Chhattisgarh State Electricity Regulatory Commission

Irrigation Colony, Shanti Nagar, Raipur

May 02, 2022

Explanatory Memorandum for third amendments in Chhattisgarh State Electricity Supply Code 2011

The Commission, in exercise of powers vested under section 50, Section 181(2)(t) read with 181(2)(x) and the provisions of Section 43(1), 46, 47(1) and 47(4) read with Section 181(1), 181(2)(v) and 181(2)(w) of the Electricity Act 2003 has notified "Chhattisgarh State Electricity Supply Code-2011" (herein after, the Supply Code) and its first and second amendments.

The review committee, constituted under clause 1.6 of the Supply Code, has recommended certain amendments in Supply Code.

A separate petition no 86 of 2020 has also been filed by Confederation of Real Estate Developers' Association (CREDAI) on the various issues related to supply affording charges for multi consumer complex, housing colonies, external electrification work and relaxation in providing land for setting up of substation for multi consumer complexes and housing colonies specially inside its planning area, wherein the Commission has directed to initiate regulatory process. Since issue related requirement of land for setting up substation is dealt in Supply Code, hence this is addressed in subsequent paragraphs.

Meanwhile Central Government has notified Electricity (Rights of Consumers) Rules 2020 and its Amendments in the year 2021, wherein, some of the provisions related to Supply Code have been specified which has bearing on it. CSPDCL has proposed certain amendments to give effect to this.
Reasons for amendments in various clauses of Supply Code have be deliberated in subsequent paragraphs.

1. Original clause 3.4 of the Supply Code 2011

The supply voltage-wise minimum and maximum contract demands shall normally be as follows.

Supply Voltage	Minimum Contract Demand	Maximum Contract Demand
230 volts	-	3 KW
440 volts	Above 3 KW	100 HP or 75 KW
11 KV	60 KVA	500 KVA
33 KV	60 KVA	10000 KVA
132 KV	4000 KVA	40000 KVA
220 KV	15000 KVA	150000 KVA

Provided that due to technical reasons, the licensee may relax above provision after due approval from Commission. The HT and EHT consumers having contract demand exceeding the maximum limit as prescribed above, shall be levied additional charges as specified by the Commission in relevant tariff order.

Clause 3.4 of the principal code was substituted vide Chhattisgarh State Electricity Supply Code (Second Amendment) 2018 w.e.f 2nd Feb, 2018 as:

The supply voltage-wise minimum and maximum contract demands shall normally be as follows.

Supply Voltage	Minimum Contract Demand	Maximum Contract Demand
230 volts	-	3 KW
440 volts	Above 3 KW	Up to 150 HP or 112 KW
11 KV	60 KVA	500 KVA
33 KV	60 KVA	15000 KVA
132 KV	4000 KVA	40000 KVA
220 KV	15000 KVA	150000 KVA

Provided that due to technical reasons, the licensee may relax above provision after due approval of the Commission. Metering of LT connections above 100 HP shall be provided on HT side. The HT and EHT consumers having contract demand exceeding the maximum limit as prescribed above, shall be levied additional charges as specified by the Commission in relevant tariff order.

Comments and suggestions by Supply Code Review Committee

The committee has proposed modification on clause 3.4 as:-

The supply voltage-wise minimum and maximum contract demands shall normally be as follows.

Supply Voltage	Minimum Contract Demand	Maximum Contract Demand
230 volts	-	5 KW*
440 volts	5 KW	Up to 150 HP or 112 KW
11 KV	60 KVA	500 KVA
33 KV	60 KVA	15000 KVA
132 KV	4000 KVA	40000 KVA
220 KV	15000 KVA	150000 KVA

*Agriculture/Industrial and Non-DLF are excluded from these criteria and can be provided 3 phase connections for lower loads also.

Provided that due to technical reasons, the licensee may relax above provision after due approval of the Commission. The HT and EHT consumers having contract demand exceeding the maximum limit as prescribed above, shall be levied additional charges as specified by the Commission in relevant tariff order.

Justification submitted by Supply Code Review Committee:-

1. Maximum load for single phase connection to be increased from 3 KW to 5 KW. Single phase energy meters purchased are capable of taking load of 6 kW. Considering safety margins maximum load of 5 kW for single phase is proposed. This change will benefit consumers who may want to install one AC in their houses. Load balancing is easier in single phase connection instead of unbalanced three phase connection Agriculture pump connections are proposed to be excluded from this

criterion as 3 phase pumps are balanced load and supply system is easier to manage.

