

No.1306/ED/EE-GEN/P&M/F.7/2024-25
GOVERNMENT OF PUDUCHERRY
ELECTRICITY DEPARTMENT

Puducherry, Dt. .04.2024.

To

Thiru. N. Shanmugam,
No.34, 5th Cross,
Jawahar Nagar,
Boomiyanpet,
Puducherry 605 005.

Sub: Electricity Department, Puducherry – EE-GEN-
P&M – Furnishing of information for the RTI
Appeal dt. 19/03/2024 - Regarding.
Ref: Order in Appeal issued vide No.1306/ED/SE-
HoD/P&M/F.FA-01/2024-25 dt. 02/04/2024.

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With reference to the Order cited above, you are requested to remit an amount of Rs.20/- (Rupees twenty only) in the O/o Assistant Executive Engineer, P&M Sub-division, I Floor, Main Office campus, Electricity Department, Puducherry on any working day during office hours between 9.30AM to 12.30PM for furnishing the copies of the 'Supply Code Regulations 2018' relevant to extension of power supply to New service connection/Name Transfer.

8/4/24
PUBLIC INFORMATION OFFICER-CUM-
EXECUTIVE ENGINEER-GENERAL

*Received the xerox copies after the
payment of Rs 20/- Vide Receipt
NO AL24000015 dt. 22.05.25 on 23.05.25*

Name: N. Shanmugam

Sig: N. SHANMUGAM

புதுவை அரசு மின் துறை



Government of Puducherry
Electricity Department



(GST No. :)
(Connection Load: 0)

Code :	AL2824000015	Rec / Ack No. :	AL24020004014
Name :	N Shanmugam(1306, dt. 08.04.24)	Rec / Ack Dt. :	22-05-2024 10:16 AM
Address :	Puducherry	Bill No. :	
		Bill Date :	
Details of Payment		Amount	
FEE (Tender / Application / Misc 1		20.00	
(Rupees Twenty Only)		Total 20.00	
Pay Mode :	Counter	Counter No. :	MAIN - 02
E&O.E.	Pay Online : https://pedservices.py.gov.in		
Cashier / Bill Collector for Electricity Dept.			

Application Form

5.76 The applicant shall apply for modification in existing connection in the following format as given in the Annexure to this Supply Code, 2018:

- (1) Application format for change in name of registered customer due to change in ownership/occupancy - Annexure IV
- (2) Application format for transfer of ownership to legal heir - Annexure V
- (3) Application format for Conversion of Services / Change of Consumer Category / Shifting of Premises - Annexure VI
- (4) Application format for load enhancement/reduction - Annexure VII

5.77 Application forms in English and Hindi shall be made available at the local office of the Licensee free of cost. The Licensee shall also put up all application forms on its website for free download. Legible photocopies of a blank form may be made by the consumer and shall be accepted by the Licensee. The Licensee shall clearly display on its website the address and telephone numbers of offices where filled-up application form can be submitted. The Licensee shall also display in each office the address and telephone numbers of offices in the respective area of supply where filled-up application form pertaining to that particular area can be submitted. Any assistance or information required in filling up the form shall be provided to applicants at the local office of the Licensee.

5.78 The Licensee shall facilitate or provide such avenues for applying for new connection or modification in existing connection through website, call centres, etc., which minimize the applicant's interface with the utility during the process.

5.79 All application forms for change in existing connection must be accompanied with an identity proof of the applicant in accordance with Regulation 5.29 of this Supply Code, 2018, if the connection is registered in the name of the applicant; or a No-Objection Certificate (NOC) from the person in whose name the connection is registered, if the connection is not registered in the name of the applicant.

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Processing Application Forms

- 5.80 The Licensee shall verify the application form along with enclosed documents and if found deficient, shall issue a written note on the spot regarding shortcomings in the application form. If the application form is complete, the Licensee shall acknowledge its receipt on the spot.
- 5.81 The Licensee shall maintain a permanent record of all application forms received in an Application Register/Database. Each application form shall be allotted a permanent application number (for identification) serially in the order in which it was received. The Licensee shall keep the registers/databases updated with stage-wise status of disposal of each application form. The Licensee shall deal with application forms on the broad principle of "first come, first served" basis as per serial priority in the Application Register/Database.
- 5.82 An application form shall be deemed to be received on the date of receipt of consumer's requisition of supply in the prescribed format of the application form, complete in all respects and attached with all relevant documents.
- 5.83 An application shall be deemed to be received on the date of receipt of all applicable charges including the security deposit in accordance with Annexure XVIII of this Supply Code, 2018, after receipt of the application form.
- 5.84 The Licensee shall process application forms for change in existing connections as detailed below.

