

HIMACHAL PRADESH STATE ELECTRICITY BOARD LIMITED

“SALES MANUAL & OTHER CONDITIONS OF SUPPLY”

SECTION-I

Grant of Electric connection

INSTRUCTION No.1

Receipt of Application and Acknowledgement:

- 1.1** All the prospective consumers have to enter into an agreement with the **HPSEB Ltd., on the specified** standard Application and Agreement Form C.S-1(a) obtainable on payment of the prescribed cost from the local/ designated office of the HPSEBL. The Application & Agreement form can also be down loaded from HPSEBL website **i.e. www.hpseb.com/**. *The cost of the form as prescribed in the schedule of general & service charges of Tariff Order, if downloaded from the website, shall be got deposited from the prospective consumers at the time of submission of A&A form.* The Application duly completed by the prospective consumer accompanying requisite documents should be presented in the local office of HPSEB Ltd.
- 1.2** As soon as an application on the prescribed form is received from a prospective consumer, it will be scrutinized by the consumer clerk and any shortcoming noticed therein, should be immediately got rectified from the applicant. The receiving clerk should see that all the columns mentioned in the application are properly filled in and the items which are not applicable are scored out to avoid confusion. *The following documents which are relevant for any categories of connections shall be obtained along with the A&A form and scrutinized at the time of receipt of application:-*
- 1.2.1 Non- judicial stamp paper of Rs.5/- duly crossed and signed.
- 1.2.2 No objection certificate (NOC) from the Municipal Corporation or Municipality or Notified Area committee or the Planning Area under the Town & Country planning or Revenue Authority or any other appropriate/ concerned authority as the case may be, to the effect that construction of the premises where electricity connection is sought is authorized one.
- 1.2.3 NOC from the pollution control Board & other authorities such as fire/mining etc.
- 1.2.4 In case of firms/Companies partnership deed along with complete address with documentary proof, registration certificate etc.
- 1.2.5 Resolution of Board of Directors of the firm/company to sign the agreement by authorized signatory.
- 1.2.6 Power availability Certificate (PAC) in case of all consumers requiring more than 100kW load.
- 1.2.7 In case of large industries, possession certificate, essentiality certificate, detailed project report (DPR) and detail of load etc.
- 1.2.8 Indemnity Bond as per CS -1(b).

- 1.2.9 Intimation in relation to wiring to be carried out by the wiring contractor.
- 1.2.10 Street lighting agreement as per form -CS-1(d) (for connections to street lighting installations refer to instruction No. 11) **and copy of the resolution duly authorizing the Executive Officer/ President/ Member of the MC/Cantt. Board/NAC/Panchayat etc. for signing the agreement, as the case may be.**
- 1.3 Additional Conditions for providing Connection to Air and Water Pollution Industries.**
- 1.3.1 No new application for connection for industries which are air and or water polluting in nature as specified under 1.3.3 shall be registered unless the applicant furnishes clearance certificate from the H.P. State Pollution Control Board to the effect that the concerned unit either did not require the installation of Air and or Water pollution control equipment in view of the nature of the industry or the same was needed and would be installed before the actual release of connection. Electric connection to the industries requiring Air and or Water Pollution Control equipment shall be released only if the applicant furnishes clearance certificate from H.P. State Pollution Control Board.
- 1.3.2 In case Industrial consumers who are given connection after clearance from H.P. State Pollution Control Board are subsequently found running their factory **or installation** without the required air and or water pollution control equipment these would be liable for disconnection of supply after giving 24 Hrs notice and the same will not be reconnected till such time, measures as required under the anti-pollution regulations of the H.P. Govt. and as advised by the H.P. State Pollution Control Board are taken.
- 1.3.3 **The Polluting Industries Covered under Water/Air Pollution Control Acts are as under:--**
1. Pesticide Industries.
 2. Chemical and Pharmaceutical Industries.
 3. Distilleries/Breweries.
 4. Pulp and paper Industries (including paper products).
 5. Food processing Industries.
 6. Tanneries.
 7. Electronic and Engineering.
 8. Steel Plants.
 9. Hydrated lime and chemicals.
 10. Stone crushers.
 11. Thermal plants.
 12. Foundries.
 13. Flour Rolling Mills.
 14. Milk Plants.
 15. Asbestos and asbestos products Industries.
 16. Cement and cement products Industries.

17. Ceramic and ceramic products Industries.
18. Chemical and allied Industries.
19. Coal and lignite based chemical Industries.
20. Engineering Industries.
21. Ferrous metallurgical Industries.
22. Fertilizer Industries.
23. Food and agricultural products Industries.
24. Mining Industry.
25. Non ferrous metallurgical Industries.
26. Ores/mineral processing Industries including beneficiation, polletization etc.
27. Power (coal, Petroleum and their products) generating plants and boiler plants.
28. Textile processing Industry (made wholly or in part of cotton).
29. Petroleum refineries.
30. Petroleum products and petro-chemical industries.
31. Plants for recovery from/ and disposal wastes.
32. Incinerators.
33. Hotel Industry
34. Hot Mixing plants.
35. Any other industry causing pollution as may be specified by the Pollution Control Board.

Note: -

- (i) The Govt. Departments are exempted from the levy of stamp duty vide Section 3 of the Indian Stamp Act. Accordingly the Govt. Departments, including Railways are not required to stamp the Agreement or any other documents for supply of power. The local bodies, Municipal Committees and Panchayats etc. have, however, not been granted any such exemption and they are, therefore, required to execute all the agreements on the Non-judicial stamp paper worth Rs.5/-.
- (ii) An Indemnity Bond on the proforma CS-1 (b) should be got executed on a Stamp paper of the value of Rs. 15/- from the prospective consumer in case he is unable to obtain the consent of his land lord.
- (iii) It would be advisable to obtain an attested copy of the partnership deed along with a letter of attorney signed by all the partners in the name of person executing the agreement and signing other allied documents on behalf of a "Partnership Firm". If, however, the firm is registered one, no letter of attorney is required, if the agreement is signed by one of the partners, but if the signatory is other than the partner letter of attorney should be obtained.

- (iv) The above procedure shall also be applicable for temporary metered supply connections.
- (v) In case of conditional NOC or NOC given for a specific period by the competent authority, it shall be the sole responsibility of the consumer to keep the NOC updated.

INSTRUCTION No. 2

Posting of Application in Service Register and Maintaining Separate Seniority Lists:

- 2.1** The Consumer clerk after scrutiny of the A&A form shall enter full particulars of the application in the Service Register (Form CS-2) in ink except the load applied for, which should be entered in pencil.
- 2.2** The applications for all categories of applicants, whether for permanent or temporary connections, should be entered in the same Service Register in the order in which these are received. In other words, separate Service Registers (or sections of the same Register) should not be maintained for various classes of consumers or the different groups of consumers (i.e. groups classified according to the particular sub-station to which consumer may be respectively connected.)
- 2.3** The consumer clerk will then enter the Application No. and date of receipt as per entry in the service register on the application form in the space prescribed for it and acknowledge the receipt of the same to the applicant. This acknowledgement shall form the basis of all future correspondence between the HPSEB Ltd./licensee and the applicant till the connection is actually released.
- 2.4** Following symbols should be used to distinguish between the various categories of applicants:--

| | |
|---|-------------|
| 2.4.1 Domestic Supply | ‘DS’ |
| 2.4.2 Non-Domestic-Non- Commercial | ‘NDNC’ |
| 2.4.3 Commercial Supply | ‘CS’ |
| 2.4.4 Small & medium Industrial Supply | ‘SMS’ |
| 2.4.5 Large Industrial Power Supply | ‘LIPS’ |
| 2.4.6 Water & Irrigation Pumping Supply | ‘WIPS’ |
| 2.4.7 Street Lighting Supply | ‘SLS’ |
| 2.4.8 Bulk Supply | ‘BS’ |
| 2.4.9 Temporary Metered Supply | ‘TMS’ |
| 2.4.10 Railway Traction | ‘RT’ |
- 2.5** If the temporary connection is applied for by an existing permanent consumer, it should be treated as a separate application and be entered as such in the Service Register.
- 2.6 Keeping Applicants Informed about the where-about of the Application:**
All enquiries from the prospective consumers in respect of the disposal of their applications for grant of electric connections should be promptly responded.

Note: Operation of Induction/Arc furnace shall not be allowed through Change over switch.

3.1.3 Where the consumer have installed rectifier transformer for electrolysis, the connected load of the rectifier transformer shall be taken as a sum of ratings of motors/equipments on output side. Capacity of the rectifier transformer shall not exceed connected load by 20% cushion.

3.1.4 Where welding sets are found in the premises of industrial units like rice shellers, spinning mills, cold storage, ice factories, atta-chakkies, flour mills, cotton spinning mills, oil mills etc. and where these are used for carrying out minor repairs to the machinery installed and where no job order or outside welding work is carried out, load of one welding set shall not be counted while working out the connected load. In case, more than one welding set are existing/ installed in such factories, the welding set of lowest rating shall not be counted towards connected load and other welding sets shall be considered towards connected load.

3.1.5 Installation of three phase power sockets by Commercial and industrial consumers will not be allowed. However, for computing un-authorized loads 3-phase power socket may be reckoned as 6kW.

3.1.6 Capacity of electric motors/ energy consuming apparatus should be indicated in kW and not in BHP for connected load purpose.

3.1.7 Where connected load is given in kVA, rating in kW of energy consuming apparatus may be taken as specified by the manufacturers so as to work out the connected load in kW and if, the power factor is not specified, the same may be taken as 0.90. In case the power factor is less than 0.90, the consumer will be required to install additional capacitors which shall be worked out on the basis by which the existing power factor is less than 0.90. *If some or any apparatus is rated by manufacturers in h.p., the h.p. rating shall be converted in to kW by multiplying it by 0.746.*

3.1.8 kVA rating mentioned on the name plate of the welding sets by the standard manufacturers should normally be taken as connected load. In respect of substandard makes or in case of doubt, kVA rating of welding set should be taken as 75% of the product of open circuit voltage and maximum continuous hand welding current. The connected load shall be computed by assuming a power factor of 0.40.

3.1.9 In respect of test benches which are meant for testing of motors or other load, maximum capacity of the motor that can be connected to the test bench shall be included in the connected load. This will apply only to such points where portable motors can be installed and run.

3.1.10 In case of computer centers, the connected load shall be worked out on the basis of kVA rating of the load of UPS by taking the power factor 0.38. The sockets installed on output side of the UPS need not be considered for the purpose of connected load.

3.1.11 In case of Bulk Supply connections, where metering is done on HT side, the rated capacity of feeding transformer shall be taken as connected load.

3.1.12 Connected Load of Air- Conditioners:

In respect of domestic and NRS consumers the air conditioners shall be permanently wired through miniature circuit breakers/switches which are not controlled through power sockets. Load of the air -conditioners shall be reckoned/ sanctioned on actual rating of the air conditioner and not treated as the load of power

sockets. In the case of existing domestic and NRS consumers the excess load of AC's shall be regularized. AACD/additional security and service connection charges for the actual load of the air conditioner based on their rating shall be recovered. However, AC load(s) of existing industrial connections installed for industrial purpose in offices, residential quarters etc. and being billed under relevant industrial tariff schedule shall not require regularization.

3.2 It should be ensured that the entries of the load in the application for supply of electricity are based on the actual requirement and are not exaggerated. In case of any discrepancy necessary corrections should be made by adopting the actual rating of the energy consuming device to be actually used. If, however, the actual rating of any of the electrical appliances to be connected with the system i.e. light point/ fan point/ wall socket (5A) and power socket (15A) is not known, the load may be assessed on the following standard wattages:

| Description | Domestic Supply | Commercial Supply | Other Consumers |
|--|-----------------|-------------------|-----------------|
| Light Points | 60 Watts each | 80 Watts each | 100 Watts each |
| Fan Points (Ceiling) | 80 Watts each | 100 Watts each | 100 Watts each |
| Wall Sockets for Light & Fan points (5A) | 60 Watts each | 80 Watts each | 100 Watts each |
| Power Socket | 1000 Watts each | 1000 Watts each | 2000 Watts each |

3.3 The actual requirements of the load of prospective consumer should be carefully estimated through the personal visit of the *In Charge of Electrical Section* on the day of the receipt of the application in the local office (or if this is not possible, at the very earliest possible date thereafter) to the premises where the electric connection is required. The visit to site shall include preparation of inventory for the material required for each service connection. He would also prepare an estimate along with a sketch showing the various mains/ sub-mains and service lines. These would be submitted by him to the In Charge of Electrical Sub- Division within a week. The estimate would be sanctioned by the In Charge of Electrical Sub- Division immediately. The cases falling beyond his competency shall be forwarded by him to Sr. Executive Engineer/ Superintending Engineer/ Chief Engineer for sanction/ expediting sanction by the competent authority.

3.4 If the estimate of the connected load does not tally with the load shown in the application form (and entered in pencil in the Service Register) the service should be designed and estimated on the basis of the load estimated by the In Charge of the Electrical section and not on the basis of the load shown in the application form.

3.5 The particular sub-station to which the premises will be connected should be determined and the letter denoting it noted on the application in the space provided against the connection No. as the sub-station symbol (A, B etc.) denote the groups in to which consumers are divided for technical and commercial purpose, e.g. to facilitate the balancing of the load among different feeders and to simplify and expedite the work of billing, metering, receiving cash and issuing receipts. Eventually, therefore, a consumer will be denoted by the symbol comprising his connection No.ADS/239, FNDNC/45 and FCS/63 etc. (where A & F denote the sub-station & 'DS', 'NDNC' and

'CS' denote (Domestic and Non-Domestic-Non- Commercial and Commercial category respectively) as the case may be.

3.6 In all cases, the following information(s) will be prepared and properly scrutinized before sanction of the estimate by the competent authority.

A map or tracing in pencil showing and giving the following information:

- 3.6.1 Location, name and demand of the consumer.
- 3.6.2 Size and capacities of the nearest sub-station, high tension and low tension mains.
- 3.6.3 Calculations showing the size of proposed service lines and of extension (if any) to H.T. and L.T. mains.
- 3.6.4 Report giving proposals to feed the consumer in which careful reference would be made to the existing load on the system and effect of adding thereto the load requirement of the prospective consumer, both as regards capacity and as regards voltage regulation : and;
- 3.6.5 Calculations showing the maximum voltage variation anticipated on the Consumer(s) bus-bars.
- 3.6.6 Estimated charges of the service line, (including equipment) and of extensions to mains, if any, worked out in accordance with the HPERC (Recovery of Expenditure) Regulations 2005 and the relevant cost data approved by the Commission from time to time.

3.7 The applicants would be required to pay the estimated cost of service lines before undertaking the work as per the demand notice to be issued by the concerned competent authority of the HPSEB Ltd. /Licensee.

INSTRUCTION No. 4

Issuance of Power Availability Certificate:

- 4.1 Where the new or additional load exceeds 100kW, the applicant will submit the feasibility clearance certificate i.e. Power Availability Certificate along with the Application & Agreement form. *The form of application for feasibility clearance/ PAC will be available free of cost in the designated offices of the HPSEB Ltd. and can also be downloaded from its website i.e. www.hpseb.com*
- 4.2 **Time frame for issuance of Demand Notice for PAC- Compliance of Demand notice and late fee for extension of demand notice:**

Following time frame for issuance of demand notice for PAC, compliance of the demand notice by the prospective consumer and late fee for extension of demand notice has been approved by the HPSEB Ltd.: -

| Sr. No. | Description of item | Time frame |
|---------|---|---|
| 4.2.1 | Time period with in which the prospective consumer has to apply for issuance of PAC | Within 30 days from the receipt of approval letter for the Industries department/ the authority competent to approve the proposal. |
| 4.2.2 | Issuance of demand notice after receipt of request from the prospective consumer | Within 30 days from the receipt of formal application from the prospective consumer and existing consumer in case of extension of load. |
| 4.2.3 | Validity of demand notice for issuance of PAC | Two months to deposit the amount of demand notice. |
| 4.2.4 | Extension in validity period of demand notice | Two extensions of two months in each case may be allowed based on valid grounds furnished by the prospective/ existing consumer. |

4.2.5 In order to avoid the practice not to deposit the amount of demand notice within the specified period of two months by the prospective/ existing consumer resulting in denial of load to other consumers, the validity of demand notice will further be extended on the valid grounds after payment of late fee charges as mentioned below: -

- 4.2.5.1 Late fee @ 5% per month of the amount of demand notice to be deposited, for 1st extension of two months.
- 4.2.5.2 Late fee @ 10% per month of the amount of demand notice to be deposited, for 2nd extension of two months.
- 4.2.5.3 Late fee @ 1% per month of the amount of demand notice to be deposited, for 3rd extension up to one year from the date of issuance of demand notice.

After expiry of one year, the demand notice will be extended after extension of project proposal from department of industries and payment of late fee charges up to one year from the date of issuance of demand notice as detailed above at 4.2.5.1 to 4.2.5.3.

4.3 The consumer shall apply for grant of Power Availability Certificate provided that he deposits:

- (i) The earnest money equivalent 10% of the initial security as specified in HPERC (Security Deposit) Regulations, 2005; and
- (ii) Advance cost share, towards infrastructure development charges calculated @ Rs.1000/-per kW/ kVA of the load applied for.

4.4 The different Officers are competent to issue the PAC up to following extent: -

| S. No | Designation | DOP for commitment of Load | Standard supply Voltage |
|-------|---|--|---|
| 4.4.1 | Sr. Executive Engineer/ Addl. SE (operation Division) | Up to 100 kW | Up to 50KW 1- Ø, 0.230kV or 3- Ø 0.415 kV or 2.2 kV 51 kW to 100 kW. 11 kV or 15 kV or 22 kV |
| 4.4.2 | SE/ Dy Chief Engineer in charge of (OP) Circle | >100 kW to 500 kW | 11 kV or 15 kV or 22 kV |
| 4.4.3 | Chief Engineer (Operation) | > 500kW to < = 2000kW | 11 kV or 15 kV or 22 kV |
| 4.4.4 | Board Level Committee consisting of following members: | | |
| | 1. Chairman -cum- Managing Director 2. Director (Op.) 3. Director (Tech.) | (i) >2000kW up to 10MW (ii) More than 10MW (iii) All electric furnace(s) (except Arc furnaces), Steel Rolling & Re-rolling Mills: (a) of Load 100kW to 1000kW (b) Above 1000kW | 33kV or 66kV 132kV or 220kV 11kV or 22kV 33kV or 66kV or 132kV or 220kV |

Note: -

- (i) Power Availability Certificate (PAC) falling under the competence of HPSEB Ltd., shall be issued by Chief Engineer (Commercial) with the approval of the Committee.
- (ii) The PAC shall be issued after the deposit of earnest money and advance cost share as per clause 3.2.2 of the Supply Code and other conditions as detailed below.
- (iii) For loads up to 100kW Power Availability Certificate may be issued on the request of the concerned party keeping in view all the modalities as per clause 3.2 of the "Supply Code" 2009, however, in such cases submission of PAC along with the application & Agreement form shall not be insisted.
- (iv) No PAC for loads more than 1000kW shall be released to the power intensive units on voltage less than 33kV and without provision of independent feeder with control sub-station and necessary protection and harmonic filters/ reactive compensation installed at consumer's end. The release of load to the Arc- furnaces is totally disallowed as specified in the prevalent tariff order. Further no new projects and expansion of existing units in any form involving induction/Arc/Submerged Arc furnaces will be allowed as per the *current policy of the Government of Himachal Pradesh*, which will be reviewed from time to time. However as regard the Rolling and re-rolling mills consuming power less than 1MW, will be permitted to be established depending upon the merits of each case and as per the policy of the H.P. Government.
- (v) Releasing of electricity connection through Solid Tap arrangement is prohibited. Proper arrangement at the Tea- Off point as indicated below shall be provided by the consumer: -

| | | |
|-------|-------------------|--|
| (i) | LT Supply | Linked Switch with fuse (s) or Circuit breaker |
| (ii) | Up to 1000kW (HT) | Linked Switch with fuse (s) or Circuit breaker |
| (iii) | Above 1000kW (HT) | Circuit Breaker |
| (iv) | EHT | Circuit breaker |

4.5 The HPSEB Ltd. will grant the Power Availability Certificate with in forty five (45) days of the receipt of request or such extended period as approved by the Commission.

4.5.1 The Power Availability Certificate mentioned in clause 4.4 shall be valid for a period as may be mutually agreed to by the licensee and the applicant, but not exceeding three years;

Provided that the validity period can be extended from time to time as may be mutually agreed upon the applicant and licensee.

4.5.2 The applicant may, after grant of Power Availability Certificate (PAC) mentioned under clause 4.4, submit the application to give supply of electricity to the premises and the licensee shall adjust, the amount of earnest money towards initial security payable under the HPERC (Security Deposit) Regulations 2005 and the *advance cost share deposit towards infrastructure development charges shall be adjusted against co-share for feeding sub-station & lines etc.*

4.5.3 Where the applicant who has been granted the Power Availability Certificate (PAC) fails to submit the application for supply with in validity period of the PAC or declines to take the supply----

- (i) The earnest money shall be forfeited; and**
- (ii) The advance cost share received from the applicant shall be refunded with in thirty (30) days after deducting there from 10% of the deposited advance cost share.**

4.6 The standard supply voltage corresponding to connected load shall be as under:-

| Connected Load | Standard Supply Voltage |
|-----------------------|---|
| Up to 50kW | 1-Ø 230 Volts or 3- Ø 415Volts or 2.2kV |
| 51kW to 2000kW | 2.2kV or 11kV or 15kV or 22kV |
| >2000kW to 10000kW | 33kV or 66kV |
| >10000kW | > =132kV |

However, whenever/ wherever there are system constraints, consumer shall have to shift the entire load at a higher voltage at the discretion of HPSEB Ltd.

4.7 The connection shall be governed by the relevant schedule of Tariff, as may be notified from time to time and Regulations, Codes and other standards approved by the HPERC and implemented by the HPSEB Ltd., from time to time.

4.8 The recovery of expenditure for supply of electricity shall be carried out as per the Himachal Pradesh Electricity Regulatory Commission (Recovery of Expenditure for

Supply of Electricity) Regulations 2005 bearing No. HPERC/419, as may be amended from time to time by the HPERC.

4.9 The entire cost of dedicated feeder along with bay and associated terminal equipments at both ends and sub metering arrangements will have to be borne by the applicant. *The cost of dedicated feeder/joint feeder will be intimated by the concerned Chief Engineer (Op./ES)/concerned SE (Op./ES) of HPSEB Ltd.*

4.10 In case of construction of joint feeder or augmentation of existing feeder along with bay and associated equipment(s) at both ends, if required, the entire cost shall be shared proportionately by the group of industrial consumers. The cost of the same shall be intimated by the concerned Chief Engineer.

4.11 The metering and billing of a consumer provided connection on dedicated feeders shall be done at grid sub-station from where the power supply emanates and for other consumers it will be in consumer's premises, where the feeding transformer is installed.

4.12 During winter i.e. from November to March when Himachal Pradesh is not self sufficient in power, release of power will depend upon its availability and HPSEB Ltd. will have the right to impose restrictions.

4.13 Peak load hours restrictions will be imposed as under: -

| | |
|----------------------------|--------------------|
| Summer (April to October) | 07.00PM to 10.00PM |
| Winter (November to March) | 06.30PM to 09.30PM |

4.14 The power will be made available subject to the production of **No Objection Certificate** from Himachal Pradesh State Environment Protection & Pollution Control Board, from other statutory body and also from competent authority to the effect that civil works construction carried out by the consumer is an authorized one as per Town and Country Planning Act 1977.