2. Metering of LT connection above 100 HP to 150 HP is to be done on HT side. As metering needs to be installed within consumer premise, the distribution transformer will also be required to be shifted to consumer premises which is not correct. The transformer in consumer premises cannot be used for giving supply to other consumer.

Reasons for acceptance/non-acceptance

The Commission agrees to the justification and has accepted the proposal submitted by review committee; accordingly, same has been incorporated in the draft amendment code.

2. Original clause 4.3 of the Supply Code 2011

The cost of extension of distribution mains and extension / up-gradation of the system required up to the point of supply for meeting demand of new consumers and load enhancement of existing consumers, shall be borne by the consumer/applicant unless otherwise specifically mentioned in this Code or in Misc. and General Charges as approved by the Commission as per provision in section 46 of the Act.

Clause 4.3 of the principal code was substituted vide Chhattisgarh State Electricity Supply Code (Second Amendment) 2018 w.e.f 2nd Feb, 2018 as:

The cost of extension of distribution mains and extension/up-gradation of the system required for meeting demand of new consumers and load enhancement of existing consumers shall be as per the provisions made in Miscellaneous and General Charges as approved by the Commission in accordance with Section 46 of the Act.

Provided that the licensee shall recover supply affording charge from all consumer categories other than Agriculture for meeting the demand requisitioned, whether it is normal connection or extension case.

Comments and Suggestions by Supply Code Review Committee

The Committee has proposed modification on clause 4.3 as:-

The cost of extension of distribution mains and extension/up-gradation of the system required for meeting demand of new consumers and load

enhancement of existing consumers shall be as per the provisions made in Miscellaneous and General Charges as approved by the Commission in accordance with Section 46 of the Act.

Provided that the licensee shall recover supply affording charge from all consumer categories other than Agriculture for meeting the demand requisitioned, whether it is normal connection or extension case.

In case of LT connection, the charges as provided in miscellaneous and general charges will be applicable for the connection in Abadi area only. In case connections are required beyond Abadi area the extension will be done on full deposit.

Justification submitted by Supply Code Review Committee :-

In case houses are constructed in farm lands then long extensions will be required which will become uneconomical and unnecessary burden of these charges may be passed on to entire consumers through tariff loading.

As the consumers for existing voltage level has already availed the benefit of subsidized charges for extension of line then again subsidy for extension is not justified.

Reasons for acceptance/non-acceptance

The Commission is of the view that it is duties of the distribution licensee to supply electricity on receipt of the request / application from owner or occupier of any premises in the licensee's area of supply on reasonable cost. Also as per Section 42(1) of the Electricity Act, it is the duty of the distribution licensee to develop and maintain an efficient, coordinated and economical distribution system in his area of supply. The relevant provisions of the Electricity Act, in this regard are reproduced below:

> *"42 (1) It shall be the duty of a distribution licensee to develop and maintain an efficient, co-ordinated and economical distribution system in his area of supply and to supply electricity in accordance with the provisions contained in this Act.*
>
> *XXXXXXXXXXXX*
>
> *43 (1) Every distribution licensee, shall, on an application by the owner or occupier of any premises, give supply of electricity to*

such premises, within one month after receipt of the application requiring such supply :

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 Appropriate Commission.

XXXXXXXXXXXXXX

46.The State Commission may, by regulations, authorise a distribution licensee to charge from a person requiring a supply of electricity in pursuance of section 43 any expenses reasonably incurred in providing any electric line or electrical plant used for the purpose of giving that supply."

A careful reading of above Sections of the Act, clearly indicates that it is duty of the distribution licensee to develop and maintain an efficient, co-ordinated and economical distribution system in his area of supply. Also the distribution licensee may charge from a person requiring a supply of electricity any expenses reasonably incurred in providing any electric line or electrical plant used for the purpose of giving that supply. In last few years massive line extension electrification works have been carried out in the State, hence long extensions of line is rare. The Commission is of the view that present provisions are just and fair and no need to change at this stage.

In view of the above, the Commission has not accepted the proposal submitted by review committee; accordingly, same has been not been incorporated in the draft amendment code.

3. Original Clause 4.51 (Note: vi) of the Supply Code 2011

However, the applicant may apply for more than computed load based on his actual need and in such cases the infrastructure is to be developed for the load requisitioned.