Transfer of Connection

- 5.85 The consumer shall not without prior consent in writing of the Distribution Licensee assign, transfer or part with the benefit of the Agreement executed with the Distribution Licensee nor shall part with or create any partial or separate interest thereunder in any manner.
- 5.86 A connection may be transferred in the name of another person upon death of the consumer or in case of transfer of the ownership or occupancy of the premises, upon filing an application form in the prescribed format given in either Annexure IV or V (as applicable) for change of name by the new owner or occupier:
- Provided that such change of name shall not entitle the applicant to require shifting of the connection from the present location.
- 5.87 The Licensee shall deal with applications relating to change of consumer's name due to change in ownership/occupancy of property in accordance with the procedure detailed below.
- (1) The applicant shall apply for change of consumer's name in the format prescribed in Annexure IV to this Supply Code, 2018, along with a copy of the latest bill duly paid. The request for transfer of connection shall not be accepted unless all dues recoverable against the concerned connection are settled. The application form shall be accepted on showing proof of ownership/occupancy of property. A "No Objection Certificate" from the registered consumer/authorized person/previous occupant of the premises shall be required for cases involving transfer of security deposit in the name of applicant. The Licensee shall process the application form in accordance with Regulations 5.80 to 5.83 of this Supply Code, 2018.
 - (2) In case the No Objection Certificate from the registered consumer/authorized person/previous occupant is not submitted, an application form for change of name shall be entertained only if security deposit as stipulated in this Supply Code, 2018 is paid afresh. However, the original security deposit shall be refunded to the claimant as and when a claim is preferred by the concerned

person.

- (3) Change of consumer's name shall be in effect within two billing cycles after acceptance of application form.

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Procedure for providing New Electricity Service Connection

Application Form

- 5.24 *The applicant shall apply for release of new connection in the following format as given in the Annexure to this Supply Code, 2018:*

Application form for release of new connection (Low Tension) – Annexure- I

Application form for release of new connection (High Tension/ Extra High Tension) - Annexure –II

Format for declaration/undertaking to be signed at the time of receiving electricity supply - Annexure –III

- 5.25 *Application forms shall be available at the local office of the Licensee free of cost. The Licensee shall also put up all application forms on its website for free download. Legible photocopies of a blank form may be made by the applicant, which shall be accepted by the Licensee. The Licensee shall clearly display on its website; the address and telephone numbers of offices where filled-up application form can be submitted. The Licensee shall also display in each office, the address and telephone numbers of offices in the respective area of supply where filled-up application form pertaining to that particular area can be submitted.*


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Any assistance or information required in filling up the form shall be provided to applicants at the local office of the Licensee.

- 5.26 *The Licensee shall also provide new avenues for applying for new connection or modification in existing connection through website, call centres, etc., which minimize the applicant's interface with the utility during the process.*
- 5.27 *Application forms for new connection must be accompanied with a photograph of the applicant, identity proof of the applicant, proof of applicant's ownership or occupancy over the premises for which new connection is being sought, proof of applicant's current address, and in specific cases, certain other documents as detailed in Regulation 5.29- 5.34 of this Supply Code, 2018.*
- 5.28 *Non-Refundable Registration-cum-processing fees of Rs. 20,000/- for HT and Rs. 1,00,000/- for EHT shall be levied while applying for new connection. These charges shall be adjusted by the Licensee while issuing the demand note.*
- 5.29 *Any of the following documents shall be considered as acceptable proof of identity:*

If the applicant is an individual:

- (1) Electoral Identity Card
 - (2) Passport
 - (3) Driving Licence
 - (4) Photo Identity card issued by Government agency
 - (5) PAN Card
 - (6) Photo Certificate from village Pradhan or any village level Government functionary like Patwari/ Lekhpal/ village level worker/ village chowkidar/ Primary school teacher/ in-charge of primary health centre, etc.
 - (7) Aadhaar Card.
- 5.30 *Any of the following documents shall be considered as acceptable proof of ownership or occupancy of premises:*
- (1) Copy of the registered sale deed or lease deed or rent agreement and in the case of agricultural connections, a copy of khasra / khatauni / khata nakal;
 - (2) Registered General Power of Attorney;
 - (3) Municipal/Panchayat tax receipt or Demand notice or any other related document;
 - (4) Letter of allotment;
 - (5) Copy of the house registration certificate issued by the Panchayat/ownership certificate issued by Revenue Authorities;
 - (6) Any other ownership related document issued by local Government Authority.
 - (7) An applicant who is not an owner but an occupier of the premises shall, along with any one of the documents listed at (1) to (6) above, also furnish a No Objection Certificate from owner of the premises:


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Provided that where an applicant, who is lawful occupier of the premises, is a tenant or a leaseholder and is unable to produce the No Objection Certificate from owner for obtaining a connection, a separate Indemnity Bond shall be executed in favour of the Distribution Licensee in the form prescribed by the Distribution Licensee.

- (8) For bonafide consumers residing in JJ clusters or in other areas with no specific municipal address, the Licensee may accept either ration card or electoral identity card mandatorily having the same address as a proof of occupancy of the premises only for the purpose of releasing electricity connection and not for any other purpose:

Provided further that the electricity bill shall be only for electricity supply to the premises occupied by the consumer and shall not be treated as having rights or title over the premises.

- 5.31 All communications shall be sent at the address where the connection has been released. However, till release of connection, communication may be sent at the address provided by the applicant for this purpose.
- 5.32 In case of a partnership firm - The applicant shall furnish the partnership deed and an authorization in the name of the applicant for signing the requisition form and agreement.
- 5.33 In case of Public and/or Private Limited Company - The applicant shall furnish the Certificate of Incorporation, Memorandum and Articles of Association and Board Resolution for authorization in the name of the applicant for signing the requisition form and agreement.
- 5.34 Other documents applicable only for select consumer categories:
- (1) Industrial consumers: Valid Industrial Licence, if applicable, along with approval of the use of land for non-agricultural purposes (Not required for industrial consumers in notified Industrial Areas).
 - (2) Agricultural consumers: No Objection Certificate from competent government authority;
 - (3) Non-Domestic Khokhas and Temporary Structure: No Objection Certificate for khokha or temporary structure from the Nagar Nigam / Nagar Palika / Nagar Panchayat / Gram Sabha / Gram Panchayat / Land Development Authority / Land Owning Agency.
 - (4) Where new industrial connection or addition to the load of existing connection needs clearance from pollution or environmental angle, the applicant shall submit "no objection certificate" from the competent authority to the Distribution Licensee.

Processing Application Forms

- 5.35 For all application forms pertaining to release of supply of new connections, the Licensee shall verify the application form along with enclosed documents and if found deficient, shall issue a written note on the spot regarding shortcomings in the application form. If the application form is complete, the Licensee shall acknowledge its receipt on the spot. In case the application is submitted online, the Licensee shall issue a written note regarding shortcomings in the application within 3 working days from the date of submission of application.
- 5.36 The Licensee shall maintain a permanent record of all application forms received in an


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Application Register/Database. Each application form shall be allotted a permanent application number (for identification) serially in the order in which it was received. Separate registers/databases for different category of consumers may be maintained. The Licensee shall keep the registers/databases updated with stage-wise status of disposal of each application form. The above information should also be maintained and uploaded on the Licensee website where applicant can check the status of application.