4.15 Shunt capacitors and static VAR Compensator of adequate capacity as specified by the HPSEB Ltd. shall be installed by the consumer.

INSTRUCTION No. 5

Sanction of Load:

5.1 As in some of the cases the authorities competent to sanction the load and the estimate may be different, steps should, therefore, be simultaneously taken to get the load sanctioned from the competent authority well in time. Normally the application and the estimate should be submitted to the competent authorities for sanction simultaneously. In cases where any delay in framing of an estimate is anticipated, the application form accompanied by the requisite load sheet containing the loading conditions of the system from where the load is proposed to be fed together with specific recommendations, would be processed immediately **as envisaged under Clause 3.3** and the load should be got sanctioned from the competent authority, and the estimate should follow without any undue delay.

5.2 The various officers are competent to accept the A&A form and sanction of loads for all categories of consumers whether permanent or temporary up to the following extent:--

| S. No. | Designation | DOP for sanction of Load | Standard supply Voltage |
|--------|--|--|--|
| 5.2.1 | Engineer In charge of Operation Sub-Division (AE/ AEE/ Executive Engineer) | < = 50kW | 1- Ø, 0.230kV or 3- Ø, 0.415kV or 2.2kV |
| 5.2.2 | Sr. Executive Engineer / Addl. SE In charge of Operation Division | > 50kW to < =100kW | 11kV or 15kV or 22kV |
| 5.2.3 | SE/ Dy. Chief Engineer In charge of the Operation Circle | >100kW to < = 500kW | 11kV or 15kV or 22kV |
| 5.2.4 | Chief Engineer (Operation) | > 500kW to < = 2000kW All electric furnace(s) (except Arc furnaces) with connected load up to 100kW | 11kV or 15kV or 22kV 11kV |
| 5.2.5 | HPSEB Ltd. Committee comprising of: Chairman-cum-Managing Director, Director (Operation) And; | 1. All loads applied at 33kV voltage & above. 2. Loads >2000kW above 3. All electric furnace (s) load of 100kW and above. 4. All loads containing steel rolling mills and | 33kV 11kV or 22kV 66kV or 132kV or 220kV |

| | | | |
|--|----------------------|---|-----------------------------------|
| | Director (Technical) | re-rolling mills 5. All loads of Builders/ developers registered with HIMUDA | 33kV or 66kV or 132kV or 220kV |
|--|----------------------|---|-----------------------------------|

Note: *In cases of extension of load the above limits shall apply for total load i.e. sanctioned existing load and additional load. The competent authorities to sanction such load in such cases shall be the same as for the total connected load after inclusion of additional load as indicated above.*

5.3 The competent authority while conveying load sanctions for different categories of consumers shall specify the following conditions, *(only those conditions may be specified to any particular category of consumer which are relevant and applicable to that category) as per the provisions of Tariff Order: --*

5.3.1 Maximum demand drawn by the consumer shall not exceed the sanctioned connected load/ contract demand.

5.3.2 The consumer will run his factory w. e. f ----- to -----and ----
---to----- only (For Seasonal Industries only).

5.3.3 The applicants for industrial and Agricultural connections will have to install shunt capacitors of adequate rating as specified by the 'HPSEB Ltd.' before release of connection. The consumer shall also not allow the power factor of his installation to go down below 0.90 while consuming power. In case any capacitor is found to be disconnected, defective or under-rated at any stage after the release of connection, power factor surcharge as specified in HPSEB Schedule of tariff in force from time to time shall be levied. This surcharge will continue to be levied till such time the capacitors of adequate rating bearing ISI mark are installed. In case the power factor falls below 0.85 apart from the levy of power factor surcharge, the consumer will take steps, within 3 months from the date of receipt of notice from HPSEBL, to bring it up to 0.90 failing which the HPSEBL would have the right to disconnect the supply to the premises, without any further notice.

5.3.4 All applicants for industrial connections (excluding non polluting Industries like Atta Chakkies, Saw Mills, Kohlus, Cotton Ginning, Rice Husking and Hullers, Threshers, Agriculture pumps etc.) will have to produce clearance certificates from the H.P. State Pollution Control Board before release of connection.

5.3.5 The applicants seeking supply at high and extra high voltages will have to obtain the approval of the Chief Electrical Inspector in writing as required under the Indian Electricity Rules, 1956.

5.3.6 The Applicant will submit the Wiring Contractor's Test Report on form CS-10, a copy of which can be obtained from Sub-Divisional Office on payment of prescribed charges. In case any defects are pointed out as a result of inspection

of the installation, the same shall have to be rectified by the applicant to the satisfaction of the supplier before release of connection. The applicant shall also be liable to pay the prescribed testing charges in case where re-inspection of consumer's installation is involved.

5.3.7 The applicant will adhere strictly to and shall be bound by the various statutory provisions and the provisions of the Electricity Act 2003, Indian Electricity Rules, HPERC Regulations and schedule of tariff as may be fixed from time to time and/or any order as may be issued by the supplier/HPERC under these provisions.

5.3.8 **The HT/EHT supply consumer** will complete the installation of all the power consuming appliances/Machinery at his premises and obtain the connection for full connected load/contract demand applied for by him, within a period of sixty days from the date of intimation regarding **HPSEB Ltd's** readiness to supply power. Where the licensee has completed the works required for supply of electricity to an applicant, but the applicant is not ready or delays to receive supply of electricity or does not avail the full contract demand, the licensee shall, after a notice of sixty days, charge on pro-rata basis, fixed/ demand charges on the sanctioned contract demand as per the relevant Tariff Order.

5.3.9 **In case where** application is withdrawn, the amount deposited by the prospective consumer on account of initial security and/or the advance cost share shall be adjusted as per the Clause 3.8 and 3.2.6 of the Supply Code.

5.3.10 The consumer shall strictly abide by the peak load or such other restrictions as may be enforced by the Board from time to time. The duration of peak load hours during which no supply shall be available for Industrial loads are as under:-

- | | | |
|------|----------------------------|---------------------------|
| (i) | Summer (April to October) | ---07.00 PM to 10.00 PM |
| (ii) | Winter (November to March) | ----06.30 PM to 09.30 PM. |

5.3.11 The HPSEB Ltd. will have the right to impose any restrictions on consumer's premises, regarding the use of electricity as it may deem fit to manage its functions in an efficient way. The HPSEB Ltd. will not be responsible for any loss suffered by the consumer due to the imposition of any such restrictions.

5.3.12 A minimum of one shut down in a month may be availed by the HPSEB Ltd. for general maintenance works on HPSEB Ltd's Transmission and Distribution system. **This shut down (other than load shedding) shall be notified by the Board at least 24hours in advance and will not exceed 12hrs. a day.**

- 5.3.13 Any loss/damage to the consumer as a result of any break down, variation or fluctuations in supply voltage etc. shall be compensated as per the provisions of **HPERC (Distribution Performance Standards) regulations 2010. Distribution Performance Standards will remain suspended during force majeure conditions as per clause 14 of the said regulations.**
- 5.3.14 The cost of equipment or any other property of the HPSEB Ltd. damaged due to non observance of the supply conditions by the consumer will be recoverable from the consumer.
- 5.3.15 Resolution of Board of Directors of the firm/Power of Attorney on non-judicial stamp paper duly attested, authorizing the person to sign the papers/agreements on behalf of applicant along with attested signatures of the authorized person should also be obtained and verified. A copy of the same should be kept in the consumer file.
- 5.3.16 The cost of the whole or part of the service line/equipment paid by the consumer and maintained by the HPSEB Ltd. shall remain the property of HPSEB Ltd. and HPSEB Ltd. shall have the right to make use of the service line/equipment for extending power supply to other consumer(s) in the vicinity or for any other purpose.
- 5.3.17 Each page of all the documents must be signed by the Sub Divisional Officer concerned in token of verification. Cutting and overwriting on A&A form should be got attested by both parties i.e. the prospective consumer and the AE/AEE concerned.
- 5.3.18 The licensee shall monitor the harmonic current and voltages at EHT and HT sub-stations, also at user premises which it consider prone to generation of harmonics. The HPSEB Ltd., and the EHT/HT consumer jointly shall carry out the harmonic measurements at least once in six months at EHT sub-station or at the premises of EHT user and at least once is twelve months at HT sub-station or at the premises of HT user. The Consumer shall comply with the harmonic standards as specified in clause 2.1.9 of the Supply Code.
- 5.3.19 It is mandatory for the consumers to use of ISI/ BIS marked motors, pump sets, power capacitors and foot/reflex valves etc.
- 5.3.20 Releasing of electricity connection through Solid Tap arrangement is prohibited. Proper arrangement at the Tea- Off point as indicated below shall be provided by the consumer:-

| | | |
|-------|-------------------|--|
| (i) | LT Supply | Linked Switch with fuse (s) or Circuit breaker |
| (ii) | Up to 1000kW (HT) | Linked Switch with fuse (s) or Circuit breaker |
| (iii) | Above 1000kW (HT) | Circuit Breaker |
| (iv) | EHT | Circuit breaker |

(Any other special conditions as may be prescribed by the load sanctioning authority).

Note: - Only those conditions may be specified to any particular category of consumer which are relevant and applicable to that category) as per the provisions of Tariff Order and Strike out the condition which is not applicable to any particular category.

5.4 All other codal formalities may be completed before release of connection. One copy of the document may be sent to Chief Engineer (Commercial) for reference and record after sanction of load in respect of loads exceeding 100kW.

Instruction No. 6

Intimation of Acceptance of Application, Issuing of Demand Notice & Execution of Agreement:

6.1 After the load applied for by the prospective consumer and the estimate have been got sanctioned from the competent authority, suitable entry should be made in the service register. **The demand notice (in duplicate) should immediately be issued with in the time period specified under clause 3 of HPERC (Licensee's Duty for Supply of Electricity on request) regulations 2004, i.e. with in 10 days for LT consumers, 15 -30 days for HT consumers and with in 60days for EHT consumers against proper receipt or by registered/ speed post to the prospective consumer on form CS -5 (a) in case of LT Consumers and on form - CS 5(b) in case of HT/EHT consumers for its compliance by the consumer.**

6.2 The demand notice shall comprise acceptance or submission of the following by the consumer: -

- 6.2.1 To execute an agreement with the HPSEB Ltd.
- 6.2.2 To pay the estimated cost as per the provisions of the HPERC (Recovery of Expenditure for Supply of Electricity) Regulations 2005 or to opt for payment of monthly service rentals as per clause 9 of the said regulations.
- 6.2.3 To pay the ACD/ security in accordance with the HPERC (Security deposit) Regulations, as may be amended from time to time.
- 6.2.4 To agree to pay meter rentals in accordance with the schedule of General & Service Charges/Tariff Order as may be amended by the HPERC from time to time, in case the meter is to be supplied by the HPSEB Ltd.
- 6.2.5 To submit Wiring Contractor's "Test Report" on HPSEB form CS -10.

6.2.6 Any other confirmation/ discrepancy as may be requisitioned/ noticed at the time of issue of demand notice.

6.3 Period for which the offer remains valid:

6.3.1 In the demand notice the period for which the offer will remain valid is also required to be intimated to the applicant. The normal validity period to comply with the demand notice is 90 days which can further be extended at the request of the consumer on valid grounds.

6.3.2 In case any applicant requests for an extension in the time limit of the Demand Notice due to some genuine reasons, the same may be granted. The following officers are authorized to extend the time limit of the Demand Notices up to the periods specified against each:--

| | | |
|---------|-------------------------|--|
| 6.3.2.1 | A.E/A.E.E. | One month <u>after expiry of normal validity period from the date of issuance of demand notice</u> for loads up to 50KW. |
| 6.3.2.2 | Sr. Executive Engineer | Two months including one month period of AE from the date of issue of demand notice for loads up to 100 KW. (at 11kV) |
| 6.3.2.3 | Superintending Engineer | Three months including two months of Sr. E. E period from the date of issue of demand notice for loads up to 500 KW (Up to 11 KV). |
| 6.3.2.4 | Chief Engineer | Four months including three months of SE period from the date of issue of demand Notice for all cases. |

6.4 On compliance of the demand notice by the prospective consumer and receipt of requisite charges and security deposit, Board should initiate further action to release the connection with in the time frame as fixed by the HPERC in its (Licensee's Duty for Supply of Electricity on Request) Regulations 2004, further circulated by the HPSEB Ltd., as follows:

| Sr. No. | Activity | Time frame |
|---------|--|---|
| 6.4.1 | Domestic & Commercial connections: 1. Framing of estimate and issuing of demand notice | 10days from the receipt of A&A form along with relevant documents |

| | | |
|--------------|---|--|
| | <p>2. Release of connection</p> <p>(a) Where erection of line is not required</p> <p>(b) Where erection of line is required</p> | <p>Within 7 days</p> <p>Within 20days</p> |
| 6.4.2 | <p>Industrial and other categories (other than Domestic & Commercial) connections:</p> <p>1. Power Availability Certificate (PAC):</p> <p>(a) Issuance of demand notice for PAC</p> <p>(b) Issuance of PAC</p> <p>2. Load Sanction:</p> <p>(a) Up to 100kW</p> <p>(b) Up to 2MW</p> <p>(c) Above 2 MW</p> <p>3. Framing of Estimate and issuing of demand notice</p> <p>(a) Low Tension Supply (LT)</p> <p>(b) 11/22kV supply</p> <p>(c) 33kV supply</p> <p>(d) Extra High Tension supply (EHT)</p> | <p>30 days from the receipt of formal application/ NOCs</p> <p>10 days from the deposit of charges</p> <p>21days</p> <p>30days</p> <p>45days</p> <p>10days</p> <p>15days</p> <p>30days</p> <p>45days</p> |

| | | |
|--|---|---|
| | <p>4. Release of connection:</p> <p>(a) Where no extension of distribution mains /commissioning of new sub-station is required</p> | <p>From the date of completion of codal formalities and payment of charges by the prospective/ existing consumer.</p> <p>20days</p> |
|--|---|---|

| | | |
|--------------|---|--|
| | <p>(b) Where extension of distribution mains /commissioning of new sub-station is required</p> <p>(i) Low Tension supply (LT) (ii) 11/22kV supply (iii) 33kV supply (iv) Extra High Tension supply (EHT)</p> <p>(c) Where extension of supply requires erection of HT line</p> <p>(i) Line length up to 1KM (ii) Above 1KM</p> <p>(d) Where new 33/11kV sub-station is required</p> | <p>30 days 30 days 60 days 120 days</p> <p>3 months 3 months + 1month/ KM additional line length</p> <p>As approved by the HPERC</p> |
| 6.4.3 | Permission to install DG Set | 30days |
| 6.4.4 | Peak Load Exemption (PLE) For Summer: Cut- off date for receipt of application i.e. 1 st February For Winter: Cut- off date for receipt of application i.e. 1 st August | 30 days from the cut -off date |
| 6.4.5 | All categories of Consumers: (a) Redressal of billing complaints (b) Redressal of meter complaints | <p>Within 7days</p> <p>Within 15 days</p> |

| | | |
|--|--|--|
| | | |
|--|--|--|

6.5 Delay to take supply or avail contract demand:

Following procedure to deal with the cases where full sanctioned load/ contract demand is not availed by the consumer initially shall be followed:-

6.5.1 As soon as HPSEB Ltd. completes all works required for releasing the connection to the prospective/ existing consumer, concerned Sr. executive Engineer, Electrical Division shall intimate prospective/ existing consumer in writing the readiness of Board to release the load and shall request the prospective/ existing to avail the load with in specified period of two months. The prospective/ existing consumer shall carry out all the inspection and testing work of his installation done with in these two specified months.

6.5.2 In case the prospective/ existing consumer, either delays to receive supply of electricity or does not avail the full contract demand with in two months, fixed demand charges on the sanctioned contract demand should be charged as per the relevant Tariff Order in line with the clause 3.9 of the H.P. Electricity Supply code 2009.

6.5.3 The above procedure shall, however, be subject to the following conditions:-

6.5.3.1 The provision shall be applicable for all the prospective/ existing consumers with HT and EHT supply voltage.

6.5.3.2 The works required for availing the connection at a particular supply voltage is to be commenced by the prospective/ existing consumer after issuance of Power Availability Certificate (PAC).

6.5.3.3 The consumer shall apply for the sanction of load within the validity period of PAC with the connected load and contract demand by completing the codal formalities required for the sanction of load.

6.5.3.4 The HPSEB Ltd. shall carry out all the necessary codal formalities and execution of works for supply of power in line with the HPERC (Licensee's Duty for Supply of Electricity on Request) Regulations 2004.

INSTRUCTION No. 7

Disposal of Pending/unjustified Applications:

7.1 At the close of each month an abstract in the Service Register should be prepared by SDO/J.E. in- charge of the Sub-Division/Sub Office. The abstract should show clearly the number of pending applications and applications received during the month. The pending applications (especially for tube well and industrial loads) should be further scrutinized by the SDO (A.E./A.E.E.) personally and necessary action taken to see that (i) arrangements are made to make supply of power available to all genuine demands and (ii) that all non-genuine applications are cancelled after observing necessary formalities and the applicants informed suitably.

7.2 Where an application for supply of electricity pertains to a village, hamlet or area that has not been electrified, supply of electricity in such case(s) will be made only after electrification of that village, hamlet or area as per the investment plan of the licensee, as approved by the commission & application may be disposed off by writing the words "pending for want of electrification of the area" in the Service Register in the column concerned (in red ink). The reason for non-acceptance should also be written (in red ink) in continuation of the words "pending for want of electrification" across the ensuing column. The probable/ tentative date by which the power can be made available be also intimated to the consumer on the basis of investment plan. Separate seniority list of such type of "pending" applications is to be maintained meticulously and the same should be followed while releasing the connection. Such applications should be properly acknowledged and the applicant informed accordingly.

INSTRUCTION No. 8

Receipt of duly accepted demand notice, Agreement Form, Test Report & other relevant documents:

As soon as the consumer complies with the Demand Notice the following procedure may be adopted:--

8.1 It should be ensured that the Demand Notice form after being duly filled in and signed by the consumer is received back. It will be the specific duty of the Accounts Clerk/Consumer clerk to check up whether the option in respect of paying the cost of service line or monthly service rentals in lieu thereof **in accordance with the HPERC (Recovery of Expenditure for Supply of Electricity) Regulations 2012**, has been exercised by the consumer on the demand notice.

8.2 The prospective consumer should deposit security with the cashier of the Board as may be indicated in the Demand Notice Form CS-5. The cashier on receipt of the amount of security Deposit and other charges as per demand notice should issue to the applicant a receipt in Form HB (CAO-37) (under signatures of the official authorized

by the Board) in token of having received the amount and append a note on it to the effect that security Deposit/ cost of the service charges/lines etc. as per details below has been received by him vide Receipt No----- dated -----.

8.3 As soon as wiring contractor's test report 'Form CS-10' has been received the same should be verified in respect of various categories of consumers. The officers authorized to accept the test reports should visit the premises of the consumers and conduct necessary tests and fill the results, in the test report. In addition, the connected load of the consumer should also be verified and in case there is any disparity between the sanctioned and connected load, necessary correction should be made in the Application and Agreement form and got initialed from the consumer. It would also be desirable to verify the length of service line which may be required in giving the connection. This would be helpful in removing the discrepancy in the original estimated length, if any. The following officers are authorized to verify and accept test reports in case of the categories of consumers with in the time limits indicated against each:--

| S. No. | Officer/ official designated | Consumer Category | Time Limit |
|--------|------------------------------|---|--|
| 8.3.1. | Junior Engineer/ AAE. | Domestic, NDNCS & Commercial consumers | Within 10 days of receipt of Test Report. |
| 8.3.2 | SDO (A.E/A.E.E.) | Agricultural, W.I.P, Small/Medium Industrial and Bulk Supply consumers (getting supply at L.T.) | With in 10 days of receipt of Test Report. |
| 8.3.3 | Sr. Executive Engineer | Large/Medium Industrial, W.I.P and Bulk Supply consumers (getting supply at H.T./EHT) | With in 10 days of receipt of Test Report. |

It may, however, be pointed out here that the period specified above is the maximum and that normally it should be possible to verify the test reports in much shorter period.

Note: -

- (i) In case the electrical installation of the consumer does not conform to the specifications of the Board or the relevant provisions of the Indian Electricity Rules or is likely to constitute danger, the consumer should be informed in writing of the shortcomings and to deposit the requisite re-inspection fee *as per*

the provision under clause 7 (ii) of the schedule of General & Service Charges of Tariff order. As soon as the consumer intimates the removal of defects and deposits the re-inspection fee the installation should be retested and the procedure repeated until the defects are removed fully.

- (ii) No connection should be given on false test reports or where the installation has not been carried out. Any official/officer responsible for this breach of Instructions would be liable for disciplinary action.
- (iii) To avoid unauthorized extensions of load by Agricultural Industrial and Bulk Supply consumers the accepting authority as indicated above must ensure that the connected load in respect of the consumers falling under their power as stated above is checked at least once a year.

8.4 If any applicant or a consumer is dissatisfied with the rejection of the test report, he has the right to appeal to the Chief Electrical Inspector to test the installation under Rule 52 of the Electricity Rules, 1956 and the decision of the said Inspector will be binding on the consumer as well as the Board. While intimating the defects to the consumer under relevant rules he should also be informed of his right to appeal so that, if he so desires, he may do so. The charges incidental to such testing will be borne by the consumer himself. If the grievances of prospective consumer is held valid by the Electrical Inspector then the inspection charges should be refunded to the consumer with in a period of 30 days.

8.5 It should, however, be ensured that no Test Report is rejected on flimsy grounds. Whenever a test report is rejected by the J.E, intimation should be given by him to SDO (A.E/A.E.E.) immediately, giving detailed reasons for the rejection. In exceptional cases if SDO (A.E/A.E.E.) is satisfied that the Test Report has been rejected without valid reasons, he may order that the connection to the applicant should be given before any other connection is taken up. The giving of the next connection should not, however, normally be stopped. Where J.E. points out defects even in the Second Test report, the SDO (A.E/A.E.E.) should personally verify the fact to ensure that the test report is not being repeatedly rejected merely to harass the applicant.

8.6 It should also be seen that no undated test reports are accepted. It is very essential to fill in the entries regarding the date on which the actual test is carried out so that periodical testing of consumer's installation as enjoined under Rule 46 of the Electricity Rules, 1956 could be conducted after requisite intervals.

8.7 There should be no undue delay in returning the verified Test Report. On the receipt of the same in the Sub-Division Office, the SDO (A.E/A.E.E.) will issue a service connection order (Form No. CS-12); reference to the service connection order (No. and date) being entered on the bottom of the Board's installation Test Order.

8.8 It should be ensured that only one Service Connection Order Book is used at a time for all categories of connections at One Local Distribution Centre.

INSTRUCTION No. 9

Grant of connections-procedure for fixing priority:

In order to comply with law of natural justice i.e. 'first come first served' procedure laid down below should generally be followed for the disposal of applications for electric connections:-

- 9.1 Separate seniority lists made out from the service register, should be maintained for different categories of applicants viz., (i) Domestic (ii) NDNCS (iii) Commercial (vi) Small & Medium Supply Industrial (v) Large Industrial Supply (iv) Agricultural & WIPS etc.
- 9.2 All the applications, as far as possible, be dealt with in the order of seniority. This would comprise preparation of estimates and submission of the cases to the S.D.O. (A.E./A.E.E.) for scrutiny and sanction by the competent authority.
- 9.3 *(i) The S.D.O. (A.E./A.E.E) should accord sanction to all such cases which may be within his competence and forward the rest all cases to the Executive Engineer after recommending those cases to be sanctioned by the Sr.EE/ASE.*

(ii) The Sr. Executive Engineer/ASE (In charge of the Operation Division) should accord sanction to the cases according to the powers vested with him and return the same to the S.D.O (A.E./A.E.E.). The remaining applications and estimates should be forwarded by him to the S.E/Dy. Chief Engineer, after recommending the cases to be sanctioned by the SE/Dy. CE.