Clause 4.51 (Note: vi) of the principal code was substituted vide Chhattisgarh State Electricity Supply Code (Second Amendment) 2018 w.e.f 2nd Feb, 2018 as:

After handing over of electrified multi consumer complex/housing colonies, if individual applicant (like house owner, shop owner etc) applies for load more than the assessed load or computed load, the applicant shall be treated as per Regulation 4.3 for the enhanced load.

Provided that individual applicant (like house owner, shop owner etc) Shall not pay any separate supply affording charge on the already assessed load or computed load at the time of individual connections.

Comments and suggestions by Supply Code Review Committee

The committee has proposed modification on clause 4.51 (Note: vi) as:-

After **complete/partial** handing over of electrified multi consumer complex/housing colonies, if individual applicant (like house owner, shop owner etc) applies for load more than the assessed load or computed load, the applicant shall be treated as per Regulation 4.3 **applicable for normal consumer** for the enhanced load.

Provided that individual applicant (like house owner, shop owner etc) shall not pay any separate supply affording charge on the already assessed load or computed load at the time of individual connections.

Justification submitted by Supply Code Review Committee:-

In order to bring more clarity in existing provisions.

Reasons for acceptance/non-acceptance

The Commission agrees that clarity is needed and hence accepted the proposal submitted by review committee; accordingly, same has been incorporated in the draft amendment code.

4. Original Clause 4.52 (i) of the Supply Code 2011

A building or a group of buildings which normally require(s) one or more than one LT connections for a total load of 50 KW or above, assessed as per Regulation 4.51 of this Code, shall be treated as multi consumer complex for the purpose of electric supply. A multi consumer complex

shall include residential, non residential and commercial complexes, housing colony, office complexes, educational and training institutions etc.

Clause 4.52(i) of the principal code was substituted vide Chhattisgarh State Electricity Supply Code (Second Amendment) 2018 w.e.f 2nd Feb, 2018 as:

A building or a group of buildings which normally require(s) one or more than one LT connections for a total load of 50 KW or above, assessed as per Regulation 4.51 of this Code, shall be treated as multi consumer complex for the purpose of electric supply. A multi consumer complex shall include residential, non residential and commercial complexes, housing colony, office complexes, educational and training institutions etc

Comments and Suggestions by Supply Code Review Committee

The committee has proposed modification on clause 4.52(i) as:-

A building or a group of buildings which normally require(s) one or more than one LT connections for a total load of **112 KW** or above, assessed as per Regulation 4.51 of this Code, shall be treated as multi consumer complex for the purpose of electric supply. A multi consumer complex shall include residential, non residential and commercial complexes, housing colony, office complexes, educational and training institutions etc

Justification submitted by Supply Code Review Committee:-

As per clause 3.4 of supply code LT connections to and individual can be given for a maximum load of 112 kW (150HP). In case any office, hotel, gym, shop etc. comes up and load exceed 50 KW than they have to pay supply affording charge of Rs 4600/- per kW on entire load. It is proposed to give relief to such consumers. These consumers will be at par with other LT consumers.

Reasons for acceptance/non-acceptance

The Commission agrees to the justification and has accepted the proposal submitted by review committee; accordingly, same has been incorporated in the draft amendment code.

5. Original Clause 4.52 (ii) of the Supply Code 2011

Supply to a multi-consumer complex shall be arranged through a separate distribution transformer of adequate capacity but not less than capacity of

100 KVA. The cost of extension including 11 KV line, distribution transformer and L.T. lines/ cables shall be borne by the developer/ builder/ housing society/ group of consumers/ consumer, who applies for the connection. The applicant shall have to provide suitable space required for the construction of the distribution transformer substation free of charge.

Clause 4.52(ii) of the principal code was substituted vide Chhattisgarh State Electricity Supply Code (Second Amendment) 2018 w.e.f 2nd Feb, 2018 as and inserted as 4.52(iii):

The external electrification such as extension of 11 KV line, distribution transformer sub-station and laying LT lines/cables within the colony shall be done by developer/ builder/housing society/group of consumers/ consumer, who applies for the connection at it's own cost.