- 5.37 The Licensee shall deal with application forms in each tariff category on the broad principle of "first come, first served" basis as per serial priority in the Application Register/Database. The Licensee shall maintain a waiting list of applicants seeking new connections, area-wise information about new connections released, and updated status of the waiting list shall be displayed on the Licensee's website or the Notice Board at the local office of the Licensee, to be updated weekly.
- 5.38 An application form shall be deemed to be received on the date of receipt of consumer's application in the prescribed format of the application form, complete in all respects and attached with all relevant documents.
- 5.39 An application shall be deemed to be received on the date of receipt of all applicable charges including the security deposit in accordance with Annexure-XVIII of this Supply Code, 2018, after receipt of the application form.
- 5.40 The Licensee shall, at the time of receipt of application form, specify a date for inspection of applicant's premises in mutual consultation with the applicant, under written acknowledgment. The date of inspection must be scheduled within 3 working days in urban areas and 5 working days in rural areas from the date of receipt of application form. If the applicant wishes, the inspection can be scheduled on a non-working day for the Licensee (i.e., Sunday, gazetted holidays, etc.) on payment of inspection fee of Rs. 500.
- 5.41 If inspection is required to be carried out, the Licensee shall inspect and test the applicant's consumer installation as required of him under Regulation 31 of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010 and as amended from time to time, in the presence of the applicant or his Licensed Electrical Contractor or his authorized representative. The Licensee shall maintain a record of test results in the format given in Annexure -IX as required of him under Regulation 31 of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010 and as amended from time to time.
- 5.42 During the inspection, the Licensee shall:
- (1) Fix the point of supply and the place where the meter and the MCB, etc., shall be installed in consultation with the consumer:
- Provided that the service line shall be laid at an accessible location and the meter shall be fixed at location in conformity with Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006, in such a manner that it is protected from elements like rain, etc., and is easily accessible without getting the premises unlocked or opened for this purpose;
- In no case, the Distribution Licensee shall fix its apparatus, meter or any of its property in a place, which requires entry by its employee into private premises.
- (2) Record the correct full address of the premises, if not provided in the application form, and note down landmarks near the property and the pole number from where service connection is proposed to be given; and
 - (3) Verify all other particulars mentioned in the application form, as required;


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If on inspection, the Licensee finds any defect (e.g. consumer's installation not completed, bare ends of conductor/joints not properly covered with insulating tape, wiring of such nature that it is dangerous to life/property, etc.) the Licensee shall intimate the defects to the applicant on the spot under proper receipt in the format given at Annexure -IX.

- 5.43 The applicant shall get all defects removed within 30 working days from receipt of intimation of defects as specified in Regulation 5 of this Supply Code, 2018 and inform the Licensee in writing under acknowledgement. In case the applicant fails to remove such defects or fails to inform the Licensee about removal of defects, the application form shall stand lapsed and the applicant will have to apply afresh. The Licensee may grant additional time to the applicant for completion of works, in case the applicant submits a written request for the same within 10 working days from receipt of intimation of defects.
- 5.44 On receipt of information from the applicant about removal of defects, the Licensee shall stipulate a date for re-inspection of applicant's premises in mutual consultation with the applicant, under written acknowledgment. The date of re-inspection must be scheduled within 3 working days in urban areas and 5 working days in rural areas from the date of receipt of such information.
- 5.45 If on re-inspection, the defects pointed out earlier are found to persist, the Licensee shall again record the same in the format given in Annexure -IX to this Supply Code, 2018 and hand over a copy of the same to the applicant or his authorized representative available on site. The application form shall then stand lapsed and the applicant shall be informed accordingly in writing under acknowledgement:
- Provided that if the applicant feels aggrieved by the Licensee's action or omission, the applicant may file a representation to the concerned Consumer Grievance Redressal Forum (CGRF) for redressal of grievance:
- 5.46 If on inspection, there are no defects found, or on re-inspection the defects noticed earlier are found to have been removed, the Licensee shall sanction the load determined in accordance with Annexure -VIII to this Supply Code, 2018 or the load applied for, whichever is higher, and issue a demand note in writing, under acknowledgment, within the timeline specified below:

Table 2: Timeline for issue of demand note:

Particulars	No. of working days from receipt of application	
	Urban Areas	Rural Areas
Extension of distribution mains not required	Within 7 working days	Within 10 working days
Extension of distribution mains / system required		
1. In case of LT service connections	Within 7 working days	Within 10 working days
2. In case of HT service connections	Within 15 working days	Within 20 working days
3. In case of EHT service	Within 30 working days	Within 30 working days


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Reconnections		
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Provided that the time taken by applicant in rectifying the defects/deficiencies found at the applicant's premises shall not be included in the timeline specified above:

Provided further that wherever the Transmission Licensee's involvement is required in the process for time and cost estimation, the time taken by the Transmission Licensee shall not be included in the timeline specified above.