(iii) The S.E./Dy. CE will in his own turn sanction such cases which fall within his competence and forward the rest to the Chief Engineer, While sanctioning the cases it should be ensured, as far as possible, that the original seniority is maintained.
- 9.4 On receipt of the sanctioned cases in the Sub Division/Sub Office, issue of demand notices will again be as per original category- wise seniority.
- 9.5 After the Service Connection order is issued, it must be ensured that the connections are released as per the category wise seniority.

- 9.6 *The seniority for the purpose of issue of Service Connection Order should be reckoned from the date the applicant complies with the demand notice. The seniority of such consumers, who complete the formalities on the same day, should be determined on the basis of original seniority of their applications.*
- 9.7 *It may, however, not be always possible to follow the procedure laid down above strictly in all cases and, accordingly, the same is to be taken as general guidelines. In actual practice there may be certain other factors, technical or financial, which may necessitate deviation from the procedure outlined above. For instance, there may be case in which augmentation or erection of mains and/or sub-station is involved or where some special material required for the erection of sub-station. H.T. or L.T. lines may not be available. In such cases, other applications or cases waiting till the applications referred to above are connected first. The main consideration is that all the connections should be given expeditiously and no discrimination should be made between the applicants under the same circumstances.*

INSTRUCTION No. 10

Release of connection vis-à-vis Shortage of Materials:

10.1 All concerned officers up to the level of Chief Engineer should ensure that adequate, materials and all other facilities generally required for grant of connections are provided to all the Sub-Divisions/Divisions under their control well in time so that the work of grant of connections goes on unhampered.

10.2 The Sr. Executives/ Superintending Engineers should keep in touch with the charges under their control so that release of connections is not stopped merely because of local shortage of materials etc. In such eventualities, **the consumer shall have the option to provide the requisite material as per relevant standards & specifications in accordance with the instructions already issued by the Board. For such material/ equipment, Executive Engineer concerned shall be associated for quality assurance.** No material should, however, be accepted from the consumer by any of the officials without the written approval of the S.D.O/J.E. In charge, who should also invariably keep a copy of such approval with him, so that at the time of taking the measurement of the works connected with the grant of connection or while adjusting the accounts thereof, it should be ensured that the material has been actually utilized and properly accounted for as provided under the code.

INSTRUCTION No. 11

Supply of Power to Local Bodies for Public Lighting:

11.1 **Receipt and Disposal of Requisition**

11.1.1 A requisition for supply of power from a Local Body e.g. Municipal Corporation/ Committee or NAC or Village Panchayat or cantonment area, for public lighting needs to be accompanied with an attested copy of Resolution passed by the elected representatives sanctioning the installation of street light points; however, in the absence of any elected body, the Administrator should sign the requisition. In addition, the Local Body should also forward an attested copy of the resolution authorizing its representatives (by name) to sign the agreement on its behalf along with their specimen signatures duly attested.

11.1.2 For village Panchayats, in order to avoid financial complications a certificate from the District Panchayat Officer to the effect that (i) annual income of the Panchayat is Rs. 20,000/- or more and (ii) the draft agreement has been approved by him, should also accompany the resolution and the requisition. The agreement for Public Lighting will, in this case, be signed by the Pradhan and Up- Pradhan or a Ward Member after they have been authorized for the purpose by the village Panchayat through a resolution. An attested copy of the resolution should also accompany this requisition.

11.1.3 As soon as a requisition together with an attested copy of the resolution passed by the local body is received in the Local Office of the Board, the necessary estimate and other necessary documents should be prepared at once. The local body should be informed **within 10 days from the receipt of the requisition, the estimated cost worked out in accordance with the** provisions of HPERC (Recovery of Expenditure for supply of Electricity) regulations 2005 bearing No.419 and the Cost Data for the relevant year, approved by the Commission, and the local body should be asked whether it is prepared to pay the said amount. The Local Body should be clearly informed that the estimated expenditure is tentative and subject to the final approval/sanction of estimate by the competent authority.

11.1.4 On Local Body agreeing to depositing the estimated cost, the street lighting agreement should be got signed from the authorized representative of the local body in quadruplicate and simultaneously the estimated got sanctioned from the competent authority.

11.1.5 The signed agreement in quadruplicate together with other documents should then be forwarded to Superintending Engineer concerned, through the Sr. Executive Engineer concerned for acceptance by him on behalf of the HPSEB Ltd.

11.1.6 The estimate/ Agreement will be dealt with by the authorities concerned returned to the Local Office duly sanctioned/accepted in due course, and demand notice issued to the Local Body for depositing the estimated cost, security deposit and completion of any other formalities required, but the work of providing street light points should not be delayed for want of execution of Agreement on the part of the Superintending Engineer which may take some time.

11.1.7 On compliance of the demand notice by the Local Body, action to release the power supply for street lighting shall be taken in accordance with the provisions of relevant regulations.

11.2 Execution of Principal & Supplementary Street Lighting Agreement:

The Agreement for street lighting by the Local Body is to be executed on the model form for Public Lighting Agreement, as approved by the HPSEB Ltd. In this connection, following points need special attention:

- 11.2.1 There should be no over-writing in the Agreement.
- 11.2.2 Corrections and interpolations, if any, should be initialed by all the executants of the Agreement i.e. by the President and the Secretary or by the Executive Officer (as the case may be) in the case of Municipal Committees; and Pradhan and Up-Pradhan or a Ward member in case of Village Panchayats and by Superintending Engineers on behalf of the HPSEB Ltd.
- 11.2.3 Mere manuscript filling in the blanks in the Agreement Forms need not be attested by the executants.
- 11.2.4 The date of execution of an agreement (i.e. the date to be filled in the first line of the agreement), should always be written in words such as 'Forth day of April, Two Thousand and Twelve.
- 11.2.5 The number of lamps, their wattages, length of lines in kilometers etc. should also be written both in figures and words in the agreement e.g. 20 (twenty) Lamps, 40 (forty watts) and 4.136 (four decimal one three six) KM.
- 11.2.6 Each page of the agreement should be initialed and the four copies of schedule - I signed in full by the representative of the Local Body.

Note 1 *The space meant for filling the date of execution of an agreement is not to be filled in by the Divisional or Sub Divisional Officers.*

The date of execution of an agreement should be the date on which the agreement is last signed by any party thereto.

Note 2 *While filling Schedule I of the Street Light Agreement, it should be kept in view that at least the requirements of the next*

five years are taken into consideration so that the necessity of entering into supplementary agreement every now and then is obviated. In the column meant for minimum No. of lamps, the immediate requirements should be entered, whereas in the column meant for 'Maximum No. of Lamps' the probable No. of Lamps, which would be required by the end of 5 years, should be mentioned.

- 11.2.7 As the public lighting Agreement is an important document just as a contract Agreement, the codal rules/instructions on the subject should be followed in preparing the same, whenever applicable.
- 11.2.8 The agreement thus completed in quadruplicate along with the various schedules should then be forwarded to Superintending Engineer concerned through Executive Engineer for acceptance on behalf of the Board. Original copy of the Agreement should be retained in S.E.'s Office and the Duplicate one forwarded to the S.D.O. (A.E./A.E.E.) for onward transmission to the Local Body. The 3rd and the fourth copy of the agreement should be made available to the Sr. Executive Engineer and the S.D.O. (A.E/A.E.E.) for reference and record.

11.3 Disposal of an application For Extension in Street Light Points:

If the extension in Public Lighting points is covered by the Maximum No. of bulbs in Schedule I of the Principal Agreement, the following procedure should be adopted:

- 11.3.1 As soon as a requisition together with a Resolution of the Local Body for extension in Street Light Points is received, Junior Engineer should be asked to frame the estimate and prepare four copies of the estimate, which should be got signed from the authorized representatives of the Local Body and estimate sent to competent Authority for sanction whereas Schedule I in quadruplicate should be sent to the Superintending Engineer through the Sr. Executive Engineer. The work should, of course, be taken in hand after the cost has been recovered. The original copy of Schedule I should be kept in record by Superintending Engineer, while the duplicate should be returned to the Local Body. The 3rd and 4th copy of the Schedule I should be supplied to the S.D.O. (A.E/A.E.E.) and Xen by the S.E.'s Office for record and reference.
- 11.3.2 In such cases where the extension in Public Lighting points is not covered by the Maximum No. of bulbs set forth in Schedule I of the Principal Agreement or wherever some change of wattages of bulbs

which is not covered by the Principal Agreement, is required, a supplementary agreement in quadruplicate should be got signed from the authorized representatives of the Local Body. The procedure with regard to the execution of the supplementary agreement would be the same as for the principal agreement already described. A regular estimate should be framed to cover the expenditure involved and work should be taken in hand in accordance with the process mentioned above.

It should, however, be borne in mind that if the necessity of executing a Supplementary Public Lighting Agreement arises on account of the change in the wattages of lamps or type of fitting, then Clause - 4 of the principal agreement should be scored out under the initials of the parties of the agreement.

11.4 Whenever application is received in an office other than the one to which it relates, it should be forwarded to the concerned office under intimation to the consumer so that he may know where his application is being dealt with.

INSTRUCTION No. 12

Allotting Account Number:

12.1 As soon as a service connection order has been made out and authorized but before it is actually issued, the consumer's name should be entered in the Consumer's Ledger and Account No. should be allotted to it. The new account number besides being entered in the Service Register should also be mentioned in the Service Connection Order.

12.2 To avoid any omission, it will be the personal responsibility of Senior Assistant/ Consumer Clerk or other official in-charge of the maintenance of Service Register to see and verify that the formalities of the S.C.Os are properly completed. They should sign the SCOs in token of having checked the same and also write the words "A/C No..... entered in ledger" on the top of the S.C.O. The SDO (A.E./A.E.E.)/J.E. in charge of sub-division/sub-office should also see that procedure as laid down above is followed rigidly. The S.C.O. must not be signed unless the above entries are made by the Sr. Assistant/Ledger Clerk on it. They should also, off and on, make a check of a few entries to see that the Account Nos. are actually opened in the ledgers by the Ledger Clerk/Sr. Assistant.

INSTRUCTION NO.13

Recording of Consumer Cases:

13.1 A personal file will be maintained for each applicant/consumer and all documents relating to release of connection to him, mentioned below be recorded therein.

- 13.1.1 Application & Agreement form together with the stamp paper duly accepted by the competent authority (Form CS-1 (a).
- 13.1.2 Indemnity Bond where applicable.
- 13.1.3 Clearance certificate from H.P. State Pollution Control Board, Town & Country Planning Department & clear title of premises from competent authority (where applicable).
- 13.1.4 Service estimate (Form CS-7).
- 13.1.5 Intimation of acceptance of application and Demand notice (Form CS-5a or 5b as the case may be)
- 13.1.6 Wiring contractor test report and Board's installation test order (Form CS 10.)
- 13.1.7 Service connection order (Form CS-12)
- 13.1.8 Any correspondence between the consumer and SDO (A.E/A.E.E.) and between the SDO (A.E/A.E.E.) and the higher offices in respect of that connection.
- 13.1.9 Any other connected paper.
- 13.1.10 The file should be headed as follows:
 - 1. Name of the consumer.
 - 2. Application No.
 - 3. Account No.

INSTRUCTION No. 14

Custody of Consumer Cases:

All the completed agreements with the consumers for supply of energy are required to be finally recorded in the Sub-divisional office concerned in the safe custody by various officials as follows :-

- 14.1** All consumer cases should be kept by the Senior Assistant/ M.L.C. in his personal custody.
- 14.1.1 All the consumer cases be serially numbered category wise and entered in a register (as per Form CS-2) giving full particulars of the documents relating to the consumer's case.

14.1.2 At every change of charge, a clear certificate of handing and taking over charge of these documents should be prepared and kept in the Sub Divisional Office for record. Simultaneously entries should be made in the register *referred under Instruction No. 14.1.1 above*. A copy of the certificate of transfer of charge be also submitted to the Divisional Office to facilitate fixing of responsibility in case of any missing documents.

14.2 In the case of Sub Offices, LT consumer cases pertaining to sub-office shall be recorded in safe custody by the Senior Assistant in the sub office, the other cases of LT consumers sanctioned/accepted by the AE/AEE/EE in charge of the sub-division should be recorded in the sub-Divisional office.

14.3 In case of load sanction by the AE/AEE in charge of the Sub- Division, single copy of the A&A form along with other documents shall be obtained and recorded in the sub-divisional office, whereas in case of load sanction by the Sr. Executive Engineer/ Superintending Engineer (Op.)/Chief Engineer (op.) the A&A form shall be obtained from the prospective consumer in duplicate/ triplicate/ quadruplicate respectively. The original copy of the accepted A & A form and other connected documents should be retained and properly recorded in the office where the application has been accepted as per instruction No. 5.2 and the remaining copies sent to other offices for record. Accordingly if any application has been accepted in the office of Chief Engineer (Op.) as per aforesaid instruction, original copy of A & A form and other documents shall be retained in the office of concerned Chief Engineer (Op.) and other copies should invariably be available in Circle Office, Divisional Office as well as Sub-Divisional Office.

14.4 In order to check and enforce this provision, the Sr. Executive Engineers should particularly see during their routine tours and also during annual Inspections that these Instructions are meticulously followed. Any breach in the observance of these Instructions should be viewed very seriously and suitable steps taken to avoid its recurrence.

INSTRUCTION No. 15

Grant of Electric Connection in the absence of consent from the Landlord:

The application and agreement form stipulates that if it has not been possible for a lawful occupier of the premises to obtain consent of the landlord, he should agree to keep the supplier indemnified and harmless against all claims made and action and proceeding taken by the landlord or any person claiming through or under him by reasons of giving of the electric connection by the supplier. Accordingly, an indemnity bond should be got executed on a stamp paper of the value of Rs. 15/-from the prospective consumers in case they are unable to obtain the consent of their landlords. However, stamping of indemnity bond need not be insisted upon from a single phase Domestic, NDNCS & Commercial consumer.

The following guidelines are given, in which it would be appropriate to extend connections to the occupiers without detailed enquiry: -

- 15.1 Tenants in whose name rent bill stands.
- 15.2 Joint tenants, provided all join in signing the requisition Form.
- 15.3 Tenants who produce rent bills which are not recent, provided in case rent bills older than six months are produced, inquiry should be made whether ejectment application is filed against them.
- 15.4 Tenants who have been served with a notice to quit by the landlord.

These cases may be quite numerous as landlords serve tenants with notices to quit for certain technical advantages they derive. However, such tenants continue to be statutory tenants even though their contractual tenancy has been determined.

- 15.5 Tenants against whom ejectment applications have been filed, but whose cases are pending.
- 15.6 Tenants against whom decrees or orders in ejectment have been passed, but in whose case the time given to them to vacate has not expired.
- 15.7 Tenants who are in arrears of rent, but against whom no action has been taken by the landlord.
- 15.8 Persons who occupy premises on lease and licensee terms. This category is quite numerous. These are lawful occupiers so long as their lease and license have not been revoked.
- 15.9 Heirs of deceased tenants provided all co-occupiers join in the requisition.

The following occupiers should not be given connections:--

- 15.9.1 Tenants against whom a decree in ejectment has been passed and the time to vacate granted therein has expired.

- 15.9.2 Obstructionist, who claims to be in possession at the time when the landlord seeks to execute a decree of order in ejectment against his tenant.
- 15.9.3 Licensee who continues to occupy the premises after the period of his license has expired, or whose license the licensor claims to have revoked either before or after the period of his license.
- 15.9.4 Heirs of the deceased tenants, if there is a dispute between them as to in whose single name the tenancy would stand.
- 15.9.5 In all cases of occupiers, where reasonable doubt exists as to whether they are 'Lawful Occupiers'.

It is also added that it would be desirable to give connections to consumer/applicants executing indemnity bonds in case where there is any dispute between the owner and occupiers or doubt about the applicant being an occupier. While doing so, the solvency of the Indemnifiers be kept in view.

INSTRUCTION No. 16

Measurement of Service lines:

- 16.1** 'Service Line' means an electric supply line through which energy is or is intended to be supplied to the consumer either from Board's mains, sub-mains or immediately from the sub-station.
- 16.2** 'Board's Distribution Main' means in the supply system of Board, the portion of any main with which a service line is or intended to be immediately connected.
- 16.3** On receipt of the J.E.'s report that the connection has been installed, the SDO (Assistant Engineer/Assistant Executive Engineer) should personally examine and take measurements of the service line installed and record a certificate to that effect on the reverse of the Service Connection Order.
- 16.4** The measurement of the service lines should be taken in accordance with the following rules: ---
 - 16.4.1 *Sub Divisions up to 6000 connections (including connections in Sub offices).*
The SDO (A.E./A.E.E) should check all entries relating to industrial connections and also where mains and sub mains have been laid. In respect of domestic/NDNC/ Commercial connections, he should check 10% of service lines.

16.4.2 Sub Division having more than 6000 connections and where Junior Engineer is attached Jr. Engineer will perform the percentage check as under item (i) above. The (A.E./A.E.E) will however, still check 100% of the entries relating to industrial connections and main/sub mains. The check would also include the connections in sub-offices under the charge of J.E.

16.4.3 Sub Office under the Charge of Jr. Engineer.

The J.E. will perform 100% check of all the service connections.

INSTRUCTION No. 17

Peak load hours Supply:

17.1 The power supply to the Industrial/ WIPS consumers during peak load hours is required to be sanctioned by the Chief Engineer (Commercial), after obtaining the requisite approval from the competent authority of HPSEB Ltd. The consumers seeking peak load exemption may apply directly to the Chief Engineer (Comm.) after getting the contents of the application verified from the concerned Assistant Engineer/ Assistant Executive Engineer of the concerned Sub- division, well in advance i.e. before the following schedule.

| Sr. No | Activity | Time frame |
|----------------------------------|---|---------------------------------|
| Peak load Exemption (PLE) | | |
| I | <u>For Summer</u> Cut- off date for receipt of application 1 st Feb | 30 days from the cut - off date |
| II | <u>For Winter</u> Cut -off date for receipt of application 1 st August | |

17.2 This time schedule has been fixed by the HPSEBL with a view that energy availability in the summer and winter months is to be planned and arranged in advance for granting the peak load exemption to the consumers demanding the peak load exemption.

17.3 Powers to field officers for withdrawal /reduction in quantum of peak load hours sanction:

Following procedure for withdrawal/ reduction in quantum of peak load hours sanctions on consumer's request, shall be adopted: -

- 17.3.1 Chief Engineer (operation) concerned will have the powers to withdraw the sanction for running the industry during peak load hours or to reduce the quantum of such sanction on consumer's request.
- 17.3.2 Consumer requesting for withdrawal of peak load hours load sanction, will not be allowed to avail such sanction again earlier than six months from the date of withdrawal.
- 17.3.3 Powers to accord sanction for running the industry during peak load hours will remain vested with the Director (Operation), Director (technical) and Chairman-cum- Managing Director of HPSEB Ltd.

INSTRUCTION No. 18

Revision of Connected Load/Contract demand by the consumers:

- 18.1 In some cases the consumers may apply for revision of loads due to one reason or other and they may also request for refund of Security. Following guidelines are issued to deal with such cases:
 - 18.1.1 Consumers who apply for change of connected load/contract demand may be permitted to do so, on production of revised A&A form and test report. However, in case there is change in contract demand with out change in connected load only revised A&A form is to be obtained from the consumer.
 - 18.1.2 The authority competent to sanction the reduction/enhancement of contract demand within sanctioned load is the authority empowered to sanction the load as per instruction No. 5.2 of the Sales Manual.
 - 18.1.3 Security deposit shall be regulated as per HPERC (Security Deposit) Regulations, 2005
 - 18.1.4 Verified immediately in order to check the revised load and to avoid any dispute about the date of change of connected load.
 - 18.1.5 The consumers seeking change in connected load/ contract demand should be asked to give at least one month notice to the Board to process the case. In cases of reduction in connected load/contract demand, the effective date of reduction in connected load/contract demand shall be

the date by which the competent authority has sanctioned the reduction. Refund of excess security, if any, shall be made within one month from the effective date, after adjustment of outstanding dues, if any. However, provisions contained under clause 6 of the HPERC (Security Deposit) Regulations, 2005 may also be kept in view, while allowing such refund of security.

18.1.6 No change in connected load/ contract demand should be allowed during the first year of release of connection. However, the consumer, seeking the revision of connected load/ contract demand during first year of release of connection be referred to the HPSEB Ltd.

18.1.7 The consumer can revise their contract demand within the limit of their sanctioned load twice in a year.

18.1.8 In case of reduction of the connected load or contract demand, by a consumer, the licensee shall maintain adequate spare capacity in the service line for a period of 365 days reckoned from the date of such reduction, so as to meet the load if the said consumer subsequently applies for restoration of his connected load or contract demand so reduced, during the said period of 365 days.

18.1.9 In compliance of the HPERC (Distribution Performance Standards) Regulations 2010, time frame for reduction/ enhancement of contract demand is fixed as under: -

| Sr. No. | Description | Time frame | Date from which demand charges leviable on reduction/ enhancement of contract demand | Remarks |
|----------|--|---|---|--|
| 18.1.9.1 | Reduction/ Enhancement of contract demand with in originally sanctioned contract demand | 30 days in line with HPERC (Distribution Performance Standards) Regulations 2010 | Date of sanction of Contract demand by the competent authority or expiry of time limit (30days) from the receipt of A&A form in the sub-division with processing fee which ever is earlier. | If not sanctioned with in 30 days due to some procedural/ administrative delays, such sanction shall be deemed to have been accorded on the due date of 30days after the receipt of application and deposit of processing fee. |
| 18.1.9.2 | Enhancement of contract demand above originally sanctioned contract demand with in sanctioned load | Time frame is fixed for release of new connection in line with HPERC (Licensee's Duty to Supply on Request) | Date from which enhanced contract demand released | After completion of all codal formalities (including security deposit, cost share, IDC etc.) |

| | | | | |
|--|--|------------------|--|--|
| | | Regulations 2004 | | |
|--|--|------------------|--|--|

18.1.10 It may be ensured by the AE/AEE concerned that the complete case is received in the Sub- Division with the requisite processing fee.

18.1.11 Efforts should be made such that the case does not remain pending in each office for more than three days. Dated initials to be recorded while processing/ forwarding the case file.

18.1.12 In case the sanction of reduction /enhancement of contract demand as per 18.1.9.1 is not received in the concerned sub-division within the time period of 30 days, AE/AEE of concerned electrical sub-division should allow change of contract demand at his end without waiting for the approval/ sanction of competent authority.

18.1.13 The loading position of the feeding sub-station as well as feeder feeding the load to cater the enhanced contract demand should be enclosed with the case. In case there is proposal for augmentation of feeding sub-station / creation of new sub-station or line or both, the same should be clearly indicated in the recommendations.

18.1.14 In case of change in contract demand where the competent authority is HPSEB Limited level Committee, the case complete in all respects should reach in the office of Chief Engineer (Commercial) within three weeks of receipt of the same in the sub-division for arranging approval of competent authority of HPSEB Limited.