Comments and Suggestions by Supply Code Review Committee

The committee has proposed modification on clause 4.52(iii) as:-

The external electrification such as extension of 11 KV line, distribution transformer sub-station (excluding distribution transformer) and laying LT lines/cables within the colony shall be done by developer/ builder/housing society/group of consumers/ consumer, who applies for the **external electrification** at it's own cost. The extension work as mentioned above can also be got executed from the licensee by paying estimated cost along with supervision charges. The distribution transformer except in case of package type substation shall be installed by licensee. The cost of distribution transformer shall be paid by the colonizer to the licensee who will install these transformers based on requirement of load development of multi consumer complex/ housing colony.

Justification submitted by Supply Code Review Committee

In maximum cases of residential multi consumer complexes and housing colonies the installation of distribution transformer is being done through "A" class electrical contractor. All provisioned distribution transformer in the estimate are installed by contractor and charged at once which causes many distribution transformers to rum without having sufficient connected load for many years. As the maximum load of new colonies develops in a very long period of time and it may take more than 5-7 years to reach proposed load. Till then CSPDCL has to bear the "No Load" loss and at the same time deterioration without use and probability of theft of oil due to

no load. It is also observed that even transformer fails without use and guarantee period also expires.

Reasons for acceptance/non-acceptance

The Commission agrees to the justification and has accepted the proposal submitted by review committee; accordingly, same has been incorporated in the draft amendment code.

6. Original Clause 4.52 (vii) of the Supply Code 2011

If a building/ group of buildings come(s) under the category of multi-consumer complex or housing colony due to additional construction or additional requirement of load, and if a separate distribution transformer of sufficient capacity for giving supply to such building(s) was not provided earlier then, it will be provided at the cost of the applicant. In case, for such purpose, capacity of the existing distribution transformer substation is required to be augmented, the same may be done by the licensee at the cost of the applicant. Further, in case the total load of multi consumer complex/housing colonies including all phases (existing and adjacent proposed) exceeds 1500 KW, applicant has to provide land measuring not less than 40x30 meters for construction of 33/11 KV sub-station at a token premium of Rs./1-.

Clause 4.52(vii) of the principal code was substituted vide Chhattisgarh State Electricity Supply Code (Second Amendment) 2018 w.e.f 2nd Feb, 2018 as:

If the load exceeds 1500 KW but not more than 5550 KW assessed as per Regulation 4.51, the applicant shall provide necessary land measuring not less than 40 x 30 meters and for load above 5550 KW up to 10000 KW land measuring not less than 50 x 40 meters at token premium of Re.1/- for construction of 33/11 KV substation by the licensee at it's own cost. The location of the substation shall be decided by the Engineer in-charge of the area in consultation with the applicant

i. Comments and Suggestions by Supply Code Review Committee

The committee has proposed modification on clause 4.52(vii) as:-

If the load exceeds 1500 kW but not more than 5550 kW assessed as per Regulation 4.51, the applicant shall provide necessary land measuring not less than 40 x 30 meters and for load above 5550 kW up to 10000 kW

land measuring not less than 50 x 40 meters at token premium of Re.1/- for construction of 33/11 KV substation by the licensee at it's own cost **within the premises of project area.** The location of the substation shall be decided by the Engineer in-charge of the area in consultation with the applicant

Justification submitted by Supply Code Review Committee :-

As the load centre is in the premises therefore to construct 33/11 KV S/Stn outside the premises increases loss un-necessarily therefore such modification is essential.

ii. Comments and Suggestions by CREDAI:-

CREDAI in its petition registered as petition no. 86 of 2020 has sought relaxation in clause 4.52(vii), which is related to requirements of land for substation measuring not less than 40 x 30 or not less than 50 x 40 meters as the (case may be) for multi consumer complex and housing colonies especially inside the planning area.

Justification submitted by CREDAI :-

Provision to provide land for substation measuring not less than 40 x 30 or not less than 50 x 40 meters as the case may be to the multi consumer complex and housing colonies is discriminatory in nature as same is not applicable to a individual constructing house anywhere apart from housing colony.

Reasons for acceptance/non-acceptance

The Commission is of the view that to cater the load growth, requirement for substations is must nearby to the load centers. Therefore, the Commission agrees to the justification given by review committee and has accepted the proposal submitted by review committee; accordingly, same has been incorporated in the draft amendment code.

As regards prayer by CREDAI, the Commission has examined the similar provisions in other States. In order to minimize the land requirements for the required sub stations, the Commission is of the view that possibility of installation of newer technologies such as Gas Insulated substations (GIS), indoor substations, dry type transformers and packaged substations etc. should be explored. These newer equipments can also be accommodated in the spaces in basements/rooms of multi consumer complexes subject to easily accessibility for maintenance, fire and other

safety standards compliance. Accordingly, new proviso to give effect to this has been added.