5.47 The demand note shall contain the following details:

- (1) Details of the works (including service line) to be undertaken for providing electricity supply;
- (2) Charges for the abovementioned works to be paid by the applicant in accordance with the schedule of charges specified by the Licensee as approved by the Commission:

Provided that if the applicant wishes to carry out the works himself, the same shall be permitted under supervision by the Licensee's official. Adhering to the estimate and layout approved by the Licensee, the applicant can get the work of drawing of service line from the Licensee's distribution mains up to his premises through a 'C' or higher-class Licensed Electrical Contractor (LEC), and the work of extension of HT/EHT line, Distribution or HT substation and LT line only through an 'A' class LEC. In such case the consumer shall procure the materials. The Licensee will issue a list of empanelled manufacturers for procuring material to be used by the consumer. The consumers can purchase materials of any make from the list of empanelled manufacturers. The Licensee may ask for documentary evidence to verify the quality of materials used:

Provided further that if the applicant is getting the work done by himself, Licensee can charge Supervision Charges on the labour component of the work at the rate of 15%. The Goods and Services Tax (GST) on the Supervision Charges, if any, shall be recovered from the applicant:

Provided also that if the applicant chooses to get the extension work done on his own, the applicant shall get the work done within the timeframe specified in Regulation 5.52 of this Supply Code, 2018, failing which the Licensee may, on giving 15 days' notice, treat the application form for supply as cancelled.

(3) Amount of security deposit as specified in Annexure -XVIII to this Supply Code, 2018.

- 5.48 The applicant shall make the payment within 15 days of receipt of demand note, failing which the application form shall stand lapsed and the applicant shall be informed accordingly in writing under acknowledgement. The Licensee's obligation to energize the connection shall arise only after receipt of full payment. The Licensee may grant additional time to the applicant for payment of charges in case the applicant submits a written request for the same, within the 15-day payment period.
- 5.49 The demand note shall be prepared as per the provisions of this Supply Code, 2018 and on the basis of charges specified by the Licensee with the prior approval of the Commission from time to time. The Licensee shall submit a proposal to the Commission along with the Tariff Petition for approval of various charges to be charged by the Licensee in demand notes. The demand note, once made for an applicant, shall be valid for two months.
- 5.50 Any excess/deficient payment made by the consumer shall be adjusted in the subsequent two bills.
- 5.51 If as per this Supply Code, 2018, provision of supply requires installation of a distribution transformer within the applicant's premises, the applicant shall make available to the


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Licensee a suitable room or portion of land within his premises for the period of supply for installation of the distribution transformer.

5.52 *The overall timeline for releasing new electricity connection, from the date of receipt of application, shall be as under:*

Table 3: Timeline for releasing new electricity connection (energization):

Activity	Island areas		Mainland areas	
New connection/ additional load where supply can be provided from existing network	Urban area: 30 days from receipt of complete application		Urban area: 16 days from receipt of complete application	
	Rural area: 30 days from receipt of complete application		Rural area: 24 days from receipt of complete application	
Extension work or of transformer capacity is required	Urban area:	Rural area:	Urban area:	Rural area:
	a) LT-60 days	a) LT-90 days	a) LT-30 days	a) LT-45 days
	b) HT-120 days	b) HT-120 days	b) HT-90 days	b) HT-90 days
	c) EHT-180 days	c) EHT-180 days	c) EHT-180 days	c) EHT-180 days
Erection of substation to extend supply	On case to case basis as per approval of the Commission		On case to case basis as per approval of the Commission	

Provided that the Licensee may approach the Commission for extension of time specified above, in specific cases where extension of Distribution mains requires more time, along with details. In such cases, the Licensee shall inform the consumer about the likely time of completion of works.

5.53 *Where extension of supply requires erection and commissioning of new substation, the Licensee shall submit to the Commission within 15 days of site inspection, a proposal for erection of such substation along with the time required for erection and commissioning of the same, and get the Commission's approval. The Licensee shall commence electricity supply to the applicant within the time period approved by the Commission:*

Provided that where such substation is covered in the investment plan approved by the Commission, the Licensee shall not be required to take any further approval from the Commission and shall complete erection of such substation within the time period specified in such investment plan:

Provided further that in cases where the substation is meant to extend supply to an individual consumer, the Licensee shall commence erection of the substation only after receipt of necessary payment against demand note from the applicant.

5.54 *The Licensee shall not be held responsible for delay, if any, in extending supply if the same is on account of problems relating to right of way, acquisition of land, or delay in consumer's obligation over which Licensee has no reasonable control.*

5.55 *In case the applicant had opted to get the extension work done himself, the applicant shall follow the procedure of self-certification or testing as per the provisions of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010 as amended from time to time:*

Provided that if the electric installation exceeds 11 kV, it will require to be inspected by the Electrical Inspector before commencement of supply.