18.1.15 The consumer should deposit the amount towards recovery of expenditure for supply of electricity as per HPERC (Recovery of Expenditure) Regulations 419/ 2012 at the time of submission of complete case for sanction of contract demand in the sub-division. AE/AEE of the concerned sub-division shall make the entry of IDC deposited by the consumer in the A&A form. Affidavit should be taken from consumer that he/ she deposit the difference amount of IDC for any variation as per HPERC Regulations.

INSTRUCTION No. 19

Change of Name/Title:

19.1. In case a consumer wants to transfer his connection in the name of other person, a request on Board's standard application & Agreement form (CS-1(a)) by the person in whose name the connection is sought to be transferred, should be made to the local office of the Board accompanied by the consent of the

existing consumer for change of name in accordance with clause 3.5.1 of the Supply Code.

- 19.2. As soon as, such a requisition on A&A form (CS-1(a) with test report (form CS-10) is received, the Jr. Engineer should be directed to visit the premises of the consumer for re-rating the installation, so that the new consumer is not held responsible for any alteration in the connected load which may have been effected by existing consumer without the authority of Board. In addition to this the J.E. should check up that all the material of the Board installed at the premises of the consumer is intact and has not been tampered with. He should also find out whether the change in name is motivated by genuine requirements and not for evading payment of any dues. He may also record the probable period since when the new applicant has been in occupation of the premises.
- 19.3. In case the J.E.'s report is satisfactory and there is no change in connected load (or where there is a slight change but the existing service line can take up the load) the new consumer should be served with demand notice. It should, however, be kept in view that the issuance of the demand notice should not be delayed for more than 7 days of the receipt of the application on A&A form CS-1(a), provided that consumer serves at least minimum 15 days notice of his intension to do so, so that all the formalities in respect of change of name are observed within 15 days of disconnection or change in name, as the old consumer cannot be held responsible to pay the energy charges as the consumer desiring to lease out, vacate or leave his premises is required to give to the Board 15 days notice in writing of his intention together with the opportunity for disconnecting the said premises and/or reading the meter or meters.
- 19.4. After the new consumer complies with the Demand Notice, immediate action should be taken to take the meter reading and preparation of final bill so that final bill for the old consumer could be made out with in 5 days and a new Account No. for a new consumer allotted and his account opened in the ledger for issuing him monthly/bimonthly bills. So far as the old consumer is concerned, the amount of the final bill or any other charges due from him should be immediately recovered.
- 19.5. Although no physical disconnection or reconnection may be involved in the process of change of name yet a disconnection order in form 'CS-14' in respect of old consumer and a service connection order in form 'CS-12' in the name of the new consumer should be made in the account books. Steps should simultaneously be taken to forward the agreement to the competent authority for acceptance.
- 19.6. In such cases where the new applicant is found to be sharing the electric connection with the old consumer or alternatively the old consumer is related

to him or would continue to benefit from the supply of energy, an undertaking from the new consumer should be obtained as an additional safeguard. If the application for the change of name is received from such a person who after taking possession of the premises has been utilizing the electric connection held in the name of the old occupant, the change of name should only be affected after he pays the old outstanding dues or at least a reasonable part thereof in proportion to the period he has been occupying the premises.

- 19.7. Wherever it is not possible to affect the change of name within stipulated period of 15 days and the old consumer has already served the Board a notice of 15 days, the connection should be disconnected with due notice to the outgoing consumer unless he applies in writing to the S.D.O. (A.E/A.E.E.) to continue supply till the new consumer completes all the formalities.

Note: -New consumer shall have to deposit fresh security at latest rates as may become due as per the H.P Electricity Regulatory Commission (Security Deposit) Regulations, 2005, *in force from time to time.*

INSTRUCTION No. 20

Reconnection of a Service Line:

20.1 The situation of reconnection of service will arise only under the following three situations:

- 20.1.1 When the connection had been disconnected for any default or the breach of conditions of supply on the part of the consumer and after the default has been removed, the reconnection is sought to be affected by the consumer, *in whose name the connection was existing before disconnection.*
- 20.1.2. Where the disconnection was affected on the request of the consumer himself on temporary basis.
- 20.1.3 Where the reconnection is desired by a person other than the consumer, *in whose name the connection had been existing.*

20.2 In the first two cases the reconnection will be affected after the consumer has deposited the reconnection fee as per schedule of General and Service Charges/Tariff Order. Reconnection order in form CS-12 will be issued to carry out the job. Normally the supply would be restored on the same terms and conditions as existed before disconnection. However, in case where the period of disconnection has been more than 6 months and the loading conditions have undergone any material change during this period, necessary restrictions as warranted by the new loading conditions may be imposed.

20.3 In the third situation where the applicant is a person other than the consumer *in whose name the connection had been existing*, the application should be treated as one for a new connection and dealt with accordingly. Necessary remarks may be added on the connection order stating that the service line exists which is being reconnected. The old Account No. and the previous consumer's name should also be mentioned. The new consumer will have to pay the estimated cost worked out in accordance with recovery of expenditure regulations and cost data for the relevant year, even if, no new expenditure in giving supply is involved or even if the cost of the service line had been paid by the old consumer.

Note-- In the case of reconnection after temporary or permanent disconnection, the original agreement of the consumer should be reviewed and such restrictions may be imposed upon the consumer as the latest loading conditions and other circumstances may warrant and a fresh agreement may be got signed where necessary. Fresh A & A forms may be obtained for applications of reconnection after permanent disconnection.

20.3.1 In such a case where reconnection is allowed after a period of six months a fresh test report should be obtained from the consumer, before connecting the premises to Board's supply system.

20.3.2 In the case of consumers at Hill Stations where quite often the premises are occupied only for a few months during summer season and for the remaining period they are got disconnected by the occupants before leaving the stations, the submission of Test Reports may not be insisted upon where the reconnection is affected within a period of one year but instead the testing and inspection as enjoined under Rule 47 of the Indian Electricity Rules, 1956, should be carried out by the J.E. who should maintain the record of such tests and instructions in the form of Test Report.

20.3.3 When a reconnection to a premises which has been disconnected for non-payment of Board's dues is applied for by a member of the same family or a person jointly occupying the premises with the defaulting consumer and using electricity from his connection, it should not be allowed till the Board's dues including reconnection fee have been paid in full.

20.3.4 However, in genuine cases where the applicant jointly occupying the premises with the defaulting consumer is not related to him and the reconnection will not benefit the old consumer, the reconnection may be allowed after the applicant pays at least a reasonable part of the defaulting amount in proportion to the period he has been occupying the premises and probable energy

consumed by him. It should not be difficult for the local staff, who generally come into contact with the consumers, to verify the facts by virtue of the nature of their duties. If, however, the defaulting consumer has vacated the premises and a new applicant applies for re-connection the same should be sanctioned and efforts made to recover the outstanding dues from the former consumer by suitable means.

- 20.3.5** If a person does not pay the dues and vacates the premises and apply for connection in any other premises located in the jurisdiction of H.P should not be allowed connection till old arrears are cleared as per clause 5.2.13 of supply code.

INSTRUCTION No. 21

Change of Industry or Addition thereto:

21.1 Sometimes it may happen that an industrial consumer may like to change or install machinery for some additional industry through spare pulleys and driving shaft on the original motor. Such an arrangement should not be objected to by the HPSEB Ltd., subject to the condition that the Department of Industries has accorded necessary approval, as Supplier of energy shall not prescribe any special machinery or apparatus to be installed by the consumer for the use of energy by him. However, the following may be kept in view:

21.1.1 The sanctioned load or contract demand of the consumer is not exceeded.

21.1.2 In other cases, the consumer should give an undertaking to pay demand charges/additional Security deposit on the increased connected load or contract demand as the case may be and to restrict his power requirements to the sanctioned load till the sanction of the additional load by the competent authority.

21.1.3 The use of the new appliances/apparatus to the supply system of the HPSEB Ltd. does not in any way interfere with the efficient supply of energy to other consumers.

INSTRUCTION No. 22

Connected Load Register (Form 'CS 24')-Directions for Use of:

22.1 In every Sub-Division and Sub-office, a connected load register in Form 'CS-24' is intended to be maintained for the following purposes:

22.1.1 Balancing the load on feeders by phases.

22.1.2 Anticipating the necessity for augmenting the capacities of feeders, switches, transformers etc.

22.1.3 Compilation of connection returns. These registers will be maintained by J.Es and entries made therein in accordance with following instructions:

22.1.3.1 The opening entry in the register should be made on 1st January from the connection return for the month of December. If the registers have already been put into force, the totals of the registers up to 31st December should be verified with the actual load and then carried over to 1st January of the next year.

22.1.3.2 A separate register should be used for each sub station.

(For sub stations of smaller capacity only one register may be used allotting portion of it for each sub station).

22.1.3.3 Capacity of the transformer should be written on sheet No. I at the top. Capacity of the switch and cable/conductor should be written against the items provided for this purpose. These particulars need not be repeated on the subsequent sheet unless any change takes place.

22.1.3.4 Capacity of each feeder should be filled in and marked as (a) capacity of the feeder switch should also be filled in and marked as (b). Feeder No. and its capacity should be written as under:--

Capacity in K.W

(a) 200

(b) 100

- 22.1.3.5 Capacity of each phase in each feeder should be calculated in KW and entered under the columns headed 'R', 'Y' and 'B' respectively. If desired, the capacity of each phase may also be worked out in amperes and entered below the letter 'R','Y' and 'B'
- 22.1.3.6 The particulars referred under 22.1.3.4 & 22.1.3.5 should be repeated on each sheet.
- 22.1.3.7 In the case of 3 phase consumers the load of each consumer should be shown in column 19 but for the purposes of balancing of the load on various feeders and different phases in a feeder, the connected load of each 3 phase consumer should be proportioned amongst the three phases in a feeder.
- 22.1.3.8 As soon as a connection or a disconnection is made it should be recorded on the same day in the register, from the Board's installation test report or the disconnection order (as the case may be) and the words 'Entered in CS-24 Page.....' should be recorded on the Board's installation test report or the disconnection order under dated initials of the official responsible for keeping the register.
- 22.1.3.9 The exact particulars of each consumer connected or disconnected should be entered in columns **2 to 14 and 16 to 19**. In case of columns 20 to 37 progressive totals should be shown only under the columns affected and the figures in other columns need not be repeated.
- 22.1.3.10 Connections will be entered in blue ink and disconnections in red ink.
- 22.1.3.11 Each Register should be totaled on the last working day of the month and the connection return prepared from this register.
- 22.1.3.12 The register shall be initialed by the J.E. daily in token of the correctness of that day's entries and signed monthly by the SDO (A.E./A.E.E.).

SECTION II

Metering and Meter Rentals

INSTRUCTION No. 23

Providing of energy meter -Meter Security & monthly Rentals:

23.1 The licensee is required to provide a correct energy meter at the premises of the consumers for recording the consumption, in accordance with section 55 of the Electricity Act 2003 and the CEA (Installation and Operation of Meters) Regulations 2006. The meter/ metering equipment shall be installed at such a place at consumer's premises, which may be agreed upon by both the parties and easily accessible to the authorized persons of the licensee.

23.2 Meter Security:

The consumer is required to deposit the meter security at the rates as may be approved by the HPERC and prescribed in the schedule of General & service Charges, if the meter is supplied by the licensee, in accordance with the provision of section 55(1) of the Electricity Act 2003.

23.3 Meter rentals:

A consumer will have to pay the monthly meter rentals in accordance with Schedule of General & Service Charges, if the meter is supplied by the Board.

23.4 Purchase of meter by the consumer:

23.4.1 In the event of the consumer desiring to install his own meter, the meter may be supplied by the HPSEB Ltd., if the consumer desires to purchase the meter/metering equipment from the Board. Meter purchased by the consumer shall be tested, installed and sealed by the licensee. The consumer shall claim the meter by him as his asset only after it is permanently removed from the system of the licensee. The selling price of the meter, if it is purchased from the HPSEB Ltd., would be:

23.4.2 Stock issue rate plus storage charges, or the current market rate, whichever is higher.

23.4.3 In addition to this, the consumer will have to pay the installation and the departmental charges. No meter rental will be applicable in such cases.

23.5 In case the consumer desires to purchase the meter/ metering equipment from the open market, he may be allowed to do so, provided the meter purchased is of the following approved manufactures' make: -

| S. No. | Description | Capacity | Make |
|---------------|-------------------------------|--|---|
| 1. | Single Phase Electronic Meter | 10-40Amp. | M/s Himachal Energy Pvt. Ltd., Jabli, District Solan (HP) |
| 2. | Three Phase Electronic Meters | (i) 10-60Amp. (whole Current) (ii) CT Operated LT/HT Meters | (i) M/s Larsen & Tubro Pvt. Ltd., Chandigarh (ii) M/s Secure Meters Pvt. Ltd., Barotiwala, District Solan (HP) |
| 3. | CT/PT Combined Unit | 10/5A to 100/5 A & 11000/110 Volts | (i) M/s perfect sales Corporation New Delhi (ii) M/s Avon Industries Dera-Bassi (Punjab) |

The meter/metering equipment purchased by the consumer from the open market, will be got tested by the prospective consumer from the HPSEB Ltd. laboratory before installation.

23.6 Responsibility of the consumer in respect of loss or damage:

23.6.1 In case a meter installed at a consumer's premises gets burnt/broken/defective or stop functioning, a new tested meter will be installed within time lines specified in the schedule to HPERC (Distribution Performance Standards) 2010. if the meter gets burnt, broken or damaged due to the reasons attributed to the consumer, the HPSEB Ltd. will debit the cost of the meter (if provided by the Board) to the consumer who will be informed about his liability to bear the cost as under: -

Meters:

23.6.1.1 Repairable Meters: Actual cost of repairs as intimated by XEN, M & T.

23.6.1.2 *When Meter has been fully Burnt/ Damaged:* Cost of new meter i.e. Stock issue rate plus Storage charges or the current market rate whichever is higher, plus departmental charges.

23.6.2 In case of consumer owned defective/burnt/broken meter, the replacement shall be made by way of a Board's owned meter till such time the consumer provides a new meter duly tested and the same is installed as per the provisions of the Supply Code -2009. ***The Board is liable to charge meter rental for the period in such a case, the Board's owned meter remains installed at consumer premises.***

INSTRUCTION No. 24

24.1 Meter Sealing:

After the meter has been tested in the M & T laboratory and found to be working within the limits of accuracy, the cover of the meter, which encloses the vital mechanism for the measurement and the recording of the energy consumed, lest it should be tampered with by any unauthorized person, will be sealed by the M & T Organization. The meter cover seals originally affixed by M & T unit should not be tampered with by other employees of the Board. The meter terminal cover and M.C.B. seals will be affixed by the Board Officials in accordance with the following instructions:-

| | | |
|---------------|---|-----------------------------|
| 24.1.1 | Domestic, NDNCS & Commercial Connections. | |
| | Sealing of Meter Terminal cover and Meter portion of M.C.B. | By Junior Engineer/ AAE |
| 24.1.2 | Sealing of Meters in Respect of Board's Employees | |
| | Meter Terminal and Meter portion of M.C.B | By SDO (A.E./A.E.E) |
| 24.1.3 | Agriculture/Small Power and Medium Supply Consumers | By SDO (A.E./A.E.E) |
| 24.1.4 | Large Supply Metering, where CT/PT are involved | |
| | (i) 101- 500kW | By SDO (A.E./A.E.E) |
| | (ii) Above 500kW | Sr. Executive Engineer/ ASE |

Note: -

1. All such meters through which power is consumed by the employees of the Board have to be sealed by the concerned SDO

(AE/AEE) irrespective of the fact whether the connection is in the name of the employee or any other private individual.

2. At the time of release of connections, consumer's signatures should be obtained for M & T seals besides Meter Terminal seals being intact.

24.2 Resealing of Energy Meters:

24.2.1 Meter Terminal Cover, Meter Cup-Board Seals:

It should be ensured that seals affixed by the Board on the metering equipment always remain intact. Whenever breakage of seal comes to notice, the same should be replaced by the authority who had originally affixed it without any undue delay. In such cases where it is established that the seals were not broken by the Board employees but were affixed at the time of providing the connection, the necessary charges for re-sealing as provided in the Schedule of General & Service Charges/Tariff Order should be recovered. Before resealing the meter terminal cover it should be ensured that the *terminal connections of the meter including connection of C.Ts & P.Ts* are in order. Further, the record of monthly consumption of such a consumer should also be seen to verify if his consumption in the last few months has not been abnormally low. **In such a case depending on its merits and if there is strong suspicion of some foul play, the account of the consumer may be adjusted for a period not exceeding 6 months retrospectively.**

24.2.2 Meter Cover (M & T) Seals:

In addition to recovering the resealing charges, as provided in the schedule of General and Service Charges, it has further to be ensured that the seal has not been broken by the consumer intentionally with a view to indulge in theft of energy by tampering with the internal mechanism of the meter. In order, therefore, to plug this potential source of leakage of revenue, the following procedure should be adopted whenever any cases of the breakage of M & T or Meter cover seal comes to notice.

24.2.2.1 Meter Inspector/J.E. should immediately be deputed to visit the premises to find out by actually testing the meter at site (by putting on some load of known wattage and counting the revolutions of the disc for known period to be determined with the help of a stop watch) or with ERS meter whether the meter is working within the permissible limits of error. In such cases where the meter as a result of such testing is found to be running slow, say by more than 10%, the consumer should be asked to give an undertaking in writing before meter is replaced that he will pay the additional charges if the meter is found to be running slow through actual testing by XEN, M&T. However, in such a case where the meter is found to be inoperative or is suspected to have been tampered-with, the consumer should be asked to deposit the cost of the meter

which should be kept **under Public Works Deposits (GH No.47.602)** adjustable on receipt of the report of Executive Engineer, M & T. As for billing the consumer for the period the meter remained inoperative or inaccurate, the procedure adopted in case of inoperative meter should be followed.

24.2.2.2 After removing the old meter a new meter should be installed after charging meter changing fee in addition to resealing charges as per Schedule of General & Service Charges. The meter on removal should be sent to the M & T laboratory within a maximum period of 15 days & the account of the consumer should be adjusted immediately on the receipt of the test results from XEN, M & T, whose report shall be got expedited within a month.

INSTRUCTION No. 25

Meter reading:

The meter of a consumer will be read on the specific days in a billing month/period and such days will be publicized in advance by displaying the information on the office notice Board. However, where meter is installed outside the consumer's premises and the display unit is installed inside the premises the reading of the meter and not the display unit will be taken in to account for billing purpose. The meter reading of different categories of consumers is required to be recorded by the following officers/officials:-

| S. No | category | Official | Billing Cycle |
|--------------|--|--|--|
| 25.1 | (i) All Domestic consumers (ii) Commercial & NDNCS consumers having connected load up to 20kW | Meter Reader/MLC | Bi-monthly for Rural Area & monthly for Urban Area |
| 25.2 | Commercial & NDNCS consumers having connected load above 20kW, Small Industrial, Water & irrigation Pumping Supply (WIPS), Street Lighting Supply (SLS) and the employees of the Board residing in HPSEB Ltd. Colonies | Junior Engineer/ (JE/ AAE) | Monthly irrespective of the Rural/ Urban Area |
| 25.3 | Medium Industrial, Bulk and Grid Supply consumers | Sub-Divisional Officer (AE/ AEE/ Executive Engineer) | Monthly |

| | | | |
|------|--|--|---------|
| 25.4 | Large Industrial Power Supply consumer | | |
| | (i) Up to & including 500kW load | Sub-Divisional Officer (AE/ AEE / Executive Engineer) | Monthly |
| | (ii) Above 500kW load | Sr. Executive Engineer/ ASE | Monthly |

25.2 For the billing purpose Urban area shall be areas as mentioned below: -

25.2.1 All industrial areas, areas falling under Municipal Corporation, Municipal Committees, Nagar Panchayats & Notified are Committees etc. in the State.

25.2.2 Tehsil Headquarters of Tribal areas in the State.

25.2.3 All Revenue Sub-Divisional headquarters in the State.

25.2.4 All Tehsil Headquarters in the State.

25.2.5 All other areas shall be the rural areas.

25.3 Rounding off Meter readings:

The meter readings of different categories of consumers shall be rounded off as under:--

25.3.1 Domestic, NDNC and Commercial Supply consumers.

The meter reading/consumption in respect of Domestic, NDNC and Commercial Supply consumers shall be rounded off to the nearest multiple of 5 up to the consumption of 100 units, while above 100 units it should be rounded off to the nearest multiple of 10.

25.3.2 Other categories:

The meter reading / consumption in respect of all other categories of consumers shall be rounded off to the nearest multiple of 10.

25.4 Providing of Meter card:

A meter reading card (Form CS-20) will be provided by the licensee to each consumer which will be readily available at the premises where a meter is installed and the meter reader will, except in case of remote reading, enter the meter reading and the date thereof in the said meter reading card. Any officer/ functionary authorized by a licensee who cross-checks meter readings or replaces a meter and/or its seals will also record the changes in the reading, meter and/or its seals, as the case may be, in the meter reading card.

25.5 Induction training for Meter readers:

Whenever any Meter Readers/Meter Ledger Clerks are appointed afresh, such officials may be imparted training for meter reading for about a week by deputing them along with other experienced officials for meter reading. The training should be imparted immediately after the joining of concerned officials and before they are deputed for taking the meter readings independently.

25.6 The Sr. Executive Engineer (Flying Squad), on his surprise inspection of different areas shall in addition to his normal duties also regularly check that the above procedure of meter readings is followed in full by the SDO (A.E./A.E.E.) /J.E. All the Industrial/Agricultural/WIP connections have been provided with meter cards. The non-availability of meter cards with signature of Sub-Divisional Officer/ Junior Engineer, during the months of reading shall be considered sufficient proof of non-observation of the above instructions by these officials. The Sr. Executive Engineer (Flying Squad) will indicate the names of such erring officials in his inspection report and suitable disciplinary action shall be taken by the concerned Executive Engineer, under intimation to Chief Engineer (Commercial). The Sr. Executive Engineers are required to further ensure frequent checking of this point on their routine visits to various Sub-Divisions. Installation Inspectors are also authorized to check this particular point.

INSTRUCTION No. 26

Procedure to be followed when a meter is reported to be damaged or burnt:

26.1 In order to avoid consumer's complaints and to safeguard the interest of the Board as well as that of the consumer it is necessary that a thorough and detailed enquiry be made whenever a meter on the consumer's premises is reported dead stop, damaged or burnt. Before the meter is replaced the site should be inspected by SDO (A.E./A.E.E.)/J.E. in each case. However, ordinary cases of general meters reported dead stop by meter Clerks and Meter inspectors/(J.E.-Installation) may be inspected by the J.E. The SDO (A.E./A.E.E.)/J.E. should carry out investigation and record his report on the following lines to determine as to what extent the damage to meter is due to the default/negligence on the part of consumer or otherwise.

- 26.1.1 Whether the seal of M.C.B, meter terminal cover/meter cover (and of P.T. and C.T. fuses, if installed) are intact.
- 26.1.2 Whether there are any unauthorized extensions.
- 26.1.3 Any outward and physical signs of damage.
- 26.1.4 Any leakage of rain water in to the equipment or meter.
- 26.1.5 Any lightning effect.
- 26.1.6 Any sign of spark-over at the terminals.
- 26.1.7 Any other causes.

