

**A) Eligibility Criteria:** OTS scheme shall be applicable to all categories of consumers (except AP) as under:-

- i. All consumers of PSPCL including electricity connections released to Government departments who have defaulted in payment of energy bills or/and any other type of default (i.e surcharge/ interest thereon, Additional Security (consumption) / interest thereon, arrears of Voltage Surcharge and interest thereon, etc.) irrespective of the fact whether their electricity connections have been disconnected or not disconnected.
- ii. All consumers who are under any type of dispute regarding outstanding dues/ defaulting amount excluding amount assessed on account of theft of electricity/UUE with PSPCL and are willing for out of Court settlement as per the terms and conditions of this scheme. However, the cases in which some issues stand decided by any Dispute Settlement Mechanism/Court, that particular issue/decision of the Dispute Settlement Mechanism/Court shall not be covered under the scheme.
- iii. All consumers who have been disconnected on account of any default and do not want reconnection but want to clear the outstanding amount for obtaining only NOC from PSPCL.
- iv. This scheme shall be applicable on those consumers whose defaults in payment/defaulting amount existed as on **30.09.2020**. However, defaulting amount of these eligible consumers existing even after 30.09.2020 upto the date of issue of commercial circular shall also be considered under OTS. It is clarified here that the defaulting amount of eligible consumers accumulated after the date of issue of commercial circular shall not be considered under this scheme.

It is clarified that the defaulting amount/outstanding dues shall not include cases of theft and Unauthorized Use of Electricity in all the above stated cases of eligibility. However if defaulting amount includes UUE and/or Theft amount and/or any other defaulting amount, then scheme shall not be applicable on UUE/Theft amount but applicant can avail scheme on rest of the defaulting amount.

**Note: Default means:**

- a) Non-payment of the billed amount by the consumer after the expiry of 15 days from the due date of the bill.
- b) Non-payment of any payable amount by the consumer after the expiry of notice period in cases where separate bill cum notice is issued.

**B) The terms and conditions of the scheme shall be as under:-**

- i. For all eligible consumers who have not been disconnected, there is a waiver of 80% of unpaid LPS & LPI accumulated in outstanding defaulting amount except on account of Additional Security



(Consumption) subject to maximum 25% of outstanding defaulting amount.

- ii. The defaulting amount accumulated upto the date of issue of commercial circular (including 15 days from the due date of payment) should be legitimate amount as verified from ledger payable as per PSPCL rules.
- iii. For those consumers who have been disconnected and want reconnection, the amount payable shall be the defaulting amount computed as per para B(i) alongwith payment of **40% of the fixed charges/MMC for the period of disconnection or service connection charges for release of new connection whichever is lower**, as approved by the Commission from time to time. In addition to this, the consumer shall pay Security (Consumption), if payable, and reconnection fee as applicable in accordance with Schedule of General Charges, provided the connection can be reconnected without any augmentation of system i.e. it is technically feasible to reconnect the connection from existing system.
- iv. For those consumers who have been disconnected and do not want reconnection but requires only NOC from PSPCL, the amount payable shall be the defaulting amount computed as per para B(i).
- v. For the defaulting amount of Additional Security (Consumption), the consumer shall be liable to pay only principle amount of Additional Security (Consumption). **The interest and Late Payment Surcharge (if any) on delay in the payment of Additional Security (Consumption) shall not be recovered from the consumers.**
- vi. Consumer shall deposit the entire settled amount within 15 days from the date of issue of intimation letter of settled amount by PSPCL, if consumer has not opted for installments.
- vii. **20% additional waiver of unpaid LPS & LPI over and above the waiver amount as per para B (i) above shall be given if consumer deposited the complete settled amount within 15 days from the date of intimation of settled amount.**

*For e.g, if outstanding amount of a consumer is Rs. 10 Lakh which includes 6 Lakh as Principal Amount and 4 Lakh as LPS/LPI amount, then first calculate the waiver amount as per para B(i) above which is 2.5 lakh in this case (80% of LPS & LPI is Rs. 3,20,000 which is limited to 25% of total outstanding amount i.e Rs. 2,50,000 in this case). Now if consumer pays entire settled amount within 15 days from the date of intimation of settled amount, additional waiver of 20% of unpaid LPS & LPI is Rs. 80,000/- in this case (i.e 20% of Rs. 4,00,000). Thus, total waiver amount is Rs. 3,30,000/- in this case, if consumer pays entire settled amount within 15 days from the date of intimation of settled amount.*

- viii. In case of request for installments of the settled amount under this policy, the same may be allowed in monthly/bimonthly installments





(maximum upto 10 monthly installments in case of monthly bills and 5 bi-monthly installments in case of bimonthly bills) along with applicable interest as per the Tariff Order on reducing balance basis. Further, in case of installments, the amount shall first be adjusted against the outstanding bills, then interest and lastly against Additional Security (Consumption), if any. However, the consumer shall deposit post dated cheques for the balance installments in advance at the time of deposit of first installment. Post dated cheque shall be returned back in case consumer has deposited the due installment digitally after taking the proof of payment by the concerned sub-division. Central/State Govt. Departments are exempted for submission of post dated cheques.