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No.1306/ED/SE-HoD/P&M/F.FA- /2024-25
GOVERNMENT OF PUDUCHERRY
ELECTRICITY DEPARTMENT

02
Puducherry, dt. /04/2024

ORDER IN APPEAL

- Sub: EDP – SE-HoD – RTI appeal dt.19/03/2024 received from Thiru. N. Shanmugam, No.34, 5th Cross, Jawahar Nagar, Boomianpet, Puducherry 605 005 - Disposed off – Regarding.
- Ref: 1) Your RTI application dt.24/02/2024 addressed to the Public Information Officer, Electricity Department, Puducherry.
- 2) Reply furnished by PIO-cum-Executive Engineer/General vide Lr. No.1209/ED/EE-GEN/P&M/RTI-47/2023-24 dt.13/03/2024.
- 3) First Appeal dt. 19/03/2024.

WHEREAS the applicant has sought for information under RTI Act 2005 vide his letter first cited above to the Public Information Officer, Electricity Department, Puducherry.

AND WHEREAS the PIO-cum-Executive Engineer/General has furnished reply to the applicant vide letter second cited above.

AND WHEREAS the applicant has filed an Appeal under Section 19 of the RTI Act 2005 on the grounds that the PIO -cum-Executive Engineer/General has furnished Deemed refusal/Inadequate information vide reference third cited above.

AND WHEREAS on careful consideration of the information sought for and reply furnished, it is informed that the PIO-cum-Executive Engineer/General is being directed to furnish hard copies of the 'Supply Code Regulations 2018' relevant to extension of power supply to New service connection/Name transfer, on receipt of payment of Rs.2/page from the appellant as per RTI Act 2005. In respect of the information sought for under Point no. 3 in the RTI application, it is informed that the details of the Name transfer effected, which was stated to be illegally effected, has not been specifically mentioned. In case of information regarding the Name transfer, the same may be obtained from the Public Information Officer-cum-Executive Engineer/Urban O&M by applying in Form-I under RTI Act 2005.

If not satisfied with the reply, the Appellant may prefer second appeal before CIC within 90 days to the address mentioned below:-

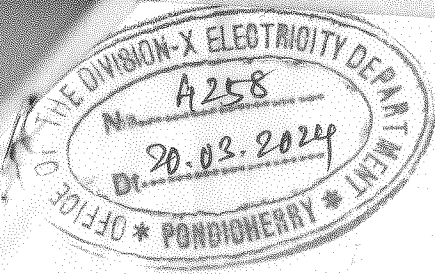
The Central Information Commission,
CIC Bhawan, Baba Ganganath Marg,
Munirka,
New Delhi - 110 067.

Accordingly the appeal is disposed off.

(T. CHANEMOUGAM)

21/4/24
First Appellate Authority cum Superintending Engineer/HoD

To
Thiru. N. Shanmugam,
No.34, 5th Cross,
Jawahar Nagar



OFFICE OF THE AEE (P&M) CUM PRO
ELECTRICITY DEPARTMENT
RECEIPT No. 1306 DATE: 21/03/24

**FIRST APPEAL BEFORE FIRST APPELLATE AUTHORITY
(UNDER SECTION 19(1) OF THE RIGHT TO INFORMATION ACT, 2005)**

To,
Thiru T. Chanemougam,
First Appellate Authority-cum-Superintending Engineer-cum-HoD,
No. 137, Nethaji Subbash Chandra Bose Salai,
Puducherry-605 001.
Ph. no. 0413-2334277

1. Name of the applicant
N. Shanmugam
No. 34, 5th cross jawahar nagar
Bhoomianpet, Puducherry -605005.
Contact No: 9443345859

Office of the Superintending Engineer Electricity Department Puducherry
Current No : 1606
Date : 20/03/24

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JE/PLM

22/3/24

2. Background/Brief facts leading to First Appeal:

- Date of RTI Application (Copy of Application Attached along with annexure dated 24.02.2024)
- Registration Number of RTI Application: No. 1209/ED/EE-GEN/P&M/F.RTI, 47/2023-24
- Date of Reply received from PIO: 13.03.2024
- Particulars of PIO to whom RTI Application was submitted:
The Executive Engineer - General-Cum- Public Information Officer,
Electricity Department, Puducherry.
- Brief facts leading to appeal: Deemed Refusal / Inadequate in providing information
- Annexure enclosed for informations/ clarifications
- For requiring information of copies, fees can be remitted in your office branch after your confirmation.