26.2 The first report of the J.E. (on the proforma) above indicating various conditions and weather report etc., along with the specific comments/ recommendations as to whether the cost of repair/ replacement of the meter should be recovered from the consumer or not, shall be submitted by the concerned J.E. to SDO (A.E./A.E.E.). In case where the SDO (A.E./A.E.E.) is satisfied that the damage to the meter is due to lightening or any other reason beyond the reasonable control of the consumer, he shall after recording the reasons of the damage in writing order the meter to be replaced. In such cases the cost of the meter shall not be recovered from the consumer. All such cases where the replacement of the burnt/damaged meter without charging any cost from the consumer is authorized by the SDO (A.E./A.E.E.) shall be got countersigned subsequently by the Senior Executive Engineer concerned, before sending these damage/burnt meters to M & T Laboratory for repair.

26.3 In other cases where the SDO (A.E./A.E.E.) is of the opinion that the damage is due to the reasons other than lightning or beyond the reasonable control of the consumer, the damaged/ burnt meter shall be replaced after charging the cost of the meter from the *consumer with in time frame specified under clause "F" to the schedule of the HPERC (Distribution Performance Standards) Regulations 2010*. The damaged meter shall then be sent as soon as possible to M & T Laboratory through a separate forwarding memo alongwith the report on the proforma to intimate the details of damage along with the probable reasons of the damage. *The Assessing Officer (as mentioned under instruction no. 41.6) shall immediately assess the probable cost of the repair and intimate the same to the consumer with in 24 hours. In case of failure of supply due to the burnt/ damaged meter, endeavors to restore the supply on the same day by way of installation of new tested meter.*

26.4 *In the event of the person not being satisfied with the provisional assessment, he may after depositing such amount submit a representation to the designated officer of the licensee who will after providing the concerned person an opportunity of being heard, make final assessment with in seven days.*

- 26.5 On receipt of the requisite report from M & T Laboratory SDO (A.E./A.E.E.) shall, keeping in view the report of SDO (A.E./A.E.E.)/ Xen, M & T, recommend to the Xen (op.), of as to whether any part of the cost of the meter earlier recovered from the consumer should be refunded to the consumer. Executive Engineer shall then pass the necessary orders as to what portion of the cost of the meter should be refunded/ adjusted and the amount got deposited from the consumer shall then be adjusted in accordance with the orders passed by the Executive Engineer. Where the person is a consumer, the refund will be allowed through adjustment in the electricity bills of the immediately succeeding months.
- 26.6 *The accounts of consumer will be overhauled for the period a burnt/ defective meter remained at site, on the basis of energy consumption of the corresponding period of the previous year after calibrating for changes in load, if any. In case average consumption for the corresponding period of the previous year is not available then the consumer will be tentatively billed for the consumption to be assessed on the basis of LDHF formula given in annexure – A of the Supply Code and subsequently adjusted on the basis of actual consumption in the corresponding period of the succeeding year.*
- 26.7 *If a consumer is liable to pay the additional amount or is entitled for a refund in consequence of an overhaul of his account in accordance with clause 4.4.8 (i) & (ii) of the Supply Code, the licensee will affect recovery or adjust the excess amount in the electricity bills of the immediately succeeding months.*

Note: -

1. *In case the supply is being affected due to burnt meters then the replacement has to be undertaken within 1 day.*
2. *Replacement of old electromechanical meters may be done with the electronic meters, if the consumer is providing the meter then he must be advised to provide electronic meter.*
3. *if a consumer submits an affidavit of his no fault when it is suspected that the replacement is attributed to consumer's fault, then pending the checks to search the fact, the meter should be replaced as if the replacement is not attributed to the consumer's fault and such time line shall be followed. However, if it is established later that the replacement is attributed to the consumer, then no claim what so ever will be entertained for the lack of service or non-compliance of SOP.*

INSTRUCTION No. 27

Difference or dispute over the Accuracy of energy meter:

27.1 *A consumer may request to licensee to test the meter /metering equipment installed in his premises, if he doubts its accuracy. The licensee shall undertake such site testing with in seven days on deposit of requisite fee specified in the schedule of general & Service Charges approved by the Commission in the Tariff Orders, as may be amended from time to time.*

If after testing, the meter is found to be defective then the fee deposited by the consumer will be refunded by adjustment in the electricity bills for the immediately succeeding month and in case the meter is found to be correct then the licensee will not refund the fee.

27.2 *In case the consumer is not satisfied with the site testing of meter or the meter can not be tested by the licensee at site then the meter will be removed and packed for testing in the laboratory of the licensee and another duly tested meter will be installed at the premises of such a consumer. In the event of consumer apprehends tampering of the meter /or its seals then the licensee and consumer will jointly seal the packing containing the meter. The seals will be broken and testing undertaken in the laboratory of the licensee in the presence of the consumer, if he desires so.*

27.3 In case of a meter removed from the consumer premises for testing purpose in the licensee's laboratory, the consumer would be informed of the date of testing at least seven days in advance. The signatures of the consumer, or his authorized representative, if present, would be obtained on the test results and a copy thereof shall be supplied to the consumer.

27.4 Overhauling of consumer accounts---

If a meter on testing is found to be beyond the limits of accuracy as specified in the regulations framed by the authority under section 55 of the Act, the electricity charges for all categories of consumers will be computed in accordance with the said test results for a period of six months immediately preceding-

27.4.1 the date of test in case the meter has been tested at site to the satisfaction of the consumer; or

27.4.2 the date on which the defective meter is removed for testing in the laboratory of the licensee, where such testing is undertaken at the instance of licensee; or

27.4.3 the date of receipt of request from the consumer for testing of a meter in the laboratory of the licensee.

Any evidence provided by the consumer about conditions of working and/or occupancy of the concerned premises during the said period(s) which might have a bearing on electricity consumption, will, however be taken in to consideration by the licensee.

27.5 In cases where the consumer is not satisfied with the overhauling of his accounts as above, the matter should be decided, upon the application by either party, by the Forum for Redressal of Grievances of the Consumers and/or the Electricity Ombudsman, and if in his opinion, the meter is not correct, the Forum and /or Electricity Ombudsman shall estimate the amount of adjustment to be carried out in the consumer's account for a period not exceeding six months preceding the date of test.

27.6 In case where a meter installed at consumer's premises is reported to have been stolen and the FIR to this effect has been lodged by the consumer, supply of electricity will be immediately restored by the licensee on consumer's request by installing another tested meter and the cost of the meter shall be recovered from the consumer through electricity bills for the immediate succeeding months.

27.7 CT/PT meters:

In case of CT/PT meters where the accuracy of the meter is not involved and it is a case of incorrect connections, defective CTs/PTs, genuine calculations & mistakes etc., charges would be adjusted in favour of the Board/ consumer as the case may be for the period the mistake/ defect continued but for a period not exceeding six months.

INSTRUCTION No. 28

Testing charges if the meter is got tested from Board Laboratories:

28.1 The HPSEB Ltd. shall maintain such number of accredited testing laboratories as per the standards prescribed by the national Accreditation Board for testing & Calibration laboratories (NABL), as the Commission may require and all such laboratories will at least be equipped with testing equipments as provided in the regulations framed by the authority under section 55 of the Act.

28.2 Charges as prescribed in the Schedule of General & Service Charges shall be recovered from the consumer. In the event where consumers purchase the meter from the market it should be tested by M&T lab & should have the prevailing/ approved features adopted by the HPSEB Ltd.

INSTRUCTION No. 29

Compliance of Meter Change Orders:

29.1 The Junior Engineer should immediately return the meter change order after compliance to the Sub-Divisional Office within *time frame as specified under clause "F" of the schedule to HPERC (Distribution Performance Standards) Regulations 2010*. In case the change of meter is not possible within the time stipulated period due to non-availability of meter or any other reasons, the Junior Engineers should return the M.C.O. to the Sub-Divisional Office concerned on the *expiry of time frame period* as above, who would then record reasons for non-compliance of the M.C.O under his signatures. The SDO (A.E./A.E.E.) should also send a report of such un-complied M.C.Os' to the Executive Engineer concerned after every month who would take suitable steps for making the Meters available to the SDO (A.E./A.E.E.) / consumer at the earliest.

29.2 *It must also be ensured by the JE/AEE in charge of the section that percentage of dead stop/ defective meters should, in any case, not to exceed by 2% of the total meters installed in accordance with the efficiency parameters specified under HPERC (Distribution Performance Standards) Regulations 2010.*

29.3 A monthly review of cases shall also be done by the Executive Engineers concerned and they should send a quarterly report about the number of cases where the change of defective/dead stop meters is delayed due to non-availability of meters, to the Superintending Engineer and Chief Engineer (Commercial).

INSTRUCTION No. 30

Replacement of defective and dead stop meters at consumer's Premises --- Utilization procedure for new meters, old T&P meters and repaired T&P meters:

30.1 In order to facilitate optimum utilization of meters, following procedure for the replacement of defective/dead stop meters at consumer's premises vis-à-vis utilization of new meters, old T&P meters and repaired T&P meters for granting new connections, reconnections etc. will be adopted:

30.2 Defective and dead stop energy meters at consumer premises shall be replaced as per the following arrangement:-

- 30.2.1** *Endeavour must be made to change the dead stop/ defective meters with electronic meters only. However, in case it is not possible, by Utilizing the available old T&P meters and repaired T&P meters.*

- 30.2.2 In case sufficient old T&P meters or repaired T&P meters are not available, by installing new meters by charging the same to the respective scheme of the area and in case the area is not covered by any Scheme, by charging the same to the funds available under **“Repair & Maintenance” head of account.**
- 30.3 New connections / reconnections shall be given by utilizing the energy meters as per the following arrangements:--
- 30.3.1 By utilizing the available old T&P meters and repaired T&P meters in all areas including respective scheme areas even if such meters were originally charged to schemes other than respective scheme.
- 30.3.2 In case old T&P meters or repaired T&P meters are not available, by installing new meters by charging the same to the respective scheme of the area and in case the area is not cover by any scheme, by charging the same to the funds available **under “Repair & Maintenance” head of account.**

SECTION---III

Preparation and Delivery of Bills

INSTRUCTION No. 31

Spot Billing System:

At present the spot billing is done manually on bill books [form -CA-43(a)] and through spot billing machines, and computerized generated bills. Following procedure for spot billing should invariably be followed for manual & through “Spot Billing” Machines: -

31.1 Manual - Spot Billing:

- 31.1.1 “Spot billing” envisages the functions of meter reading, bill preparation and delivery of bills to the consumers at spot. All these functions are performed by the Meter Ledger Clerk (MLC) or the Meter Reader at the premises of the consumer.
- 31.1.2 Before the MLC/meter reader goes out for spot billing, he shall enter the following particulars in respect of the consumers of the area to be

visited in the original/ duplicate copy of the bills from the ledger sheet, which shall be duly completed in this respect for the concerned billing month.

31.1.2.1 Account No.

31.1.2.2 Meter No.

31.1.2.3 Name & address of the consumer

31.1.2.4 Old (last) meter reading

31.1.2.5 Balance outstanding arrears.

31.1.2.6 Meter rentals, service rentals and service charges

31.1.2.7 Sundry charges/ allowances etc.

- 31.1.3 When the MLC/Meter Reader visits the premises of a consumer for spot billing, he shall after ascertaining the correctness of the particulars already entered in the bill form, which can be verified at the spot, take the new meter reading on the bill form already prepared for said consumer. He shall then work out the energy consumption for the billing period (which may be monthly or bi-monthly or tri-monthly as the case may be).
- 31.1.4 In order to readily calculate the energy charges and electricity duty charges at the spot, the MLC/Meter Reader shall carry a ready-reckoner with him, which shall be duly approved by the SDO (AE/AEE) concerned. This ready -reckoner may normally cover the charges for consumption from 1 - 1000 units, depending upon the requirement of the particular area. In case of bi-monthly/ Tri-monthly billing there shall be separate ready-reckoner.
- 31.1.5 After the preparation of bill, recording the date of presentation of bill, due date of payment etc., and making the relevant entries on the 'HPSEBL Receipt -Stub', the bill should be presented to the consumer or his representative, by signing it on behalf of the SDO, and shall obtain his signatures of the consumer or his representative, on the "HPSEBL Receipt -Stub" in token of having received the bill. It should be ensured before the bill is delivered to the consumer that figures entered in the bill and the receipt stub tallies each other.
- 31.1.6 On the return of the MLC/Meter reader to the head Quarters, the entries made by him in the Receipt Stub at spot shall be entered against the name/account No. of the concerned consumer at the relevant page of the ledger.

31.1.7 The MLC/Meter reader shall also satisfy the consumer in case the latter wants any clarification about the particulars entered in the bill.

31.2 Spot Billing - through Spot Billing Machines (SBM) & Computer generated billing:

31.2.1 Computerized Generated bills, with Manual Reading/meter reading through Hand held instruments and distribution of bills through Spot Billing machines.

31.2.2 In sub- divisions where computerized billing is in operation, billing is either done through **spot billing machines (SBM)** or manually or downloading the data collected by hand held instrument (HHI) by bringing the final reading of the consumer and putting the same in the Computer and thereafter the bills are generated in the office. In case of billing with SMB, the consumer data of the area which needs to be billed is uploaded in the SBM and it is taken to the spot and after entering the final reading, the energy bill shall be delivered to the consumer on spot. After billing the complete, billing record is downloaded to the computer and the consumer data in the sub-division gets updated.

31.2.3 Issue of only stub receipt is not valid. In addition to the receipt stub, computer generated receipt shall be issued to the consumers. In case the computer is not in working order in such an eventuality, CAO-54 receipt should be issued.

INSTRUCTION No. 32

Centralized Billing System:

32.1 Centralized billing system for the purpose of billing in respect of consumers with connected load of 100 KW and above excluding Bulk Supply and WIP consumers shall be affected from the office of the concerned Circle office. The following procedure has been laid down for billing the consumers under this system:

32.2 After the release of new connection in such cases, photo-copy of the consumer file shall be sent to the office of the Concerned Operation circle by the concerned Sub-Division and initial meter reading and other details shall be sent on the prescribed Proforma.

32.3 Concerned Sub-Division shall open a separate ledger for these consumers for easy and expeditious preparation of commercial data, for day to day

checking and reconciliation of the outstanding amount etc., in respect of these consumers.

32.4 Meter reading of above category of consumers shall be sent through special messenger to the office of the concerned operation circle by the concerned AEE/AE or the Sr. Executive Engineer as the case may be.

32.5 The bills of the consumers are prepared in triplicate signed on the bottom of left hand side by the Executive Engineer (Commercial), Central Billing Cell and two copies are sent to the concerned Sub-Division. The A.E.E/A.E in the field, on receipt of the bills in duplicate tallies the reading/consumption shown on duplicate copy of the bill with the data sheet earlier submitted by him and should sign the bill on right hand bottom side in token of his check of correctness of reading consumption data sent earlier by him. Original copy of the bill, thereafter, **is presented to the consumer through special messenger or under certificate of posting** and duplicate copy is to be used for posting in consumer ledger. The collection of bill is to be done through special messenger by the concerned Sub-Division, so as to avoid any postal delay or misplacement.

32.6 In case of incorrect bills, the field officer can only correct the bill in case there is a mistake of arithmetical nature. Where application of tariff or difference in reading and charging of a consumer on average consumption is involved, no change is to be made in the Sub-Division. **Such consumer may after affecting the payment under protest, in accordance with the procedure laid down under clause 5.7 of H.P. Electricity Supply Code 2009, seek redressal from the "Forum for redressal of Consumer's grievances" or the Ombudsman.**

32.7 Details of Sundry Charges along with its calculation and corresponding period for which these are leviable are to be intimated along with Energy data. In case of Sundry Charges due to past liability pointed out by the Audit, complete details of the same as well as the reply submitted by the A.E.E./A.E concerned is required to be sent along with the data sheet. **The bill for arrears, in case of underassessment or the charges levied as a result of checking etc., will be initially tendered separately, indicating in the bill, nature, period of arrears, the number and amount of installments allowed and the arrear will not be clubbed with the current electricity bill. Subsequently the amount of said arrear bill shall be reflected in the next billing cycle till not paid. For purpose(s) of action(s) of licensee on non-payment of billed amount, the arrear amount shall be accounted as per of final bill due of any billing cycle.**

32.8 Energy data to be sent to the office of concerned operation circle should be thoroughly checked by the A.E.E/A.E. concerned personally before submission. Any error or omission therein shall be the personal responsibility of the concerned officer.

32.9 Revenue realization is the responsibility of field units.

32.10 In case the consumer fails to make the payment of his energy bill within stipulated period his premises should be disconnected temporarily **after giving not less than 15 days notice in writing to do so, under intimation to the concerned operation circle. P.D.C.O should, however, be issued and affected only in cases the default in payment(s) is continued for a period of six months from the date of payment first became due after** obtaining approval from the Superintending Engineer concerned operation circle, action for which is to be initiated well in time as per provisions contained in Instruction No. 42. Copies of TDCO, PDCO, MCO and RCO should invariably be sent to concerned operation circle.

32.11 Returns pertaining to revenue assessed, revenue realization, pending applications etc. should be sent to quarters concerned as usual by the Sub-Divisions in case of these consumers also, with copy of outstanding arrears return pertaining to the above consumers to circle office for reconciliation.

32.12 Audit of the Central Billing Cell is to be carried out once a year by RAO party. However, the billing and realization is to be regularly audited in the Sub-Divisional office by the Internal Auditors as the postings of these bills also exist in the Sub-Divisional ledgers.

INSTRUCTION NO. 33

Issue, presentation and due date of the bill:

33.2 In line with the provisions of H.P. Electricity Supply Code - 2009, the following schedule of billing for industrial consumers has been approved by the competent authority and shall be adopted meticulously by the field units specifically for the bills being issued from central billing cell at circle level: -

| | | |
|--------|-----------------------------------|--|
| 33.2.1 | Date of reading | 25 th to 30 th /31 st of the month (reading month) as per billing cycle. |
| 33.2.2 | Preparation & Delivery of bills | 1 st to 6 th of billing month (next to reading month) |
| 33.2.3 | Payments of bills by the consumer | With in a period of 10 days from the date of delivery of bills (i.e. by 17 th of month) [refer clause No. 5.3 (i) of the Supply Code] |
| 33.2.4 | Notice for default in payment | Immediately after due date of payment of bill |
| | Example: 1. Date of reading | 25.11.2011 to 30.11.2011 |

| | | |
|--|----------------------------------|---|
| | 2. Date of delivery of bill | 1.12.2011 to 07.12.2011 |
| | 3. Payment of bill on or before | 17.12.2011 |
| | 4. Notice for default in payment | Immediately after due date of payment of bill |

Note: - *In case there is holiday on the above dates, the schedule will shift to next working day accordingly. This schedule will be displayed on the notice board in the respective office.*

33.3 Date of presentation:

Date of presentation shall mean the second day after the date of any bill rendered by the Board. *The bill will be delivered to the consumer immediately in case of spot billing and in other cases within a period not exceeding twenty-one days from the date of meter reading.*

33.4 Grace Period:

The normal period allowed to the consumers to pay off their bills is called the 'Grace Period'. The period of grace starts from the next day of the date of presentation of the bill to the consumer. The grace period has been fixed under clause 5.3 of the "Supply Code" 2009 approved by the HPERC for different categories of consumers is as under: -

33.4.1 Ten days (10) from the date of delivery of bills in case of large Supply, Medium Supply and Small Industrial consumers; and

33.4.2 Fifteen days (15) from the date of delivery of bills in case of all other categories of consumers.

INSTRUCTION No. 34

Procedure to be followed when issue of bill is delayed:

34.1 In order to ensure that all the consumers are afforded the full period of grace, the bill clerk should see while preparing the bill that the date given to that bill should be the date on which it is intended to be issued so that it should be presented to the consumer on the correct date.

34.2 The date of every consumer's bill in the same group should normally be the same every month during the period he remains connected to the Board's supply system so that he knows his due date without reference to each month's bill. The bill should be rendered regularly and punctually to each consumer on the same date as far as possible. Normally no change should be made in the meter reading or billing program.

34.3 Should for unavoidable reasons a bill is issued on a date later than that actually given on it, the date of the bill and the due date must be corrected as illustrated below before issuing it and the consumer asks for such a correction or makes the payment on a date which falls within the corrected due date, the request of the consumer should be acceded if his complaint about late delivery of the bill is corroborated by the peon book or the stamp register *or received in local complaint office/ call center*. The correction in the date of the bill should be made under date initials of the Cashier which should be countersigned on the receipt voucher by the SDO (A.E/A.E.E.) Concerned.

| | |
|---|--|
| Example--Date of bill (Say): | 9.9.09 (date actually appearing on the bill) |
| Due date: | 26.9.09 |
| Actual date of the issue of bill: | 12.9.09 |
| Correct due date which should have been quoted in the bill: | 29.9.09 |

34.4 if the due date indicated in the bill for payment is Sunday or a public holiday as declared by the State Government or the HPSEB Ltd's office is closed for any other reason, the next working day will be treated as the due date.

INSTRUCTION No. 35

Delivery of Bills to Consumer:

35.1 *The electricity and/or arrear bills (hereinafter referred as bills unless otherwise specifically stated) will be sent to the consumers, other than the HT/EHT category, either by post or by hand delivery and in case of HT/EHT consumers, either under certificate of posting or by hand delivery. The fact of dispatch of bills to consumers of a particular area will be displayed on the notice board at the designated office of the licensee. The loss of the bill in transit if sent by post will not be the responsibility of the licensee. In case of hand delivery, record of delivery of the bill will be maintained at the designated office of the licensee.*

35.2 It may sometimes happen that the peon/bill distributor is unable to deliver the Board's bill [Form CA-43 (a)] to a consumer for any of the following reasons:--

36.2.1 Premises are found locked and no body is present to take the delivery of the bill.

36.2.2 Consumer is not present and none of his representatives is ready to take delivery of the bill.

36.2.3 Consumer is present but refuses to take delivery of the bill.

35.3 The following procedure may be adopted in case any of the above consequences arise:-

As soon as it is reported by the Peon/Bill distributor that he has been unable to deliver the bill to a certain consumer, a notice "Bill for the month offor Rs....." should be prepared and sent through Board's peon to the consumer and the peon should obtain the initials of the consumer in the Peon Book in token of his having received the notice. If, however, the consumer refuses to take the Bill or he is not available, the notice should be sent under Postal Certificate. If the notice is returned undelivered or the SDO (A.E./A.E.E.) concerned has reason to believe that the consumer is deliberately refusing to accept the notice, then it should be sent under Registered Acknowledgment Due letter.

35.4 If the letter is received back undelivered, efforts should be made to find out the where-about of the consumer through some of the officials or from the neighbourer so that the Registered A.D. letter should be re-directed at the new address. The expenditure incurred in sending such notice should be debited to office contingency.

INSTRUCTION No. 36

Bills of consumers whose premises are found locked at the time of meter reading:

36.1 As soon as it is reported by the Meter Reader that the premises of a certain consumer is found locked and the meter reading for rendering the bill to the consumer could not be taken, a notice in form CS-26 "Access to consumer premises" should be prepared and sent to the consumer through Board's peon who shall obtain the initials of the consumer in Peon Book in token of his having received the notice. In the notice, it should be pointed out that for the period the premises remains locked, the consumer, in accordance with the provisions of schedule of tariff and schedule of general and service charges will be charged meter rental and consumer service charge etc. whether or not any energy is consumed during that period.

36.2 If however, the peon is unable to locate the consumer, the notice should be sent under Postal Certificate. If the notice is returned undelivered or the S.D.O. (A.E./A.E.E.) concerned has the reason to believe that the consumer is deliberately

refusing receipt of the notice, then as a last resort the notice should be sent under Registered letter Acknowledgement due. If the Registered letter is also received back undelivered, efforts should be made to discover (say from his neighbour) the whereabouts of the consumer and Registered Acknowledgement Due letter sent at his new address. The expenditure incurred in sending such notices should be debited to the office contingency and not to consumer in question.