"Provided that, if applicant desires to provide less land/room where only GIS substations/packaged substations can be accommodated, then differential cost between conventional and GIS substations including allied equipments shall be fully borne by the developer/builder/applicant of such multi-consumer complex and there will not be any reimbursement. This will be subjected to easily accessibility for maintenance, fire and other safety standards compliance."

7. Original clause 4.53 of the supply code 2011

Supply in under developed colonies – special provisions:

There are instances of cluster of plots or houses, developed and constructed, either fully or partly, by developer/builder for which necessary permissions/sanctions from the State Government/local bodies/competent authorities under the appropriate laws and rules for colonies have not been obtained and extension of line work has not been completed. In such cases generally the individual buyer of plots /houses may apply for electricity connection. The connections may be served to such individual consumers on payment of proportionate cost of external electrification by such applicants. The proportionate cost for single phase and three phase connection which shall be worked out on the basis of the average cost of electrification of housing colonies/multi-consumer-complexes, sanctioned in the past in licensee's area. Such charges shall be approved by the Commission from time to time. Extension works for such applicants or colonies shall be done subject to realisation of minimum of 25% of the cost of extension including 11KV line and transformer sub-station, required to release connections to present applicant(s). If the amount payable by the applicant(s) is found less than 25% of the cost of extension, the applicants shall have to pay the excess cost of estimate in proportion to the load applied so as to enable the licensee to carry-out the extension work. For subsequent connection in said colony consumers shall have to pay extension charge fixed by the Commission even where no extension is involved to compensate the expenditure already incurred by the licensee. However, if further extension is involved for the subsequent applications same procedure be followed.

Substituted vide Suo Motu P. No. 70 of 2021 Order dated 16.02.2022

Underdeveloped/Declared illegal Colonies identified or certified by Municipal Corporation/Municipal Council/Nagar Panchayat

There are instances of cluster of plots or houses, developed and constructed, either fully or partly, by developer/builder for which necessary permissions/sanctions from the State Government/local bodies/competent authorities under the appropriate laws and rules for colonies have not been obtained and extension of line work has not been started or completed. In such cases generally the individual buyer of plots /houses may apply for electricity connection. The connections may be served to such individual consumers on payment of certain cost towards meeting some expenses for external electrification.

Following procedure shall be adopted by the licensee for electrification of such area:

i. On receipt of application(s) from consumer(s) of such areas, the licensee shall identify/confirm that such area is underdeveloped/Declared illegal Colony as identified or certified by Municipal Corporation/Municipal Council/Nagar Panchayat or local bodies.

ii. Thereafter, the licensee shall assess the connected load and estimated cost of electrification on the basis of applicable Supply Code.

iii. The cost of electrification (towards external electrification or extension of 33 KV or 11 KV line, transformers inside/outside the colony area, whichever is applicable) per kW based on above estimates shall be declared and published in Newspapers by the licensee for wide publicity. The charges towards electrification to be recovered from the consumers shall not exceed Rs. 5,000 per kW.

iv. To start the electrification work in such colony, minimum 25% of the estimated cost as determined in para ii above, should be deposited. If this 25% is not met from charges levied to the consumer(s), the licensee may use the funds received from MP/ MLA/ Government of India/ CG Government/ Parshad Nidhi/ Panchayat fund or any other Scheme to meet the shortfall upto 25%. Balance, 75% shall be contributed by lincess from Normal Development fund (ND fund).

v. The work shall be taken up departmentally by the Licensee for the area for which payment is made by the consumers.

vi. The Distribution Licensee shall ensure that payment received from the consumers shall be used for their work only. This shall be monitored by an Officer not below the rank of Chief Engineer.

vii. In case the consumer does not deposit the aforesaid amount in the Financial Year in which the estimate is sanctioned, the consumer shall be required to deposit additional 7% per annum or part thereof at the time of making application.

viii. For subsequent connection in said colony, consumers shall have to pay Rs. 5000/- per kW.