Place: Puducherry dated 19.03.2024

Signature of Applicant
N. Shanmugam
(N. Shanmugam)

Annexure:

Information required in: Puducherry Electricity department, Government of Puducherry, through RTI on 24.02.2024

1. Please provide the copy of the guidelines / norms / standing instructions / procedures followed by the Puducherry Electricity department officers in providing new electricity connection.
2. Please provide the copy of the guidelines / norms / standing instructions / procedures followed by the Puducherry Electricity department officers regarding name transfer of old / existing policy to others name, i.e., name change transfer of policy.
 - a. In this regard has the new name transferer has to obtain NOC / written authorization from the old policy holder for change of policy. If so, provide details along with copy evidencing the same. Also Provide if any other procedures are followed in this regard.
3. If an existing, old policy is illegally transferred to the name of another person without the knowledge of old policy holder with collusion of the electricity department staffs, what kind of remedy the old policy holder can take.
 - a. Where can they complaint for their remedies. Provide address of the departments.
 - b. If the officer has misused his/her position for illegal name transfer, has the affected old policy holder can claim damages for the loss suffered, provide address of the departments where they can get remedy.
 - c. Can the affected policy holder/ consumer for his loss suffered can require departmental action against the faulty officers, involved in illegal name transfer. Provide address of the departments where to complain.

Reply from the CPIO on 13.03.2024

For queries 1 and 2 and 2A.

Guidelines for effecting New service connection / Name transfer are being followed as per the 'Supply Code Regulations 2018' issued by the Joint Electricity Regulatory Commission (JERC) for State of Goa and Union Territories. Soft copy of the same is available in the Department's website electricity.PV.gov.in (Home/JERC) or at JERC website <https://www.jerc.gov.in>

My Queries before the FAA:

The CPIO has advised to get the information's available in the Department's website, where as I request the FAA to provide the copy of the same for queries 1,2 and 2A, duly attested by the Information officer and I shall pay the necessary fees duly confirmed by your office.

For queries 3, b and c:

If there is a dispute in Name transfer, the affected party can approach the Consumer Grievance Redressal Forum, Electricity Department, Government of Puducherry at the address mentioned below for redressal:-Door no. 6, 17th Cross Street, Anna Nagar, Puducherry 605 005.

My Queries before the FAA:

In queries 3 b, the CPIO has not given the appropriate answer where can they claim damages for the loss suffered, If the Electricity Departmental officers has misused his/her position for illegal name transfer and has not provided address of the departments where they can get remedy. Hence the FAA may provide the required information's.

In queries 3 C, the CPIO has not given the appropriate answer where can the affected policy holder/ consumer for their loss suffered due to the faulty activity of the officers, involving in illegal name transfer, can the affected policy holder demand for departmental action against the officers who have been involved in this activity. Hence the FAA may provide the required information's and the procedures for taking action.

On advice of the same I, shall the necessary fees involved to get the required information.

Thanking you

Signature of Applicant

N. Shanmugam
(N. Shanmugam)

FORM - '3'

FORM OF SUPPLY OF INFORMATION TO THE APPLICANT
UNDER THE RIGHT TO INFORMATION ACT, 2005

No.1209/ED/EE-GEN/P&M/F.RTI /2023-24

Dt. 03.2024.

From
The Executive Engineer – General-Cum-
Public Information Officer,
Electricity Department,
Puducherry.

To
Thiru. N. Shanmugam,
No.34, 5th Cross,
Jawahar Nagar,
Boomianpet,
Puducherry 605 005.

Sir,

Sub : Electricity Department, Puducherry – EE-GEN – P&M
– Application seeking information under “Right to
Information Act 2005” – Reply Furnished - Reg.

Ref : Your application dt. 24/02/2024.

With reference to your RTI application dt.24/02/2024, it is informed that the
information sought for in the RTI application is furnished in the Annexure.

