the Central Government hereby makes the following rules, namely:—

1. **Short title and commencement.**— (1) These rules may be called the Electricity (Rights of Consumers) Rules, 2020.

(2) They shall come into force on the date of their publication in the Official Gazette.

2. **Definitions.**— (1) In these rules, unless the context otherwise requires,—

- (a) “Act” means the Electricity Act, 2003;
- (b) “applicant” means an owner or occupier of any premises who files an application form with a distribution licensee for supply of electricity, increase or decrease in sanctioned load or contract demand, change in title or mutation of name, change in consumer category, disconnection or restoration of supply, or termination of agreement, shifting of connection or other services as the case may be, in accordance with the provisions of the Act, rules and regulations made thereunder;
- (c) “application” means an application form complete in all respects in the appropriate format, as specified by the Commission, along with documents and other compliances;
- (d) “billing cycle or billing period” means the period for which regular electricity bills as specified by the Commission, are issued for different categories of consumers by the distribution licensee;
- (e) “Commission” means the State Electricity Regulatory Commission constituted under section 82 of the Act;
- (f) “Consumer” means any person who is supplied with electricity for his own use by a distribution licensee or the Government or by any other person engaged in the business of supplying electricity to the public under the Electricity Act, 2003 or any other law for the time being in force and includes any person whose premises are for the time being connected for the purpose of receiving electricity with the works of a distribution licensee, the Government or such other person, as the case may be;
- (g) “days” means clear working days;
- (h) “disconnection” means the physical separation or remote disconnection of a consumer from the distribution system of the distribution licensee;
- (i) “fixed charges” has the same meaning as per the provisions of the prevailing Tariff Order issued for the distribution licensee by the Commission;
- (j) “maximum demand” means the highest load measured in average kVA or kW at the point of supply of a consumer during any consecutive period of thirty minutes or as specified by the Commission, during the billing period;
- (k) “occupier” means the owner, tenant or person in occupation of the premises where electricity is used or proposed to be used;
- (l) “point of supply” means the point, as may be specified by the State Commission, at which a consumer is supplied electricity;
- (m) “prosumer” means a person who consumes electricity from the grid and can also inject electricity into the grid for distribution licensee, using same point of supply;
- (n) “temporary connection” means an electricity connection required by a person for meeting his temporary needs such as—
 - (i) for construction of residential, commercial and industrial complexes including pumps for dewatering;
 - (ii) for illumination during festivals and family functions;

- (iii) for threshers or other such machinery excluding agriculture pump sets;
 - (iv) for touring cinemas, theatres, circuses, fairs, exhibitions, melas or congregations.
 - (o) "unauthorised use of electricity" has the meaning as assigned to it under section 126 of the Act.
- (2) The words and expressions used and not defined in these rules but defined in the Act shall have the meanings assigned to them in the Act and in absence thereof, the meanings as commonly understood in the electricity supply industry.
3. **Rights and Obligations.**—It is the duty of every distribution licensee to supply electricity on request made by an owner or occupier of any premises in line with the provisions of Act. It is the right of consumer to have minimum standards of service for supply of electricity from the distribution licensee in accordance with the provisions made in these rules.
4. **Release of new connection and modification in existing connection.**— (1) The distribution licensee shall prominently display on its website and on the notice board in all its offices, the following; namely:—
- (a) detailed procedure for grant of new connection, temporary connection, shifting of meter or, service line, change of consumer category, enhancement of load, reduction of load or change in name, transfer of ownership and shifting of premises etc;
 - (b) address and telephone numbers of offices where filled-up application forms can be submitted;
 - (c) address of website for online submission of application form;
 - (d) complete list of copies of the documents required to be attached with the application;
 - (e) all applicable charges to be deposited by the applicant.
- (2) Application forms for all type of connections as well as modification in existing connection shall be available at all the local offices of the distribution licensee free of cost as well as on its website for free download.
- (3) The distribution licensee shall create a web portal and a mobile app for submission of online application forms.
- (4) The applicant shall have an option to submit an application form in hard copy form or an electronic means such as online through web portal or mobile app of distribution licensee.
- (5) In case hard copy of the application form is submitted, the same shall be scanned and uploaded on the website as soon as it is received and acknowledgement with the registration number for that applicant shall be generated and intimated to the applicant.
- (6) In case of online application form through web portal or mobile app of distribution licensee, the acknowledgement with the registration number shall be generated on submission of application.
- (7) An application, complete with all the required information, shall be deemed to be received on the date of generation of acknowledgement with registration number. In case of hard copy submission, the acknowledgement with registration number shall be generated within such period as may be specified by the Commission, not exceeding twenty four hours, of receipt of the application, complete with all the required information.
- (8) The application tracking mechanism based on the unique registration number shall be provided by the distribution licensee through web-based application or mobile app or through SMS or by any other mode to monitor the status of processing of the application like receipt of application, site inspection, issuance of demand note, external connection, meter installation and electricity flow.
- (9) For new connections up to a load of 10 kW or such higher load as may be specified by the Commission, the application form shall be accompanied with only two mandatory documents—
- (1) identity proof (i.e. Passport, Aadhar Card etc.) of the applicant; and
 - (2) proof of applicant's ownership or occupancy over the premises for which new connection is being sought or in the absence of any proof of ownership or occupancy, any other address proof not