8. Original clause 4.58 of the supply code 2011

Schedule for completion of various activities relating to new connection and increase of load

The licensee shall process and give supply of electricity to various consumers within the time specified in the table below. For the purpose of this code urban area means area of Nagar Nigam, Nagar Palika and Nagar Panchayat and other than urban area means rural area:

Sl. No.	Type of Service	Time Limit for Rendering the Service
1		
a)	**Low Tension (LT) connection**	
	Notice of inspection on receipt of complete application form	3 working days
b)	Inspection after sending notice	
	Urban areas	2 working days
	Rural areas	5 working days
c) i)	Issue of demand note after inspection to the applicant for payment of estimated charges (if extension work is not required and the connection is to be given from the existing network)	
	Urban areas	5 working days
	Rural areas	7 working days
ii)	Issue of demand note after inspection to the applicant for payment of estimated charges (if the extension work or enhancement of transformer capacity is required)	
	a) Urban areas	10 working days
	b) Rural areas	22 working days
d)	Where no extension is required/after completion of extension work -	
	Release of connection after payment of necessary charges, execution of agreement and submission of test report by the applicant after completion of extension	

Sl. No.	Type of Service	Time Limit for Rendering the Service
	work/ where no extension required, a. Urban area b. Rural area	10 working days 15 working days
e)	Completion time for extension of work where extension /augmentation of distribution main is required a) All connections excluding agriculture b) Agricultural connection when clear access to fields is available c) Agricultural connection during season when no clear access is available	 60 days 90 days 180 days from the date access is made available
2.	**High Tension (HT) Connection** a) Informing feasibility after receipt of the application form b) Issue of demand note of estimated charges (after the date of issue of notice of feasibility) c) Completion time for extension of works after payment d) Serving of connection after payment of necessary charges and execution of agreement by the applicant, subject to receipt of clearance from Electrical Inspector within reasonable time after completion of extension work	 15 working days 30 days 90 days 30 days
3.	**Extra High Tension (EHT) Connection** a) Informing feasibility after receipt of the application form including connectivity consent required if any b) Issue of demand note of estimate charges after issue of notice of feasibility c) Completion time of extension work after payment d) Serving of connection after payment necessary charges and execution of agreement by the applicant subject to receipt of clearance from Chief Electrical Inspector after completion of extension work	30 days 60 days 180 days 30 days

Clause 4.58 sub clause 2(c) & (d) of the principal code was substituted vide Chhattisgarh State Electricity Supply Code (Second Amendment) 2018 w.e.f 2nd Feb, 2018 as:

Sl. No.	Type of Service	Time Limit for Rendering the Service

Sl. No.	Type of Service	Time Limit for Rendering the Service
2	(c) Completion time for extension of works after payment and finalization of agreement.	90 Days
	(d) i) Issue of three months notice after completion of extension work by the licensee with installation of meter and metering equipment. ii) Release of load after completion of extension work by licensee and submission of clearance from Electrical Inspector by the applicant.	7 days 7 days

Chhattisgarh State Electricity Regulatory Commission (Standards of Performance in Distribution of Electricity) Regulations, 2020 specified following provisions

Schedule for completion of various activities relating to new connection and increase of load

The licensee shall process and give supply of electricity to various consumers within the time specified in the table below. For the purpose of this code urban area means area of Nagar Nigam, Nagar Palika and Nagar Panchayat and other than urban area means rural area:

Sl. No.	Type of Service	Time Limit for Rendering the Service
1. a)	Low Tension (LT) connection Notice of inspection on receipt of complete application form	 3 working days
b)	Inspection after sending notice Urban areas Rural areas	 2 working days 5 working days

Sl. No.	Type of Service	Time Limit for Rendering the Service
c) i)	Issue of demand note after inspection to the applicant for payment of estimated charges (if extension work is not required and the connection is to be given from the existing network) Urban areas Rural areas	 5 working days 7 working days
ii)	Issue of demand note after inspection to the applicant for payment of estimated charges (if the extension work or enhancement of transformer capacity is required) Urban areas Rural areas	 10 working days 22 working days
d)	Where no extension is required/after completion of extension work - Release of connection after payment of necessary charges, execution of agreement and submission of test report by the applicant after completion of extension work/ where no extension required, a) Normal Domestic Connection Urban areas Rural areas b) Other than Normal Domestic Connection Urban areas Rural areas	 7 days 15 days 15 days 30 days