2. As per section 19 of Right to Information Act 2005, you may file an appeal
in respect of the information furnished herein to the Superintending Engineer-cum-
HoD who is the First Appellate Authority of this Circle within 30 days of the issue of
this order. The address of the First Appellate Authority of this Circle is furnished
below:-

Thiru T. Chanemougam,
First Appellate Authority-cum-Superintending Engineer-cum-HoD,
No.137, Nethaji Subbash Chandra Bose Salai,
Puducherry – 605 001.
Ph.no.0413-2334277

Encl: Annexure.

Yours faithfully,

PUBLIC INFORMATION OFFICER-CUM-
EXECUTIVE ENGINEER-GENERAL

ANNEXURE

Sl. No	Information sought for	Information supplied
1.	Please provide the copy of the guidelines/norms/standing instructions/ procedures followed by the Puducherry Electricity Department officers in providing new electricity connection	Guidelines for effecting New service connection / Name transfer are being followed as per the 'Supply Code Regulations 2018' issued by the Joint Electricity Regulatory Commission (JERC) for State of Goa and Union Territories. Soft copy of the same is available in the Department's website electricity.py.gov.in (Home/JERC) or at JERC website https://www.jercuts.gov.in
2.	Please provide a copy of the guidelines/norms/standing instructions/ procedure followed by the Puducherry Electricity Department officers regarding name transfer of old / existing policy to other name, ie., name change transfer of policy. a) In this regard has the new name transferor has to obtain NOC / written authorization from the old policy holder for change of policy. if so, provide details along with copy evidencing the same. Also provide if any other procedures are followed in this regard	
3.	If an existing, old policy is illegally transferred to the name of another person without the knowledge of the old policy holder with collusion of the electricity department staffs, what kind of remedy the old policy holder can take. a) Where can they complaint for their remedies. Provide address of the department b) If the officer has misused his/her position for illegal name transfer , has the affected old policy holder can claim damages for the loss suffered provide address of the departments where they can get remedy c) Can the affected policy holder/consumer for his loss suffered can require departmental action against the faulty officers, involved in illegal name transfer, provide address of the departments where to complain.	If there is a dispute in Name transfer, the affected party can approach the Consumer Grievance Redressal Forum, Electricity Department, Government of Puducherry at the address mentioned below for redressal:- Door no. 6, 17 th Cross Street, Anna Nagar, Puducherry 605 005.

Public Information Officer-cum-Executive Engineer/General

Form - I

APPLICATION FOR SEEKING INFORMATION UNDER THE RIGHT TO
INFORMATION ACT - 2005

To
The Public information officer
Electricity Department Main office, Govt of Puducherry
137, Nethaji Subbash Chandra Bose Road, Puducherry - 605001

Office of the
Superintending Engineer
Electricity Department
Puducherry

Current No: 1020

Date: 26/02/24

1. Name of the Applicant: N. Shanmugam
 2. Address: No. 34, 5th Cross, Jawahar Nagar,
Bhoominanpet, Puducherry - 605 005.
 3. Particulars of Information required: Annexure is enclosed
- Concerned Department: The PIO Electricity Department, Puducherry.
Postal Order No: 50F 065475 for Rs. 10.00/- (Rupees Ten only).

Place: Puducherry

Date: 24.02.2024

Signature of the applicant

N. Shanmugam
(N. Shanmugam)

Annexure

Information required in: Puducherry Electricity department, Government of
Puducherry.

1. Please provide the copy of the guidelines / norms / standing instructions / procedures followed by the Puducherry Electricity department officers in providing new electricity connection.
2. Please provide the copy of the guidelines / norms / standing instructions / procedures followed by the Puducherry Electricity department officers regarding name transfer of old / existing policy to others name, i.e., name change transfer of policy.
 - a. In this regard has the new name transferer has to obtain NOC / written authorization from the old policy holder for change of policy. If so, provide details along with copy evidencing the same. Also Provide if any other procedures are followed in this regard.
3. If an existing, old policy is illegally transferred to the name of another person without the knowledge of old policy holder with collusion of the electricity department staffs, what kind of remedy the old policy holder can take.
 - a. Where can they complaint for their remedies. Provide address of the departments.
 - b. If the officer has misused his/her position for illegal name transfer, has the affected old policy holder can claim damages for the loss suffered, provide address of the departments where they can get remedy.
 - c. Can the affected policy holder/ consumer for his loss suffered can require departmental action against the faulty officers, involved in illegal name transfer. Provide address of the departments where to complain.

Signature of the applicant

N. Shanmugam
(N. Shanmugam)