given as part of identity proof under (1) above. For new connections beyond the specified load, and modification of existing connection, the Commission shall explicitly specify the documents required to be submitted with the application.

- (10) In case, an agreement is required to be executed between distribution licensee and the consumer, the same shall become the part of the application form and there shall not be any requirement of a separate agreement form.
- (11) The Commission shall specify the maximum time period, post submission of application complete in all respect, not exceeding seven days in metro cities, fifteen days in other municipal areas and thirty days in rural areas, within which the distribution licensee shall provide new connection and modify an existing connection.

Provided that where such supply requires extension of distribution mains, or commissioning of new sub-stations, the distribution licensee shall supply the electricity to such premises immediately after such extension or commissioning or within such period as may be specified by the Commission.

- (12) If a distribution licensee fails to supply electricity within the period specified by the Commission, it shall be liable to a penalty as may be determined by the Commission, which shall not exceed one thousand rupees for each day of default.
- (13) For electrified areas up to 150 kW or such higher load as the Commission may specify the connection charges for new connection shall be fixed on the basis of the load, category of connection sought and average cost of connection of the distribution licensee so as to avoid site inspection and estimation of demand charges for each and every case individually. The demand charges, in such cases, may be paid at the time of application for new connection.
5. **Metering** – (1) No connection shall be given without a meter and such meter shall be the smart pre-payment meter or pre-payment meter. Any exception to the smart meter or prepayment meter shall have to be duly approved by the Commission. The Commission, while doing so, shall record proper justification for allowing the deviation from installation of the smart pre-payment meter or pre-payment meter.
 - (2) At the time of seeking a new connection the consumer shall have the option to -
 - (a) purchase the meter, MCB or CB and associated equipment himself; or
 - (b) require that the meter, MCB or CB and associated equipment be supplied by the distribution licensee, on payment of applicable charges.
 - (3) The distribution licensee shall ensure that tested and sealed meters of approved meter manufacturers are available to consumers for purchase and information of the places from where the consumers can purchase them is made available on its website.
 - (4) The meter shall be read at least once in every billing cycle in urban as well as rural areas by an authorised representative of the distribution licensee.
 - (5) In case of smart meters, the meters shall be read remotely at least once in every month and in case of other pre-payment meters, the meters shall be read by an authorised representative of the distribution licensee at least once in every three months. The data regarding energy consumption shall be made available to the consumer, through website or mobile App or SMS, etc. Consumers having smart pre-payment meters may also be given the data access for checking their consumption on real time basis.
 - (6) For post payment meters, if the meter is inaccessible to the meter reader on two consecutive meter reading dates, the consumer shall have the option to send the picture of the meter indicating the meter reading and date of meter reading through registered mobile or through e-mail. In such a case, distribution licensee may not send any notice or provisional bill to the consumer
 - (7) Testing of meters shall be done by the distribution licensee within a period as may be specified by the Commission, not exceeding thirty days, of receipt of the complaint from the consumer about their meter readings not being commensurate with his consumption of electricity, stoppage of meter, damage to the seal, burning or damage of the meter, etc.