Sl. No.	Type of Service	Time Limit for Rendering the Service
e)	Completion time for extension of work where extension /augmentation of distribution main is required a) All connections excluding agriculture Urban areas Rural areas b) Agricultural connection when clear access to fields is available c) Agricultural connection during season when no clear access is available	 90 days 120 days 90 days, provided full cost of extension is made 180 days from the date access is made available, provided full cost of extension is made
2.	**High Tension (HT) Connection**a) a) Informing feasibility after receipt of the application form	 07 days
	b) Issue of demand note of estimated charges (after the date of issue of notice of feasibility)	30 days
	c) Completion time for extension of works after payment	90 days
	d) i) Issue of three months notice after completion of extension work by the licensee with installation of meter and metering equipment. ii) Release of load after completion of extension work by licensee and submission of clearance from Electrical Inspector by the applicant.	7 days 7 days

Sl. No.	Type of Service	Time Limit for Rendering the Service
3.	**Extra High Tension (EHT) Connection** a) Informing feasibility after receipt of the application form including connectivity consent required if any	30 days
	b) Issue of demand note of estimate charges after issue of notice of feasibility	60 days
	c) Completion time of extension work after payment	180 days
	d) Serving of connection after payment necessary charges and execution of agreement by the applicant subject to receipt of clearance from Chief Electrical Inspector after completion of extension work	30 days

Reasons for Amendment

To align with the CSERC (Standards of Performance in Distribution of Electricity) Regulations, 2020 this clause is being amended.

9. Original clause 5.52 of the Supply Code 2011

Every L.T. Consumer except agriculture/irrigation consumer, whose connected load includes induction motor(s) of capacity of 3 BHP and above, shall arrange to install low tension shunt capacitors of appropriate capacity at his cost, across the terminals of his motor(s). Agriculture pump, consumers with connected load of more than 3 HP shall arrange to install low tension shunt capacitors of appropriate capacity. The recommended value of capacitor for direct application with terminal of induction motor of 1500 Revolution per minute (rpm) is shown in Annexure 11 as a general guideline. However, the consumer shall ensure that the capacitors installed by him are properly matched with the actual requirement of the motors so as to ensure average monthly power factor as specified by Commission in tariff order from time to time. Where the meters capable of recording power factor have been installed, the

monthly power factor of connection shall be actual power factor recording, irrespective of the capacity of capacitors installed.

Provided that where meters installed are not capable of recording average monthly power factor of load, the capacitor of capacity indicated in Annexure 11 against the respective capacity of motor found in working condition will be considered in order.

Provisions in CSERC Tariff Order dated 28/02/2019 for FY 2019-20 specified as follows;

"At present, it is mentioned that all new connections of above 3 HP load shall be served only after installation of capacitor of specified rating to maintain power factor of 0.85 and above. Further, all pump connections of above 3 HP load not provided with capacitors of specified rating and who do not maintain power factor of 0.85 and above, are required to pay surcharge of 35 paise per kWh. The Commission, as discussed in earlier Chapter, noted that there is higher percentage of assessed consumption and defective meters for Agriculture category. In such a scenario, the measurement of power factor for levying power factor surcharge would not be reliable and accurate. Hence, the Commission decides to discontinue levy of power factor surcharge of 35 paise/kWh for Agriculture Category"

In view of the above, modification in para 5.52 is proposed. Para 5.52. shall be amended as follows.

"Every L.T. consumer, whose connected load includes induction motor(s) of capacity of 3 BHP and above, shall arrange to install low tension shunt capacitors of appropriate capacity at his cost, across the terminals of his motor(s). The recommended value of capacitor for direct application with terminal of induction motor of 1500 Revolution per minute (rpm) is shown in Annexure 11 as a general guideline. However, the consumer shall ensure that the capacitors installed by him are properly matched with the actual requirement of the motors so as to ensure average monthly power factor as specified by Commission in tariff order from time to time. Where the meters capable of recording power factor have been installed, the monthly power factor of connection shall be actual power factor recording, irrespective of the capacity of capacitors installed.

Provided that where meters installed are not capable of recording average monthly power factor of load, the capacitor of capacity indicated in Annexure 11 against the respective capacity of motor found in working condition will be considered in order."

10. Original clause 10.2 of the Supply Code 2011

The licensee shall ensure adequate publicity of the addresses/ locations and working hours of the collection centres including those of banks where consumers can make payments. The licensee shall provide a choice of maximum alternative modes of payment to the consumers like payment through cash, local cheque, bank draft, banker's cheque, Electronic Clearing System (ECS), credit/debit card etc.