36.3 After the expiry of the notice period if no reply is received from the consumer some official, say Junior Engineer or Meter Reader, may be deputed to visit the premises and verify the facts on the spot. If all the efforts to get access to the meter fail, the premises should be disconnected from the nearest “tee” or “pole”, ensuring that other consumers from service main are not affected.

SECTION -IV

Recovery of Unpaid Dues from Defaulting Consumers

INSTRUCTION No. 37

Disconnection for non-payment of electricity charges:

37.1 As a commercial organization, the Board can ill afford to allow accumulation of dues from the consumers. It is, therefore, imperative that every effort is made by the field offices to see that the consumers make the payment of their energy bills as soon as these become due for payment. Necessary steps should be taken by the staff concerned so that dues do not accumulate and the arrear do not become bad debts.

37.2 Every consumer is expected to make the payment of his dues by the ‘due date’. In case, he fails to discharge the liability, his premises will be liable for disconnection **after serving 15days clear notice as per the provisions contained under clause 7.1.2 of the H.P. Electricity Supply Code 2009.**

37.3 The following powers are delegated to various officers in the matter of disconnecting premises of different categories of defaulting consumers:-

| | |
|---|---|
| (i) Sub-Divisional Officer (A.E./A.E.E.) (in charge of Operation Sub-Division) | (i) General, Industrial, Agriculture and Temporary connections irrespective of load (except Government connections) |
| (ii) Sr. Executive Engineer/ASE (In charge of Operation Division) | (i) MES, Railways, Hospitals, Educational Institutions, Govt. Department connections, Colonies and Bulk Supply connections. |
| (iii) Dy. Chief Engineer/ Superintending Engineer (In charge of Operation Circle) | Govt. water supply and Street lighting connections. |
| (iv) Chief Engineer (OP)/Chief Engineer(Commercial) with the approval of the Board | (i) Grid supply consumers, partner states and other state Governments. |

37.4 The Sr. Executive Engineer /Superintending Engineer should see that reference made by S.D.O. (A.E./A.E.E.)/ Xen in this respect are dealt with promptly in the office and instructions to disconnect the consumer if so desired, are issued to S.D.O. (A.E./A.E.E.)/ Xen within a week from the date of receipt of a reference from the subordinate office.

INSTRUCTION No. 38

Disconnection when Consumer's Premises are found Locked:

38.1 If the consumer's premises are found locked by the Meter Reader or the Bill Distributor and no response is received even after serving 'Access to consumer's premises' notice, some official say J.E. or Meter Inspector may be deputed to visit the premises of the consumer to verify the facts on spot. On their report, if there are no early prospects of the meter being read or Board's dues being paid, the premises should be disconnected from the tee or pole.

38.2 The powers of various officers for disconnecting a consumer premises on account of any default other than non-payment of dues or any breach of conditions of supply, contravention of the Act, Rules, breach of agreement with the Board or in the event of consumer's bankruptcy or the execution any assignment for the benefit of the consumers creditor's (if the consumers is a limited company) in the event of compulsory or voluntary liquidation, are the same as for non payment of dues.

However, in such cases, i.e. others than of non-payment of dues, **24hours** notice is required to be served upon the consumer.

38.3 Discontinuance on account of immediate danger/damage to the equipment

In case the breach of condition of supply (or of any restrictions imposed there under) is of a nature which is likely to cause an immediate danger/ damage to the equipment installed by the Board or otherwise, the Board shall have the right to disconnect the premises of the consumer **immediately without any prior notice**. The connection to the premises so disconnected shall not be reconnected until the defects pointed out by the Board are set right.

INSTRUCTION No. 39

Recovery of Arrears from Defaulting Consumers - Procedure for monitoring & recovery of the defaulting amount within time limit fixed by HPERC i.e. within one year.

39.1 Monitoring the position of defaulting arrears:

At present the electricity bills of the consumers having connected load of 100kW and above (excluding Bulk Supply & WIPS consumers) are prepared at circle level CBC, whereas bulk supply & WIPS, irrespective of connected load and other categories of consumers having connected load less than 100kW are billed at sub-divisional level. In order to have a thorough and complete watch, so that the consumers, specially being billed at circle level do not become defaulter, the following procedure for monitoring and recovery of defaulting arrears, shall be followed:-

39.1.1 The Assistant Engineer/Sr. Assistant (Commercial) of the respective Electrical Sub Division shall ensure proper implementation of tariff for the bills to be prepared in the Sub-Division. The entire responsibility for computerized billing rests with Assistant Engineer of the concern Sub-Division.

39.1.2 The Assistant Engineer/Sr. Assistant (Commercial) of the respective Electrical S/Division shall ensure that outstanding amount, if any, including sundry charges has been mentioned in the bill clearly (*in case of arrears for the past period, whenever pointed out by the audit or otherwise detected later on, separate bill should be issued to the consumer clearly indicating the amount on account, period etc. in the first instance and subsequently, if this bill is not paid within due date, the total outstanding amount on whatsoever account it is, should be*

reflected continuously in the subsequent energy bills, till date the payment is received or permanent disconnection is affected). The details of defaulted amount recovered / to be recovered from the consumers during the next month should be intimated to the Divisional Office along with detail of defaulting consumers and record a certificate at the end of month that outstanding amount/sundry charges have been mentioned in the bill of all consumers where ever required and no entry has been left.

- 39.1.3 At Divisional level the Divisional Accountant will compile and verify the detail of all such certificates of all sub-Divisions. A combined certificate will be prepared by the Divisional Accountant, countersigned by the Sr. Executive Engineer that defaulted amount of all sub-division under his division has been pointed/billed in the bill of the concerned consumer and submit the same to circle Office. Sr. Executive Engineer should simultaneously also take steps to recover the defaulting amount.
- 39.1.4 On receipt of the requisite certificate from the divisional offices, the Sr. Executive Engineer (Comm.)/A.A.O. shall after ensuring that outstanding amount, if any, including sundry charges in respect of bills prepared in circle office have been mentioned in the bill clearly. The Sr. Executive Engineer (Commercial), shall record a certificate at the end of month that outstanding amount/sundry charges in respect of his circle have been mentioned in the bills of all consumers, where ever required, and no entry has been left. The details of defaulting amount recovered/ to be recovered shall then be submitted by him to the concerned Chief Engineer (Op.)/ Chief Accounts Officer.
- 39.1.5 Proper implementation of the tariff for the bills are being prepared in circle office, should be ensured by the Sr. Executive Engineer (Comm.)/A.A.O.
- 39.1.6 A separate ledger showing month wise defaulting/outstanding amount of consumers shall be prepared and maintained by Dealing Assistant in the circle office and get it verified from the A. A.O. The detail so verified shall be put up to the Sr. Executive Engineer (Commercial) for recording the certificate. The Sr. Executive Engineer shall further put up it to the Superintending Engineer.
- 39.1.7 The month wise return of such defaulting amount shall be sent to Chief Accounts Officer of HPSEB Ltd. /Chief Engineer (Op.) by the respective Superintending Engineer (OP). The Chief Accounts Officer after scrutiny shall put up the same to Director (Finance) on quarterly basis for his perusal.

39.1.8 Chief Auditor shall ensure and develop mechanism that the commercial audit of all the Sub-Division are conducted within a period of one year so that any recovery detected during audit is pointed out in the bill of consumer within one year to adhere to two year limitation period as per section 56(2) of the Electricity Act 2003 as well as clause 5.2.6 of the HPERC Electricity supply Code-2009.

Note: -Reports of all such consumers who have outstanding amount pending for recovery can be generated on computerized billing and accordingly action at sub division level shall be taken well in time to recover the outstanding amount.

39.2 Recovery of defaulting amount:

Discontinuance of supply of electric energy to a consumer who defaults in liquidating the electric energy bill is not an end in itself but is only a step towards not only arresting further accumulation of arrears but even forcing him to make the payment. However, all out efforts should be made to recover the amount, and such efforts should not be relaxed as long as the recovery is not actually affected.

39.2.1 Whenever the consumer does not make the payments of dues or violates the supply code, the connection should be disconnected temporarily from the service mains after serving 15 days notice and the connection should remain disconnected, till such time the payment of dues is not made by the consumer or violation of supply code is set right. ***It is, however, mandatory that TDCOs/PDCOs are issued immediately after the monthly accounts in the sub-division are finalized.***

39.2.2 The SDO (A.E/A.E.E.)/J.E. should go on pressing (say by issuing reminders to be delivered through peon or if necessary, to be sent by Registered post and through bonafide representatives of the HPSEB Ltd., to the defaulting consumer for payment of the outstanding dues of the Board.

39.2.3 In case of continued default in payment of any amount, due to the licensee by any consumer for a period of more than six months, the licensee may terminate the agreement executed with the consumer in accordance with the 'Conditions of Supply' of the licensee and remove the electric line or works connected with the supply of electricity to the consumer.

39.2.4 In the meantime after the expiry of one month, the matter should be intimated to the Sr. Executive Engineer concerned with a detailed report indicating the action taken or proposed to be taken. If there are no prospects of the recovery of the dues through some other connection held by the defaulting consumer, the matter should be taken up at Sr.

XEN's level who should, at his earliest convenience write to the defaulting consumer requesting early settlement of the account. If it is found that the consumer has left the station or does not have a connection at the local station, but is getting supply from HPSEBL at some other station, the concerned Sr. Executive Engineer of that division should be asked to debit the charges to him against the connection held by him under his charge. The Sr. XEN should whenever he makes a reference to the consumer, endorse a copy to the SDO (A.E./A.E.E.) for his information so that the SDO (A.E./A.E.E.) should not issue any further written reminder to the defaulter, but who at the same time, should not slacken his efforts, in affecting the recovery through bonafide representatives of the Board. The amount should, however be carried forward in the Consumer's ledger from month to month and surcharge should continue to be levied as required, till date the recovery or permanent disconnection is affected.

39.2.5 **In no case, at any time, the defaulting amount should be more than the security deposit. However,** the refund of initial/ additional security of the consumer lying with the Board, if becomes due, after the adjustment of outstanding amounts, may be refunded within one month of the date of termination of agreement/ permanent disconnection. However, in cases where the security is in-sufficient to meet with the outstanding amount in that case balance outstanding should be transferred to any other connection which may be held in the name of the same consumer. The other connection/connections may likewise be considered for recovery after observing the necessary formalities.

39.2.6 The XEN should follow his letter by issuing the reminders at fortnightly intervals. In case the payment of the bill is not received within a fortnight from the date of issue of the last reminder, the case, if the amount involved is more than the competence to write off as per clause 44.4 below together with the consumer file should be referred to the next higher authority for taking further necessary action giving a complete precise of the case with particular references to the following points:-

39.2.6.1 Full address and where-about of the consumer.

39.2.6.2 Whether all other connections standing in the name of the consumer have been disconnected or not.

39.2.6.3 Period to which the outstanding amount relates.

39.2.6.4 The break-up of the outstanding amount i.e. (a) amount of actual energy charges (b) meter rentals (c) any other amount.

39.2.6.5 Date of first default.

39.2.6.6 Date and the amount of last payment. If the payment is part-payment, the total amount of the bill against which the part payment is made.

39.2.6.7 The efforts already made at the sub-division and divisional level.

39.2.6.8 Prospects of recovery of outstanding in the near future.

39.2.6.9 The cause which led to the consumer becoming defaulter.

39.2.6.10 Financial position of the defaulting consumer with particular reference to his immovable property, so as to ascertain the scope of recovery through legal action.

39.3 Action to be taken at SE/CE (Op.) Level:

39.3.1 The cases, for recovery of defaulting amount after being received in the Superintending Engineer's/ Chief Engineer's office should be scrutinized so as to arrive at any further line of action. In collaboration with the Legal Section of the Board, the desirability of launching legal proceedings should be assessed and initiated under the provision of order 38 rule 5 of CPC, so that the necessary action could be taken well before the expiry of the period of limitation, which is only two years as per section 56(2) of the Electricity Act, 2003, from the date when such sum became first due, unless such sum has been shown continuously as recoverable as arrears of charges for electricity supply, from the date when such sum became first due. The action for recovery through civil suit should be initiated under the provisions of civil procedure code order 38 rule 5, so that HPSEBL is at least in a position to recover the amount in execution of decree by distress and sale of immoveable property so attached.

39.4 If ultimately the amount is found to be irrecoverable either due to the failure of the legal proceedings, or the exhaustion of all efforts and where no legal remedy is sought, the case for writing off the arrears, so that the books could be cleared, should be framed and submitted to the competent authority. The authority competent to write off the arrears of Electricity dues is as under:-

| | | | |
|--------|---|--|--|
| 39.4.1 | Sr. Executive Engineer | Rs. 1000/- in each case subject to maximum Rs.10,000/- during the year | |
| 39.4.2 | Superintending Engineer | Rs. 5000/- in each case subject to maximum Rs.25,000/- during the year | |
| 39.4.3 | Chief Engineer | Rs. 10,000/- in each case subject to maximum Rs.50,000/- during the year | |
| 39.4.4 | Head Office level Committee Comprising of: | | |
| | (i) Chief Engineer (Op.) concerned | Chairman | Rs. 25,000/ -in each case subject to Rs.2,00,000/- during the year |
| | (ii) Superintending Engineer (Commercial) | Member | |
| | (iii) Dy. Financial Advisor | Member | |
| | (iv) Superintending Engineer (Works) office | Member | |

| | | | |
|--|-------------|------------------|--|
| | of CE (Op.) | Member Secretary | |
|--|-------------|------------------|--|

39.4.5 Cases involving amount more than above limits should be referred to the Board through *Chief Engineer (Operation)* concerned for decision.

39.4.6 However, in case of following consumers the action indicated above should only be taken if the procedure outlined below fails to yield fruitful results.

39.4.6.1 **Government Departments:** So far as the question of recovery of outstanding dues from Government Departments is concerned the matter may be referred to the Head of the Department for early liquidation of arrears, simultaneously endorsing copies to the offices concerned for doing the needful immediately. Progress should be watched and reviewed fortnightly.

39.4.6.2 **Government Employees:** In such cases Heads of the Offices/Departments under whom the consumer is working should be addressed to recover the outstanding amount from the person concerned and remit to the Board. In case where the employees have been transferred to other stations, their address should be found out and the Heads of their offices be asked likewise.

39.4.6.3 **Board Employees:** The arrears should be recovered promptly from the employees of the Board. In case the employees have been transferred to other stations, reference should be made to his SDO (A.E./ A.E.E.) /XEN/ S.E concerned to affect recovery from the pay bills of the official officer and remit it to the office concerned.

39.4.6.4 **Industrial Units:** In case of Industrial units which are non-functional or closed and the electricity charges are outstanding in their name and any other person purchases the unit for its revival, the recovery shall be affected from the new consumer before the release of connection.

The procedure laid down above, shall be adopted meticulously in letter and spirit by field units at every level for chalking out the defaulters and recovery of defaulting amounts from the defaulting consumers, besides all defaulting consumers, specially, in case of consumers having connected load above 100kW.

INSTRUCTION No. 40

Payment of Arrears not originally billed:

40.1 The bill for arrears, in case of under assessment or the charges levied as a result of checking, Audit or assessment on account of un-authorized use/ theft etc., will be initially tendered separately, indicating in bill, the nature, period of arrears, the number and amount of installments allowed. The arrear will not be clubbed with the current electricity bill. Subsequently the amount of said arrear bill shall be reflected in the next billing cycle till not paid. For purpose(s) of action(s) of licensee on non payment of billed amount, the arrear amount shall be accounted as per bill due of any billing cycle. In all such cases the following officers are competent to allow the amount to be paid in monthly installments (to the extent mentioned here under) without the levy of surcharge.

- (a) SDO (A.E. / A.E.E.) up to 2 installments.
- (b) Sr. Executive Engineer up to 3 installments.
- (c) Superintending Engineer Up to 6 installments.

The total surcharge, where applicable should be divided in equal installments and in case, the consumer does not make the payment of that installment by the due date, then surcharge levied for that installment only.

40.1.1 The benefit of payment in installments is to be allowed on the express request of the consumer if the amount of arrears is heavy as compared to the normal monthly bill. The No. of installments should be decided on the merit of the case.

40.1.2 Monthly installment of the old arrears will be in addition to the current monthly energy charges. In order to take action against the official/officer due to whose fault the arrears accumulated, the cases shall be forwarded and decided by the authority next higher to the one which decides the payment by installments.

40.2 Some of the sick units are seeking restoration of power reconnection and requesting the Board to allow them to make payments of their outstanding arrears in installments. Competent authority of HPSEBL is empowered to accord approval for payment of outstanding arrears in installments in such cases. The maximum number of installments as admissible in such cases is five which are further subject to the fulfillment of the following conditions:

40.2.1 that the reconnection to such unit will be affected only after the firm deposits Security Deposit at the prevailing rates.

- 40.2.2 that such unit will have to deposit the first installment of arrears before the connection is restored by the competent authority, whereas the balance installments will be paid with the subsequent energy bills.
- 40.2.3 that in case of default in making payment by such unit, disconnection of supply will be affected as per instructions, in force in the Board.

In view of above, cases in respect of sick industrial units seeking restoration of power connections and allowing them payments of arrears in installments should be referred to the office of Chief Engineer (Commercial) for obtaining necessary approval from the competent authority of the HPSEB Ltd.

SECTION - V

Unauthorized use/ Theft of Energy

INSTRUCTION No. 41

Unauthorized use of electricity - section 126 of the Electricity Act 2003

In order to arrest the tendency on the part of the consumer who indulge in unauthorized use of electricity/ extension of load, which in addition to producing adverse effects on the supply system, also lead to loss in revenue to the Board in certain cases, it is very essential to conduct periodical checking especially in the cases of those consumer whose connected load form the basis of demand assessment. Such a check must be exercised at least twice a year by an *"assessing officer"* designated as such, by the State Government under section 126 of the Act. However, *"assessing officer"* will, suo-moto or on receipt of information/complaint regarding *"unauthorized use of electricity"* as explained above under 38.1, promptly inspect such premises. The assessing officer and other members of his team will at the time of inspection carry

along with them their photo identity cards, which will, on demand, be shown to the person present at site before entering the premises. On detecting an unauthorized extension, it should either be regularized by obtaining an application from the consumer for extension in load and completing the formalities within the shortest possible period (if it is technically feasible to allow the load from the existing system) or to get it disconnected after serving due notice. *The procedure laid down under clause 6.1 of the H.P. Electricity Supply Code to deal with such cases should, however, be meticulously adopted.*

41.1 Unauthorized use of Electricity covers:

41.1.1 Connected/used load is in excess of the sanctioned/authorized load. The connected load definition should be considered as per HP Electricity Supply Code, 2009 provisions i.e. addition of all loads as connected and the variation of + 20% shall be allowed except in case of Industrial consumers, after proper examination of each case from various angles such as habitual offender, intentional violation with reference to the categorization of consumer on standard supply voltage, intention to defeat the tariff provisions etc.

41.1.2 Use of electricity by means not authorized by the supplier/licensee, such as use of two- phase welding sets.

41.1.3 Uses of electricity for the purpose /area other than the authorized/ sanctioned by the licensee / supplier i.e. change of category etc.

41.1.4 Tampered meter which covers tilting of meter, broken / loosening meter glass, insertion of a hole in the meter body and tampering of service wire insulation etc.

41.1.5 Restoration of electric supply to disconnected/defaulting consumers etc.

41.1.6 Usage of electric supply from defective /dead stop meter (in case the reasons of incorrectness are attributed to the consumer).

41.2 Surprise checking of consumer installations by an authorized officer, should cover the following aspects:

41.2.1 Preparation of site inspection note covering details of metering equipment, nature of unauthorized use etc. in the presence of the consumer/occupier of the premises. If possible, the video/digital camera recording be resorted to.

- 41.2.2 The site inspection note indicating the facts of use should be got signed from the consumer/occupier, witnesses, officer & officials of HPSEBL conducting/ accompanying the inspection team. A copy of the site inspection note be handed over to the consumer/ occupant at site itself in addition to forwarding copies to other offices of HPSEBL for necessary action as per the provisions of Electricity Act, 2003 i.e. for assessing the quantum of loss.
- 41.2.3 The assessment should be calculated for the entire period with in which unauthorized usage of electricity remained or in case the period is not ascertainable, it should be limited to a period of twelve (12) months immediately preceding the date of detection of the unauthorized usage.
- 41.2.4 The assessing officer shall provisionally assess the charges payable by such consumer at a rate equal to Twice the tariff applicable for the relevant category without allowing the benefit of Subsidy after deducting the charges already paid and shall issue Provisional Assessment Order to the consumer within 48 hours of the inspection. The charges will continue to be levied till the rectification (regularization or disconnection) of the unauthorized usage.
- 41.2.5 In case of defective/ dead stop meters, the assessment is to be made by applying LDHF formula (as per ANNEXURE-A of the H. P. Electricity Supply Code, 2009) considering normal Demand Factor, (in case the reasons of incorrectness are attributed to the consumer).
- 41.2.6 The order of provisional assessment shall be served upon the consumer concerned, who shall be entitled to file any objection before the Assessing Officer with in a period of seven (7) days. The consumer may file objection if any within the period of 7 days.
- 41.2.7 The authorized officer shall, with in four days of the date of receipt of objections of consumer arrange hearing, if requested for by him. He shall give due consideration to the facts put forth by the consumer. In case the consumer fails to appear on the appointed date and time, the authorized officer may proceed further ex-party.
- 41.2.8 The authorized officer within three days of the personal hearing shall pass a final order of assessment with direction to deposit the assessed amount within seven days of receipt of the final order of assessment. The final assessment order shall be reasoned and speaking one justifying as to whether a case of unauthorized use is prima-facie established or not. The said order shall contain the brief of inspection report, submission made by the occupant or person in his written reply

and oral submission during personal hearing and reasons for acceptance or rejection of the same.

41.2.9 The consumer may prefer an appeal before the concerned Divisional Commissioner (Appellate Authority) against the final assessment order within thirty (30) days after depositing the 50% of the assessed amount as per section -127 of the Electricity Act, 2003.

41.2.10 The Assessing Officer should file caveat before the Appellate Authority in order to prevent any stay order and accumulation of revenue arrear in that account. Also proper defense is required to be put forth before the Appellate Authority.

41.2.11 In case the Appellate Authority does not uphold the contention of unauthorized usage, the amount so deposited by the consumer needs to be refunded along with interest @16% per annum with half yearly compounding by way of adjustment in bills of the consumer of succeeding months.

41.2.12 If the Appellate Authority is satisfied about unauthorized usage, the remaining amount should be got deposited from the consumer within thirty days of the decision of the Appellate Authority.

NOTE:- The electric supply through meter to adjacent rooms, kitchen, store toilets, Cow shed & street lights within the premises etc. belonging to the same consumer in rural area, be considered as single unit. Any connectivity to such places shall not be considered as unauthorized extensions so long as it is within the sanctioned load (+20% limit of load sanctioned) as per the test report. The consumer be advised to submit revised test report and enhanced Security.

41.3 At the same time, the account of such consumers who are being billed on two part tariff should be overhauled with retrospective effect on the basis of extended load, irrespective of the fact whether the extension have been regularized or disconnected. So far as determination of the date of extension is concerned the consumer should be asked to intimate the date of installing the additional machinery and substantiate it by producing documentary proof, if any. If the date intimated by the consumer is fairly comparable to the date of purchase of machinery represented by the bill/cash memo or the octroi receipt, the same may be taken as authentic. But if there is a marked disparity or no documentary evidence is produced by the consumer, reference should be made to the monthly consumption of the consumer, as any abrupt rise in consumption in a month can be construed to be the result of the extension in load and the date/month may be adopted for overhauling the accounts.

41.4 It is, however, not possible to lay down any precise formula for finding out the date of extension. It is felt that the field Officers by virtue of their being on the spot should be in a position to make a fair judgment. However, where it is not possible to come to any logical conclusion, the better course would be to adopt either the date

intimated by the consumer or a date twelve months prior to the date of detection whichever is earlier.

41.5 In cases, where it is considered to regularize the unauthorized extension of loads, the same may be allowed after obtaining the following documents/charges:

41.5.1 Revised Application & Agreement form.

41.5.2 Revised Test Report and other relevant documents.

41.5.3 The additional amount of Security Deposit on the basis of the prevalent rates for the full connected load as per HPERC (Security deposit) Regulations 2005.

41.5.4 Estimated cost of the equipment/line as per HPERC (Recovery of Expenditure for supply of Electricity) regulations 2005, if required.

41.6 For the implementation of the provisions of section 126 "Investigation & Enforcement" the Government of Himachal Pradesh has designated the following officers as "*assessing officers*" under sub-section (6) (a) of the Electricity Act 2003: -

| S. No. | Category of consumers | Assessing Officer |
|--------|-----------------------|---|
| 41.6.1 | LT Consumers | Assistant Engineer/ Assistant Executive Engineer/ Executive Engineer with in their respective jurisdiction/ Sr. Executive Engineer/Additional Superintending Engineer of Head Office Flying Squad unit in respect of the inspection carried out by him. |
| 41.6.2 | HT Consumers | Sr. Executive Engineer/ Additional Superintending Engineer with in their respective jurisdiction/ Sr. Executive Engineer/Additional Superintending Engineer of Head Office Flying Squad unit in respect of the inspection carried out by him. |

INSTRUCTION NO. 42

Theft of Electricity - Section 135 of the Electricity Act 2003

42.1 Provision: Whoever dishonestly;

42.1.1 Taps, makes or causes to be made any connection with overhead,

Underground or under water lines or cables, or service wires, or service facilities of a licensee or supplier, as the case may be or;

- 42.1.2 Tamper a meter installs or uses a tampered meter, which covers broken/ loosening meter glass, insertion of a hole in the meter body and tampering of service wire insulation, current reversing transformer, loop connection or any other device or method which interferes with accurate or proper registration, calibration or metering of electric current or otherwise results in a manner whereby electricity is stolen or wasted; or
- 42.1.3 Damages destroys an electric meter, apparatus, equipment, or wire or causes or allows any of them to be so damaged or destroyed as to interfere with the proper or accurate metering of electricity; or
- 42.1.4 Uses electricity through a tampered meter; or
- 42.1.5 Uses electricity for the purpose other than for which the usage of electricity was authorized.

Please note: The word dishonest intension is most important before booking a case under section -135 in above circumstances.

42.2 Procedure to be followed upon detection of theft of electricity by an Assessing Officer:

- 42.2.1 The authorized officer will record evidence substantiating theft of electricity in the premises and will photograph/ video graph the means/ mode of theft of electricity. The means applied for stealing of electricity if any, should be kept intact duly sealed in the presence of the consumer. *As a matter of proof & supporting evidence, the seized item/document be taken in possession. Thereafter, it may be put inside the cotton cloth bag and shall be duly stitched and sealed with sealing wax and should invariably be stamped. The bag so prepared be got signed from the consumer/occupant and officials of HPSEBL.*
- 42.2.2 Preparation of site inspection note covering details of meter/ metering equipment, nature of pilferage/theft of electricity etc. in the presence of consumer or his/her representative/occupier of the premises. The said site note should be signed by the consumer/ occupier, witnesses if any, officers & officials of the HPSEBL conducting/ accompanying the inspection team. A copy of the site inspection note be handed over to the consumer/occupant at site itself in addition to forwarding copies to other offices of HPSEBL for necessary action as per provisions of Electricity Act, 2003. The seized material shall be handed over to police station by the assessing/inspecting authority for further submission in the court by taking proper receipt of the same.

- 42.2.3 In case of refusal to sign the site inspection report or receive the inspection report, a copy of the same will be pasted at a conspicuous place in / out side the premises and another copy sent to the occupant or person under registered post. The inspection report will indicate the time period, which shall not exceed seven days, within which the occupant or person may raise objections against the said report before the authorized officer.
- 42.2.4 Upon detection of theft and prima- facie establishment of the same, the supply to the premises be disconnected forthwith by an authorized officer for the purpose and a complaint in writing in the Police station having jurisdiction within 24 hours of disconnection shall also be lodged.
- 42.2.5 The assessment shall be calculated for the entire period of pilferage or in case the period is not ascertainable, it should be limited to a period of twelve (12) months immediately preceding the date of detection of theft. However, if the consumer submits some documentary evidence for curtailing period of pilferage and assessing officer is satisfied, the same be taken in to possession and be considered for reduction in period of theft/pilferage.
- 42.2.6 The assessing officer shall provisionally assess the consumption of electricity units towards pilferage of energy by using LDHF formula given in "ANNEXURE- A" of HP Electricity Code, 2009 considering Demand Factor as 100% for all categories. Upon the units so worked out the charges be levied at a rate equal to *Twice the tariff applicable for the relevant category without allowing the benefit of Subsidy.*
- 42.2.7 The order of provisional assessment shall be served upon the consumer concerned, who shall be entitled to file any objection before the Assessing Officer within a period of seven (7) days. The consumer may file objection if any within the period of 7 days.
- 42.2.8 The authorized officer shall, within four days of the date of receipt of objections of occupant or person, arrange hearing, if requested for by the occupant / person. In case, the occupant/person fails to appear on the appointed date and time, the authorized officer may proceed ex-parte and shall serve an assessment order upon the occupant or person in a manner specified above.
- 42.2.9 The authorized officer shall give due consideration to the facts submitted by the occupant or person and pass, within three days of the personal hearing under preceding **clause 42.2.8**, a reasoned and speaking order as to whether a case of theft is prima-facie made out or not. The said order shall contain the brief of inspection report, submission made by the occupant or person in his written reply and

oral submission during personal hearing and reasons for acceptance or rejection of the same. In case the consumer deposits the assessed Electricity charges, the supply to the premises shall be restored.

42.2.10 The legal proceedings initiated/ likely to be initiated after the intimation as given to the Police can be settled by way of compounding of offence.

The compounding of offence can be made on the request of the consumer to the Superintending Engineer concerned after depositing the compounding charges including assessed amount on account of theft by the consumer as stipulated in section 152 of Electricity Act, 2003. After acceptance of the sum of money for compounding, an offence shall be deemed to amount to an acquittal and intimation thereof has to be sent to the Police station or to the Court if the challan has been placed by the assessing officer/ Police in the Court as set up for the purpose. Compounding shall be allowed only once for any person or consumer.

42.2.11 If any person /consumer found stealing energy does not make the payment of the amount so assessed by the assessing officer including compounding charges, the Police will submit the challan before the Hon'ble Special Court designated to deal with the cases of theft of energy as per Electricity Act, 2003.

42.2.12 While submitting documents to the court or police, it must be ensured to submit the certified copies of the original documents.

42.2.13 It is the primary responsibility of the Assessing/ Inspecting authority to make all out efforts to ensure that the matter in the Court is continuously followed to convict the accused. It is possible only when he attends the Court himself well prepared with the case before deposition.

42.2.14 The subsequent action in such matters would be based upon the directions of the Hon'ble court exercising jurisdiction over the issue.

42.3 For the implementation of the provisions of section 135 "Theft of Electricity" in the State of HP in respect of different categories of consumers, the Government of Himachal Pradesh has authorized the following officers under sub-section section 135 (2) to inspect any premises, in which he has reasons to believe that electricity has been or is being used unauthorizedly: -

| S. No. | Category of connection | Authorized Officer |
|--------|------------------------|--------------------|
|--------|------------------------|--------------------|

| | | |
|------------|--|---|
| (A) | Operation Wing: | |
| (i) | All the domestic/Non-residential up to 10kW | Any Officer of the Operation Wing not below the rank of JE/AEE within their jurisdiction |
| (ii) | All the connections/ categories of consumers with connected load up to 100kW except Sr. No. A(i) above | Any Officer of the Operation Wing not below the rank of AE/AEE/EE with in their jurisdiction |
| (iii) | All the connections/ Categories of consumers with connected load above 100kW | Any Officer of the Operation Wing not below the rank of Sr. Executive Engineer/ Executive Engineer/ Additional SE within their jurisdiction |
| (B) | Enforcement Wing: | |
| | All categories of consumers | Any Officer of the Enforcement Wing not below the rank of AE/AEE/EE |

42.4 The assessment in theft of energy cases shall be done by the "assessing officer" designated by the Government under section 126 (6) (a), as mentioned under instruction No. 41.6.

42.5 Following Officers have been authorized to implement the provision of section 152 (Compounding of offence) of the Electricity Act 2003 as under: -

| S. No. | Category of connection | Authorized Officer |
|---------------|---|--|
| (a) | All LT & HT Bulk Supply, Agriculture and Commercial connections | Any Officer of the Operation Wing not below the rank of Superintending Engineer (s) with in their jurisdiction |
| (b) | All Industrial small power connections | Any Officer of the Operation Wing not below the rank of Superintending Engineer (s) with in their jurisdiction |
| (c) | All MS and LS industrial connections | The Chief Engineer(s) with in their jurisdiction |

INSTRUCTION No. 43

Maintenance of Register for checking and detecting theft of Energy Cases:

A Register on the prescribed form 'Narrative Report on Theft of Energy Cases' should be maintained in all Sub-Offices, Sub-Division and Divisional Offices for checking and detecting theft of energy cases, wherein the details of theft of energy cases checked and investigated should be recorded, Printed Registers are available for this purpose.

INSTRUCTION No. 44

Operation of Enforcement Wing:

The concerned field officers are required to follow the following points strictly in connection with the surprise inspection of electric connections by the Sr. Executive Engineer (Flying Squad):

- 44.1 Whenever the Sr. Executive Engineer (Flying Squad) pays surprise check/visit to area, it will be the responsibility of Executive Engineer/SDO (A.E/A.E.E.) (Electrical) of the area to accompany/ assist him in such a visit/ checking, whenever required by the Sr.Executive Engineer, Flying Squad Unit.
- 44.2 The required staff as may be requisitioned by the Sr. Executive Engineer, Flying Squad Unit shall be placed at his disposal immediately on his demand.
- 44.3 On receipt of the Inspection report of the Sr. Executive Engineer (Flying Squad Unit) Executive Engineer/Assistant Executive Engineer/Assistant Engineer concerned shall be responsible to recover the amount and take such action as may be called for in the report.
- 44.4 In case of employees of the Board, if found guilty of any offence, connected with the theft of energy or the prima facie case exist against an employee immediately, on receipt of inspection report from the Sr. Executive Engineer (Flying Squad)/ Superintending Engineer/Dy. Chief Engineer (Enforcement & EA), the concerned Sr Executive Engineer/Superintending Engineer will place such officer(s)/official(s) under suspension immediately in case he is competent to do so or shall obtain order from his next superior authority on telephone. For Gazetted Officers telephonic approval of Head of the Department shall be obtained. The charge sheet etc. will be framed by the competent authority on receipt of the Inspection report from the Sr. Executive Engineer, Flying Squad Unit.

- 44.5 Where it is found that fictitious readings are recorded by the Meter Reader, he should, on receipt of inspection report/order from Sr. Executive Engineer (Flying Squad)/Chief Engineer (Commercial), be placed under suspension by the concerned Executive Engineer.
- 44.6 All the Board's employees energy meters as per Instruction No. 24 of Sales Manual be sealed by the concerned Assistant Engineer/Assistant Executive Engineer, after satisfying himself that the phase and neutral connections of the energy meters are in order. In case later on, if the P & N connections of energy meters are found in reverse order, the official should be held responsible for it and suitable action taken against him.
- 44.7 It may also be made obligatory that after release of connections to Board's employees, meters must be sealed within 15 days by the Assistant Engineer/Assistant Executive Engineer.
- 44.8 In the case of the other consumers, action as required under rules shall be taken by the Sr.Executive Engineers/ Assistant Engineers/ Assistant Executive Engineers Immediately. In no case they should wait for the Inspection Report.
- 44.9 The reports of the Installation Inspectors, whenever desired by the Sr. Executive Engineer (Flying Squad) along with assessment as prepared by them, will be placed at his disposal also.
- 44.10 As per Instructions issued, proper accounting in ledger for the connections of Board Offices/Complaint Offices/**Call centers**/Sub-Stations/Work-shops etc. should be ensured and in case it is found that such connections are unauthorized; these shall also be treated as theft cases and official/officer in charge shall be held responsible for such direct connections.
- 44.11 For enquiring into theft of energy cases, the job shall be entrusted only to officers of HPSEB Ltd., authorized by the H.P. Government as are listed under instruction No. 42.3

INSTRUCTION No. 45

Grant of Incentives to the persons for giving information regarding theft of energy:

- 45.1 In order to detect the theft/pilferage of energy and to minimize the transmission and distribution losses, HPSEBL has introduced two schemes of cash reward for members of public and the employees of the Board who furnish concrete information regarding theft/ pilferage of energy and tempering of meter etc. The

purpose of these schemes is to curb theft of energy by the unscrupulous elements amongst the consumers.

45.2 Scheme No-1

The scheme covers the members of general public and those employees of the Board who are not In charge of detection of such offences. Under this scheme, the informer giving information and leading to detection of thefts of energy and resulting in additional revenue realization to the Board will be eligible for cash reward as under:-

- | | | |
|---|--|-----------------------------|
| 1 | Domestic & single phase Commercial/ NDNCS/ TMS Connections | 10% of the amount realized. |
| 2 | Three phase commercial, NDNCS, SMS, LIPS, WIPS, BS,SLS TMS Connections | 15% of the amount realized |

45.2.1 The reward shall be given after the theft is established and the revenue becomes final, settled and collected. In the mean time but not later than one month, interim reward equivalent to minimum eligible limit of the reward money will be paid to the informer. The balance reward will be given after the revenue to be realized becomes final and collected.

45.2.2 Where the information leading to the detection of theft does not bring in any additional revenue to the Board, an amount not exceeding Rs.300/- depending upon the seriousness of the case be given as reward to the information within one month from detection of the theft.

45.2.3 The identity of the informant will be kept secret and will not be divulged even to the officer of the Board who is deputed for investigation. The informant has to furnish full particulars of the consumer, nature of offence committed and its modus operandi directly to the following officers of the Board. The information can also be handed over to them in person by the informant between 2.00 PM to 3.00 PM in their office on any working day.

- (a) Director (OP), HPSEBL, Vidyut Bhawan, Shimla.
- (b) Director (F&A), HPSEBL, Vidyut Bhawan, Shimla.
- (c) Chief Engineer (Commercial) ,HPSEBL, Vidyut Bhawan, Shimla

45.3 Scheme No-II

45.3.1 This scheme will cover the Board employees who have been assigned the duties of detection of theft/ pilferage of energy and meter tempering etc. Those employees who display ingenuity and skill in the detection of theft cases will be eligible for cash reward not exceeding half the amount of reward specified under the first scheme mentioned above. Where the detection has been made by two or more employees acting together, the amount will be shared among them in such a manner as the Director (Op.) and the Director (F&A) may decide.

45.3.2 Employees who consider themselves eligible for a reward under the scheme shall submit their applications directly to the Director (Op.) by name. In both the schemes, all decisions shall be taken by the Director (Op.) and Director (F&A).

45.3.3 The reward is purely ex-gratia. The decision of the Director (Op.) & Director (F&A), regarding quantum of reward and the persons to whom payable etc. will be final

INSTRUCTION No. 46

Issue of Identity cards to Flying Squad unit, Meter Inspectors and Officers/ Field Technical Staff under Operation wings:

46.1 Our Inspection Officers may some-time find it difficult to enter the premises of a consumer for checking out equipments as they are not known to the consumers. In view of the nature of their duty the officers are some-time put in very awkward situation as they cannot carryout their duties for fear of prosecution or trespassing etc.

46.2 Keeping in view the above difficulty, the identity cards should be issued by the respective Controlling Officers to the Executive Engineers (Flying Squad) their staff, the Meter Inspectors and other officer assigned the duty of inspection of consumer premises, bearing the name/designation and photograph of the Inspecting officers and suitable notice authorizing the officer/official to access to the consumers premises in accordance with Clause 7.3 of Electricity supply code 2009 and section 135(2) of the Electricity Act 2003. The specimen copy of the identity card is given:

Specimen Identity Card:

HIMACHAL PRADESH STATE ELECTRICITY BOARD LIMITED

Er. _____ is hereby authorized by HP State Electricity Board Ltd., to enter any premises under Section 135, 163 of the Electricity Act, 2003 and clause 7.3 of the Supply Code, for doing inspections, checking of energy meters, examining or investigation, incidental to the exercise of powers or performance of the duties by the HPSEB Ltd. under this Act.

Holder's Signature -----

Space for
Stamp
size
photograph

Name: Er. _____
Design: _____
Address: _____

Controlling Officer

INSTRUCTION No. 47

Duties and Function of Enforcement Unit:

The HPSEB Ltd., has prescribed the following duties and functions to Sr. Executive Engineer, Flying Squad units:

47.1 Vigilance

The Activity has the following aspects:

47.1.1 To keep an eye on the activities of consumers for possible prejudicial use of supply/equipment.

47.1.2 To watch for public satisfaction so that the good image of the organization is maintained.

To implement the above aspects:-

47.1.3 The Sr. Executive Engineers, Flying Squad are to check energy meters of consumer's premises, energy bills and other records in the Sub-Divisions.

47.1.4 To investigate the complaints received in the **HPSEBL's office /Call centers** concerning to pilferage of energy etc.

47.2 Intelligence

To detect the involvement of Board's officials/ officers, in giving undue favour to consumers by improper billing, wrong readings and in committing theft of energy, acts of omissions on the part of officials/officers due to negligence of consumer service or non-recovery of Board's dues are also to be looked into.

47.3 Enforcement

47.3.1 As per Clause 7.3 of Electricity Supply Code 2009, Board's officers have the right to enter the premises of the consumer to keep an eye as to whether the provisions of relevant Acts, Rules and Agreements/Conditions of Supply are adhered to.

47.3.2 All irregularities noticed are to be brought out to the notice of all concerned officers of operation wing to ensure removal of such irregularities and recovery of dues and penalties as per rules.

47.4 In addition to above, the following specific duties are also to be performed by the Flying Squad units:-

47.4.1 Detection of un-authorized extensions of load at the premises of all categories of consumers.

47.4.2 Detection of inaccurate registration of energy by meters/ metering equipment due to wrong/incomplete connections.

47.4.3 Detection of all other reasons leading to leakage of revenue.

47.4.5 Checking of peak load running of industries (cases of violations of restrictions imposed for industries).

47.4.6 Investigation of complaints received in local office /complaint office or call center, with respect to suppression of seniority in grant of connections, demand of illegal gratification etc.

47.4.7 Each Flying Squad unit is to check at least 1200 Nos. connections of all categories during a year.

INSTRUCTION No. 48

Responsibility of Field Staff to Check "Theft of Energy":

48.1 The field officers/officials who are required to check and seal the meter equipment should take due care while affixing seal to the meter/metering equipment.

48.2 The checking of following number of minimum connections in a year by the A.Es/A.E.Es/ XENs in- charge of the Sub Division has been made obligatory by the Board. Compliance reports for the same shall be sent to the next higher authority every quarter with a copy to the Chief Engineer (Commercial).

| Responsibility of Field Staff to Check "Theft of Energy" | Large supply With connected load | | Small & Medium supply and WIPS | Bulk Supply Connections | Other categories |
|--|-------------------------------------|-------------|--------------------------------|-------------------------|------------------|
| | 101 to 500KW | Above 500KW | | | |
| Sr. Executive Engineer. | 25% | 50% | 10% | 50% | 1% |
| AE/AEEs/EE | 50% | 100% | 25% | 100% | 5% |

48.3 The inspection works shall be so planned so as to spread it evenly over all the four quarters of the year. Further, it may also be ensured that all 11 KV and above connections are checked by the Sr. Executive Engineer at least once in three months.

SECTION VI

Supply of Electricity to Board Employees and Works

INSTRUCTION No. 49

Record of units consumed on works and free supply to Board's employees:

A record of energy consumed on works including free supply to Board employees wherever permissible, should be maintained in the following form:

| Sr. No. | Name of Employee or work | Designation | Account No. | Sanctioned Limit Of free Supply | Actual Consumption | | | No. of units Consumed in Excess of Sanctioned Limit | Col. 9 posted in the consumer's ledger (initial) |
|---------|--------------------------|-------------|-------------|---------------------------------|--------------------|-------------|-------|---|--|
| | | | | | New reading | Old reading | Units | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

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INSTRUCTION No. 50

Concession of free electricity for the Board's Employees other than posted in Power Houses:

50.1 All the employees of the Board (including work-charged staff having at least one year's continuous service) are entitled for the free electricity to the extent as noted against each category:-

| Sr. No. | Pay Range (pre-revised) | Limit per month |
|---------|--|-----------------|
| 1. | Pay up to Rs.6000/- | 100 Units P.M |
| 2. | Pay exceeding Rs.6000/- but not exceeding Rs.10000/- | 125 Units P.M. |
| 3. | Drawing pay exceeding Rs.10000/- | 155Units P.M. |

50.1.1 Consumption of electricity over and above the limits shall be charged at the relevant slab in the tariff applicable to them.

50.1.2 Electricity duty shall be continue to be charged from the employees as here-to-fore unless its levy is exempted by the State Government.

50.2 This concession of free electricity supply is also admissible to the employees of the Board who are posted in non-electrified areas or those who do not have electric meters, in cash equivalent to the slab of free units, without insistence of a certificate, to be calculated on tariff applicable for domestic consumers from time to time excluding electricity duty (to be borne by the Board's employee)

50.3 The concession is not admissible to those employees who are working in the Power Houses to whom the concession of free electricity is available under the separate orders of the Board. Also the above concession is not admissible to the contingent paid staff and the staff employed on daily wages. The following procedure shall be followed for allowing the concession of free electricity:

50.3.1 The name of the official/officer will be underlined in the ledger with red ink to distinguish it from the other consumers. The words 'Board Employee' shall also be written in red ink in column 1 of the Ledger. The total units actually consumed will be recorded in the ledger (Col. 8 of ledger).

50.3.2 The energy charges at net rates/gross rates shall be worked out in the usual manner for the total consumption.

50.3.3 Electricity Duty shall also be levied on the amount of energy charges.

50.3.4 Energy charges for the 'free electricity' as per the limit to which the official is entitled or as per the actual monthly consumption, whichever is less, shall be worked out as per the tariff in force and the amount shown in Col. 16 'Electricity Allowance' in the ledger.

50.3.5 The entries in the energy bills shall also be made accordingly from the columns of the ledger.

50.3.6 An abstract of actual Electricity allowance afforded to the Board's employees during the month shall be made for each ledger and finally for the sub-division as a whole in a separate register. The transfer entry for the gross amount of Electricity Allowance afforded during the month shall be prepared along with the monthly account by giving credit to the 'Revenue Head' and debit to the appropriate 'Pay and Allowance' head and a certificate to this effect recorded in the aforesaid register.

50.3.7 In case where the premises are found locked the allowance is not to be given while rendering the bill for the meter rent only. However, the allowance shall be given for this period retrospectively whenever the bill for the consumption is rendered.