Comments and suggestions by CSPDCL

CSPDCL vide letter 1294 dated 09.07.201 has proposed the following changes in clause 10.2:-

"The licensee shall ensure adequate publicity of the addresses/ locations and working hours of the collection centres including those of banks where consumers can make payments. The payment methodology shall be as under:-

a. For bill amounts less than or equal to Rs. Five thousand rupees consumer may pay the bill through cash or cheque or demand draft or electronic clearing system at designated counters of a bank or through credit or debit cards or online payment through distribution licensees' web portal or any digital mode of payment and any change or further addition in the mode of payment shall be more user friendly for the consumers than the prevailing system.

b. For bill amounts more than Rs. Five thousand rupees consumer may pay the bill through online mode only.

Justification submitted by CSPDCL:-

Govt. of India as published electricity (Rights of consumers rules) 2020 vide Gazette notification dated 31.12.2020. Clause 7 of this Gazette notification describes method of payment of bill. This clause is reproduced as under:

"(i) Consumer shall have the option to pay bills online or offline.

(ii) Bill amount of more than one thousand rupees or an amount specified by the Commission shall mandatorily be paid online. Commission shall specify a suitable incentive or rebate for payment through online system.

(iii) For bill amounts less than or equal to one thousand rupees consumer may pay the bill through cash or cheque or demand draft or electronic clearing system at designated counters of a bank or through credit or debit cards or online payment through distribution licensees' web portal or any digital mode of payment and any change or further addition in the mode of payment shall be more user friendly for the consumers than the prevailing system.

(iv) The distribution licensee shall establish online portal as well as sufficient number of collection centres or drop boxes at suitable locations with necessary facilities, where consumer can deposit the bill amount with ease".

As per point no. 02 of clause 7 it has been mentioned that bill amount more than 1000 or an amount specified by the Commission shall mandatorily be paid online. Commission shall specify a suitable incentive or rebate for payment through online system. It is proposed that bill amount of more than Rs. 5000 shall mandatorily be paid online. Justification of proposing Rs. 5000 is as under:-

"There are few senior citizen consumers who do not use online payment and make the bill payment by cash or cheque. There bill in summer season may exceed Rs. 1000. In order to facilitate such consumers Rs. 5000 for cash/cheque payment is justified".

Reasons for acceptance/non-acceptance

As per submission made by CSPDCL, this matter has also been discussed among Review Committee. Review Committee did not agree for this amendment. Subsequently, CSPDCL made this proposal before the Commission during the course of proceedings of ARR and Retail Tariff petition for the year 2022-23. The Commission in order dated 13.04.2022 has held as follows;

"m) The consumers shall have the option to pay bills online or offline. However, bill amounts of more than five thousand rupees shall mandatorily be paid online. For bill amount less than or

equal to five thousand rupees, consumer may pay the bill through cash or cheque or demand draft or electronic clearing system at designated counters of a bank or through credit or debit cards or online payment through distribution licensees" web portal or any digital mode of payment and any change or further addition in the mode of payment shall be more user friendly for the consumers than the prevailing system. Further, the distribution licensee may stipulate a suitable incentive or rebate for payment through online system for consumers who opt to pay bill amount less than or equal to five thousand rupees."

In view of the above, the Commission agrees to the proposal submitted by it; accordingly, same has been incorporated in the draft amendment code.

11. Original clause 10.5 of the Supply Code 2011

In order to reduce the workload of the collection counter, all payments of bills above Rupees five thousand should be made through cheque / banker's cheque / demand draft payable at local branch of the bank concerned.

Comments and Suggestions by CSPDCL

Clause 10.5 needs to be deleted because of the justification given above by CSPDCL for amendment in clause 10.2.

Reasons for acceptance/non-acceptance

The Commission agrees to the justification given CSPDCL and has accepted the proposal submitted by it; accordingly, same has been deleted from Supply Code.

12. New clause 11.12(a)

Comments and Suggestions by Supply Code Review Committee

The committee has proposed a new clause to be added as:-

If 25% or less load is used for purpose other than for which connection is availed then proportionate billing may be done for the purpose used. The billing may be done as per clause 11.12

Justification submitted by Supply Code Review Committee:-

As some of small shops are opened in the residential houses which has very small load compare to overall connected load then complete billing of purpose change is being done. In these circumstances, there is dissatisfaction in the consumers. In order to give relief to such consumers, this clause is proposed.

Reasons for acceptance/non-acceptance

The Commission agrees to the justification given by review committee for insertion of new clause as 11.12(a); accordingly, same has been incorporated in the draft amendment code.

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