50.4 Whenever any official/officer is transferred he has to comply with the aforesaid formalities at the new place of posting. Also in such cases it is to be certified by him that the electricity connection at the previous place of posting has been got disconnected from the date (to be specified) or the concession is not being availed by

him through the energy bills at his previous place of posting w.e.f. the date (to be specified).

Note: - The limits of free electricity and the other instructions on the subject are subject to revision in accordance with the Board's Orders, as may be issued from time to time.

INSTRUCTION No. 51

Grant of free electricity for the employees posted in Power Houses:

51.1 Concession of free electricity to the employees posted in the various power houses shall be allowed in accordance with the Board's Orders issued from time to time. The officers/staff eligible for the aforesaid concession would be divided into two categories i.e. the first category comprising those who have got electricity meters in their names and the second category who do not have any electricity meters, in their names at their place of posting.

51.2 Instructions relating to Officers/Staff who do not have electricity meters in their names under the HPSEBL supply system at their place of posting

51.2.1 Such officer/staff shall certify to the drawing and disbursing authority that he does not have any electricity meter in his name and that concession of free electricity is not being availed through the energy bills and that the cash equivalent of free electricity as admissible may be allowed to him along with the monthly pay. This certificate shall be forwarded by their controlling officers who may keep a record for the same in an appropriate register.

51.2.2 The amount of free electricity concession so granted by the drawing and disbursing officer shall be charged under the relevant sub head 'Pay and Allowances'.

51.3 Instructions relating to staff/officers who have got Electricity Meters in their names under the HPSEB Supply System

The officer/official concerned shall certify that the concession of free electricity is not being availed by him in the shape of cash equivalent along with his monthly pay. He shall also furnish the following information to the local SDO (AEE/AE) concerned. The certificate along with other information shall be sent through the Controlling Officer who shall maintain the record of the official availing the concession in this manner.

- (a) Name of the official (as appearing in the energy bills).
- (b) Account No.
- (c) Meter No.
- (d) Place of Residence.
- (e) Pay

INSTRUCTION No. 52

Grant of Electricity Allowance in cases where Husband and wife both are Board Employees:

52.1 In cases where both husband and wife are Board's employees, the electricity allowance shall be allowed as under:

52.1.1 To both husband and wife if they are posted at different stations.

52.1.2 Either of them in case they are posted at the same station and are getting supply through single meter.

52.1.3 Where both are posted at one station and none of them has electric meter in his/her name, cash equivalent should be given to either of them.

52.1.4 The couples in such cases will be required to furnish a certificate indicating the name of either of them, who would like to get the electricity allowance.

SECTION VII

Miscellaneous Instructions

INSTRUCTION No. 53

Payment of Bills:

53.1 The licensee shall ensure adequate publicity of the addresses/locations and working hours of the collection centers including those of the banks where consumers can make payments. The bills shall be paid by the consumer in cash, by local cheque, banker's cheque, demand draft, bank transfer, e-banking, credit/ debit card where feasible or in such other manner, as the licensee may notify:

53.2 In addition to stamping of consumer's bill, the Cashier shall issue computer generated receipt in token of having received payment from the consumer. In case the computer is not in working order, in such an eventuality CAO- 54 receipt should be issued.

Provided that the licensee may not accept cash payment, if the total amount payable, exceeds Ten thousand rupees.

53.3 Hours of receiving Cash:

Hours of receiving cash from the consumers in respect of payment of Bills etc. in respect of all HPSEBL Collection Centers are fixed as under:-

Monday to Friday 10.00AM to 02.00PM

On Saturday 10.00AM to 12.00 PM

These timings shall be applicable for all the Operation Sub-Divisions in Urban as well as Rural areas.

53.4 A notice, for the information of the consumers, giving the timings of receiving cash should be hung on the notice board in each office where the cash is collected. The notice should also show the dates on which the office receiving cash is to remain closed on account of Holidays in every month.

INSTRUCTION No. 54

Procedure to be followed in the submission of a copy of the Judgment of a Court to Head Office:

In order that the interests of the HPSEB Ltd., are not jeopardized by any delay in procuring a copy of the judgment of a court, the following procedure should be adopted:-

54.1 Normally a copy of the judgment should be obtained and submitted to the Head Office by the Officer of the Board, who is responsible for the conduct of the case, within two weeks from the date of pronouncement of the judgment.

54.2 Where the judgment is against the Board it must be ensured that a copy of the judgment reaches the Head Office within a week without fail so

that necessary action be taken to file an appeal or a revised application as the case may be.

INSTRUCTION No. 55

Intimation of Shut down of Supply:

55.1 Whenever it is found necessary to shut down either a section or the whole of the supply system timely intimation on prescribed Form CS-27 should invariably be given to the consumers, particularly the important localities or a number of town/villages **at least 24hours in advance and the planned shutdown should not exceed 12hours a day**. A prior intimation should also be sent to the **Executive Director (Personnel) of the HPSEB Ltd.** for getting the same broadcast over the A.I.R. and published in the news papers for the information of public.

55.2 It should, however, be made known to the consumers that the intimation is sent to them just to avoid inconvenience to them and will not be responsible in the event of any omissions to do so or in the event of non-receipt of such intimation by them.

Instruction No. 56

56.1 Improvement of Power Factor:

In order to minimize the transmission and distribution system losses in electrical system, it shall be the obligation on part of both the licensee and the consumer to maintain own average monthly power factor, as may be provided in the relevant tariff order. The power factor at any point of Industrial Supply must not be less than 0.9, and in the event of the said power factor being found to be less than 0.9, the consumer shall be liable to pay p.f. surcharge as per the Schedule of Tariff and in case of the p.f. being found to be less than 0.85, he is liable to have his installation disconnected from the Board's supply system. It is, therefore, obligatory on the part of all the industrial consumers to ensure a minimum Power Factor of 0.9 so that the supply system of the Board is not adversely affected and the supplier is saved of the unnecessary financial loss. Static shunt capacitor by virtue of being most convenient in handling and operation is the most suitable and simple device for achieving this objective. Improvement in Power Factor not only discharges the legal obligation of the consumer but also has a handful of benefit both to consumer as well as to the supplier. Only the consumers with inductive loads are required to install shunt capacitors, other industrial loads like synchronous motors and resistance furnaces etc, which otherwise maintain high power factor are not covered under these instructions.

56.2 Benefits and Economics of Capacitors:

56.2.1 In addition to ensuring a better supply voltage and reduced fluctuations at consumer's end, power factor improvement would also help the Board in relaxing much of the restrictions on working hours of the connections and grant of new connections from the available plant capacity resulting into enhanced production.

56.2.2 Improvement in power factor is of vital importance from the consumer's point of view as it results into a very substantial saving in his monthly energy consumption bill. On an average, the cost of the equipment (capacitor), even after meeting with the depreciation and interest charges is paid for completely within a period of about 2¼ years from the date of installation beside additional fringe benefits to the consumers by way of better utilization of installed equipment like distribution transformer, switchgear and cables etc. and by way of deferring the installation of additional capacity.

56.2.3 Following two examples will illustrate the financial aspect of the issue and will amply bring out the benefits, derived by the consumers from installation of Static capacitors. Where as the first example shows the financial gains to the consumer when the Power Factor is brought to the obligatory limit of 90% only, the second example shows the additional monetary gain accruing to the consumers in case of the Power Factor is raised to a higher limit i.e. more than 90%.

Example No. 1

| | |
|---|-------------|
| Maximum demand of the Installation | |
| 500KW | |
| Existing Power Factor | 0.64 |
| Required power Factor | 0.90 |
| Existing maximum Demand in KVA | 782kVA |
| Maximum demand in KVA at 0.90 P.F | 555kVA |
| Reduction in Maximum Demand | 227kVA |
| Saving in monthly energy bill say @ Rs. 80/-per KVA | Rs. 18160/- |
| Capacity required for raising P.F. to 0.90 per kW (from tables) | 0.72kVAR |
| Capacity required for 500 KW | 360 KVAR |
| Cost of equipment say @ Rs. 920/-per KVAR | Rs.3, 31, |

200/-

$$\text{Monthly interest \& depreciation charges} = \frac{331200 \times 20}{100 \times 12} = \text{Rs.}5520/- \text{ (approx.)}$$

(Rate of interest has been assumed as 13% at which even an ordinary private concern should be able to arrange funds, and rate of depreciation as 7% (assuming the life as 15 years but probably it is greater).

| | |
|----------------------|-------------------------------|
| Net saving per month | =Rs. (18,160 - 5,520/-) |
| | =Rs. 12,640/- |
| Yearly Saving | =Rs. 1,51,680/- |
| | (Approx. 46% of capital cost) |

Pay back period =26 months

Example-2

| | |
|---|--|
| Existing Maximum demand | 782 KVA |
| Maximum Demand after improvement to 0.95 | 527 KVA |
| Reduction in Maximum Demand | 255 KVA |
| Monthly Saving in Demand Charges @ Rs. 80/- per KVA | = Rs. 20,400/- |
| Capacity required for improving P.F to 0.95 per KW | = 0.87 |
| KVAR | |
| Capacity for 500 KW load | = 435 KVAR |
| Cost of equipment @ Rs.920/- per KVAR | =Rs. 4,00,200/- |
| Monthly interest and depreciation charges | $\frac{400200 \times 20}{100 \times 12}$ |
| | =Rs. 6,670/- |
| Net Saving per month | (20,400 -6,670) |
| | =Rs. 13,730/- |
| | =Rs. 1,64,760/- |
| | (Approx. 41.2% of the capital cost) |
| Pay back period | 2.41 years i.e.29 |
| months. | |

Note – These examples do not take into account the saving on account of P.F. surcharge and if the same is taken into account, the % saving shall be still more.

The above examples clearly illustrate the advantage of installing capacitors which are beneficial to consumers in all respects. On the other hand, it also helps HPSEB to serve its consumers in a better manner because improved Power Factor and voltage conditions reduce the over-loading of its system.

56.3 Capacitors are sensitive equipment and are liable to early damage if not maintained and operated properly. All the consumers in whose premises the capacitors are installed should observe the guide-lines as under regarding selection, operation and maintenance of capacitors so that these can be utilized most effectively without premature damage.

56.3.1 Choice and rating of capacitors

- 56.3.1.1 All the Industrial consumers should ensure that capacitor units installed at their premises conform to ISI 2834. The capacitors can be applied across individual motor or for group of connections. Where the load consists of a number of small or fractional horse power Motors operating at different intervals, it is economical to apply group connections. In case of large motors the capacitors may be applied across each motor individually.
- 56.3.1.2 For choosing the proper value of shunt capacitors to be installed in a factory the guidance of local engineer of the firm supplying the capacitors or of HPSEB should be sought.
- 56.3.1.3 In case of Factories having large rectifiers or arc furnace loads harmonics are also present with basic load. The application of capacitors in such factories requires special consideration and therefore the type of the load should be specified while ordering the capacitors. Before and after installation of capacitors in such factories, the representative of the firm supplying the capacitors should be consulted because harmonics can damage the capacitors and can also cause higher voltage rise which will damage the other equipment.
- 56.3.1.4 In cases where humidity is relatively high, the capacitors with a higher insulation level should be chosen. Insulation level should be of higher range than normally provided. This can be quoted in specification while placing an order with the supplying firm.
- 56.3.1.5 When it is desirable to improve the power factor of industrial motors or to have the capacitors also coming on and off with motors e.g. for a factory where major load is of automatically controlled air compressors, the capacitor should be connected in such a way that its reactive out-put is less than or equal to magnetizing KVAR of motor. Over capacity of capacitor is likely to damage motor and capacitor itself due to self excitation of motors.
- 56.3.1.6 In some cases the consumer may prefer to install a single capacitor for a group of motors or other inductive loads. In such cases, the capacitor requirement may be worked out on the basis of the total capacity of such motors etc. by treating the total capacity as a single load. The power factor should however be measured at still more frequent intervals so as to ensure that it does not fall down to less than 0.90 lagging.

56.3.1.7 The following are the generally recommended values of Capacitors for different HP motors keeping in view the above considerations.

Capacitors KVAR at different Motor Ratings and Speeds

| Motor HP | Speed of motor (RPM) | | |
|-------------|----------------------|------|------|
| | 750 | 1000 | 1500 |
| 3 | 2 | 1.5 | 1.5 |
| 5 | 3.5 | 2.5 | 2.5 |
| 7.5 | 5 | 4 | 3 |
| 10 | 6 | 5 | 4 |
| 15 | 8.5 | 6.5 | 5.5 |
| 20 | 11 | 9 | 7 |
| 25 | 13.5 | 11 | 9 |
| 30 | 15.5 | 13.5 | 10.5 |
| 40 | 20.5 | 17 | 14.5 |
| 50 | 25.5 | 20 | 18 |
| 60 | 29.5 | 24 | 21.5 |
| 75 | 33.5 | 28.5 | 25.5 |
| 90 | 40 | 34 | 30.5 |
| 100 | 44.5 | 36 | 34 |
| 120 | 53.5 | 43 | 40.5 |
| 130 | 58 | 46.5 | 44 |
| 150 | 66.5 | 53.5 | 50.5 |
| 160 | 71 | 57 | 54 |

56.3.1.8 The power factor of motors (with out capacitors) adopted for working out the recommended capacitors ratings given above is as under: -

Table showing original power factor of induction motors of different ratings & speeds (rounded off)

| Motor rating in HP | Speed of Motor (RPM) | | |
|-----------------------|----------------------|------|------|
| | 750 | 1000 | 1500 |
| 3 | 0.57 | 0.65 | 0.65 |
| 5 | 0.58 | 0.65 | 0.66 |

| | | | |
|-----|------|------|------|
| 7.5 | 0.59 | 0.65 | 0.69 |
| 10 | 0.61 | 0.66 | 0.70 |
| 15 | 0.63 | 0.68 | 0.71 |
| 20 | 0.63 | 0.68 | 0.72 |
| 25 | 0.64 | 0.68 | 0.72 |
| 30 | 0.65 | 0.68 | 0.72 |
| 40 | 0.65 | 0.69 | 0.72 |
| 50 | 0.65 | 0.70 | 0.72 |
| 60 | 0.66 | 0.70 | 0.72 |
| 75 | 0.68 | 0.71 | 0.73 |
| 90 | 0.68 | 0.71 | 0.73 |
| 100 | 0.68 | 0.72 | 0.73 |
| 120 | 0.68 | 0.72 | 0.73 |
| 130 | 0.68 | 0.72 | 0.73 |
| 150 | 0.68 | 0.72 | 0.73 |
| 160 | 0.68 | 0.72 | 0.73 |

56.3.1.9 In case group connection is to be applied and, the initial power factor Cos Ø 1 is to be improved to Cos Ø 2 the capacitor KVAR required will be as per chart on following: -

| Original power factor | Capacitor KVAR required per KW load to improve the original factor Cos Ø 1 to Cos Ø | | | |
|-----------------------|---|-----------------|------------------|------------------|
| | Cos Ø- 2 0.80 | Cos Ø-2 0.85 | Cos Ø- 2 0.90 | Cos Ø- 2 0.95 |
| 0.50 | 0.98 | 1.11 | 1.25 | 1.40 |
| 0.52 | 0.89 | 1.02 | 1.16 | 1.31 |
| 0.54 | 0.81 | 0.94 | 1.08 | 1.23 |
| 0.56 | 0.73 | 0.86 | 1.00 | 1.15 |
| 0.58 | 0.66 | 0.78 | 0.92 | 1.08 |
| 0.60 | 0.53 | 0.71 | 0.85 | 1.00 |
| 0.62 | 0.52 | 0.65 | 0.78 | 0.94 |
| 0.64 | 0.45 | 0.58 | 0.72 | 0.87 |
| 0.66 | 0.39 | 0.52 | 0.66 | 0.81 |
| 0.68 | 0.33 | 0.46 | 0.59 | 0.75 |

| | | | | |
|------|------|------|------|------|
| 0.70 | 0.27 | 0.40 | 0.54 | 0.69 |
| 0.72 | 0.21 | 0.34 | 0.48 | 0.64 |
| 0.74 | 0.16 | 0.29 | 0.43 | 0.58 |
| 0.76 | 0.11 | 0.24 | 0.37 | 0.53 |
| 0.78 | 0.05 | 0.18 | 0.32 | 0.47 |
| 0.80 | - | 0.13 | 0.27 | 0.42 |

How to use Table:-

| | |
|---|----------|
| Let the original power factor Cos ϕ 1 be | 0.64 |
| Desired Power factor Cos ϕ 2 | 0.85 |
| Capacitor KVAR required per KW | |
| load from the above Table | 0.58 |
| Load demand of the consumer | 500KW |
| Capacitor KVAR required 0.58×500 | 290 KVAR |

56.4 Guide Lines for Installation of Capacitors:

- 56.4.1 Capacitors should be installed in well ventilated rooms so that there is adequate dissipation of heat produced by the capacitors. Capacitors should not be installed near source of heat such as arc furnaces and other heating devices etc. because they are liable to get damaged earlier.
- 56.4.2 The capacitors should be installed on raised dry platforms as dampness shortens the life of capacitors.
- 56.4.3 HPSEBL has specified that all motors above 5 BHP load should be connected through Star-Delta starters when a capacitor is connected to a motor associated with Star-Delta starter, the arrangement should be such that no over-voltage can occur during operation of starter, for this, a 6 terminal Capacitor should be installed. The figure given at DIAG. No. 1 gives connections of 6 terminal and 3 terminal capacitors. The consumers while ordering capacitors should specifically mention the requirement of 6 terminal capacitors, when the motor is provided with a Star-Delta starter.
- 56.4.4 Proper earthing should be provided whenever capacitors are installed otherwise these can be a source of danger. The outer metallic containers of the capacitor bank should be solidly earthed through independent earth (see DIAG, 1,2 and 3).

It should also be ensured that No 'LIVE PARTS' make a contact with casing.

56.4.5 The switches, fuses and where-even some automatic circuit breaking gear is employed, should be of good quality and have proper contacts. The bad or worn out contacts cause damage to capacitor due to sparking on the contacts.

56.4.5.1 Switches, Cables, CTs should have rating 1.5 times the current rating of capacitors.

56.4.5.2 Fuses should have rating 1.6 to 2 times the current rating of capacitors.

56.4.5.3 Where the rating of feeding transformer is 100 KVA or less, ordinary fuses may be used. For higher rating of transformers HRC fuses may be used.

56.4.6 The switches must be capable to disconnect the entire installation of capacitor when the electric supply fails even momentarily. For this purpose, switch-gear having no voltage release devices should be provided.

56.4.7 Proper foundations should also be provided where-ever necessary for capacitors.

56.5 General operation of Capacitors

56.5.1 Temperature, voltage and current limits specified should be strictly adhered to and only in case of emergency capacitors should be operated at maximum permissible voltage and maximum ambient temperature simultaneously. The maximum permissible voltage is 110% of the rated voltage specified on name plate.

56.5.2 When a capacitor is switched off, its residual voltage falls gradually through discharge resistance. This voltage must fall to 50 volts or less, before same unit is switched on again. Therefore, it is necessary to wait for at least one minute before disconnected capacitor is again switched on otherwise capacitor is likely to fail.

56.5.3 Discharge resistance should be checked time and again to ensure that these are not damaged or burnt. In case of any damage, these should be promptly replaced.

56.5.4 The cover boxes of capacitors should be occasionally opened to check loose connections, blown fuses and dirt etc.

56.5.5 The capacitors should be saved from attack by insects and corrosive atmosphere.

56.6 For Capacitors provided in group for number of Motors

- 56.6.1 When the group connection is provided, it is essential that capacitors are put in circuit according to load requirement for which it is preferable to have two graded capacitor banks of 1/3 and 2/3 capacity. This gradation can provide three steps of 1/3, 2/3 and depending upon if No. 1 and 2 or both banks are switched on each bank should have its separate controlling switch capable of switching on or off the bank according to the requirement.
- 56.6.2 When there are two or more units, care should be taken that while switching on second unit in parallel with first unit there is sufficient load i.e. current through the mains.
- 56.6.2 The switches controlling the capacitors should have no volt release to switch off automatically when the supply fails even momentarily, otherwise the capacitors may be switched off immediately by manual operation and put in circuit when motors have been started and loaded.

56.7 Testing of L.T. Shunt Capacitors in case of SP & AP consumers

- 56.7.1 A very simple arrangement is mentioned below for testing of LT capacitors installed in case of SP and AP consumers of HPSEB (DIAG. No-4) 3 Nos. 400 volts Neon Lamps should be connected in star and the neutral be left Floating. The other three terminals should be connected to three terminals of L.T Capacitor which is required to be tested. The healthiness of the unit is checked by switching on the supply and then switching it off. If the capacitor unit is healthy, the light of the Neon Lamp will take some time to go off because the capacitor takes some time to discharge, on the other hand if the capacitor is damaged/defective, the Neon Light will go off as soon as the supply is switched off.
- 56.7.2 This method can be conveniently applied in the field because three Neon Lamps can be easily fixed on wooden round block. The diagram of the arrangement is enclosed. The LT capacitor installed or to be installed at the SP/AP consumer's premises may be checked by the field officers for their healthiness with the arrangement.
- 56.7.3 In order to ensure that the consumers maintain the requisite power factor, the field officers should check the power factor of all the industrial consumers, particularly having loads exceeding 20 KW, at least once half yearly. The average Power Factor shall be measured within the maximum demand and 75% of the maximum demand by means of a p.f. meter or other suitable means. In cases, however, where KVAH meters have been installed, the KVAH meter readings may be taken monthly at the time of taking the energy meter readings and the average power factor in such cases shall be determined by dividing the

KWH supplied during the month with the KVAH supplied during the month. The consumers should be advised of the benefits accruing from the better power factor. Such consumers who fail to maintain the prescribed power factor should be served with notice asking them to install the necessary equipment for improving the power factor otherwise their installation would be liable for disconnection. The p.f. surcharge should be continued to be levied for so long as the power factor is not raised to 0.90 percent as per provisions in the tariff.

INSTRUCTION No. 57

Authorization of Legal Documents:

57.1 The following Officers are authorized to sign, attest and authenticate any plaint, application, petition, written statement, replication, affidavit and any other legal instrument or document or power of attorney to any counsel on behalf of the H.P. State Electricity Board Ltd. in connection with any fresh or pending case or proceedings in any court or any fresh or pending reference to arbitration by or on behalf of the H.P. State Electricity Board Ltd.

57.1.1 **Executive Director (Personnel), HPSEB Ltd.,** generally for all cases arising on behalf of or against the Himachal Pradesh State Electricity Board Ltd., in any court or arbitration proceedings within or out side the State of Himachal Pradesh.

57.1.2 All officers not below the rank of Sr. Executive Engineer and above up to the Chief Engineer in respect of cases/ proceedings arising within their jurisdiction/ zones.

INSTRUCTION No. 58

To Sanction Dismantlement of Service Connection:

58.1 Following Officers are competent to sanction the dismantlement of service lines which have remained idle for 6 months or more or where connections have remained idle for less than six months but theft of energy is apprehended:

| Chief Engineer | Full Powers |
|--|---------------|
| Superintending Engineer | Rs. 50,000/- |
| Sr. Executive Engineer/Resident Engineer | Rs. 25, 000/- |
| Sub Divisional Officer (AE/AEE) | Rs.10, 000/- |

58.2 All the dismantled material should be returned to stores and a monthly report of such dismantlement should be sent to the next higher authority.

Note— In respect of Seasonal Industries the period of six months shall be the period covering the season.