- ix. The benefit given under OTS scheme shall be withdrawn under any of the following circumstances:
- a) If current bills from the date of issue of commercial circular to the deposit of entire settled amount are not cleared within the expiry of 15 days from the due date of the current bills.
  - b) If settled amount is not paid within 15 days from the date of issue of intimation letter of settled amount, if not opted for installments.
  - c) If consumer fails to deposit entire settled amount due to any reason within one month from the due date of payment of last installment.
- x. The consumer willing to settle the arrears/defaulting amount shall be required to submit an option/undertaking regarding his/her acceptance of all the terms and conditions of OTS scheme and relevant documents to the respective Operation Subdivision. The complete detail of charges as recoverable from the consumer as per terms & conditions of this OTS scheme shall be forwarded by the Sub Division Office to the Competent Authority for approval only, after pre-audit.
- xi. All categories of consumers for cases having defaulting amount upto Rs. 50 Lacs shall be required to deposit **Rs. 1000/-** as processing fee alongwith their option/undertaking. This processing fees shall be **Rs. 50000/-** for cases above 50 Lacs. However, this fee shall be adjusted towards their final settlement bill. In case consumer fails to deposit the requisite charges intimated through the notice then the processing fee deposited with the PSPCL shall be forfeited and the consumer's request for One Time Settlement shall deemed to be cancelled. **However, the Government departments are not required to pay any processing fee.**
- xii. The benefits of this scheme shall be allowed to any consumer only once by the following Committees for the total outstanding amount of arrear/defaulting amount specified against each of the committee in the table given below:

Sr. No.	Authority to approve the Settlement Amount	Total Outstanding/ Defaulting Amount
1.	Committee consisting of AEE/AE and IA	Upto Rs. 1 Lac
2.	Committee consisting of Addl.SE/	Above Rs. 1 Lac



	Sr.Xen/DS concerned and AO/Field.	&Upto Rs.10 lacs
3.	Committee consisting of Dy.CE/SE/DS concerned and Dy.CAO/ Dy.CA of Zone.	Above Rs.10 lacs &upto Rs.20 lacs
4.	Committee consisting of EIC/CE / DS concerned along with CAO/CA of concerned ZDSC.	Above Rs. 20 lacs &upto Rs. 50 lacs
5.	Committee consisting of Director/C, Director/Finance and CE/Commercial.	Above Rs. 50 lacs

In case the payment of settled amount is allowed by the Committee in installments, 30% of the settled amount shall be paid within 15 days from the date of intimation of settled amount. The balance shall be paid in monthly or bi-monthly installments as specified in para (viii) above. The period of installments shall be started from expiry of 15 days from the date of intimation of settled amount or as decided by the committee keeping in view of the billing date of consumer to make date of installment & billing date coincide.

- xiii. In case any consumer of PSPCL is already paying the defaulting amount in installments with the approval of competent authority as per the existing rules and regulation, the balance unpaid amount (i.e difference of total outstanding amount and amount already paid by installment) shall be considered under this scheme, if requested by the consumer.
- xiv. The settlement of any defaulting amount under this scheme shall be account number wise, though the same may be opted centrally by any department or group having multiple connections.
- xv. The LPS/LPI amount to be waived under this scheme shall be actually posted as refund in consumer ledger after receipt of entire settled amount against that particular connection.
- xvi. Competent authority shall decide the case within 30 days after deposit of processing fee.
- xvii. After approval of the case by the Competent Authority, the consumer shall be intimated through registered post/by hand alongwith email/whatsapp/sms wherever possible for depositing the requisite charges under OTS scheme.
- xviii. Consumers who have already availed benefit under earlier OTS schemes but have not complied shall also be eligible to take benefit under this OTS scheme. However, the amount shall be reworked as per total defaulting amount without considering the benefit already given in the earlier scheme i.e nullifying/withdrawing all the benefits passed on to the consumer under earlier OTS scheme.
- xix. Once a relief under this scheme is availed, no further review/relief shall be admissible and the case finalized under this scheme shall not be referable to any DSC/CGRF/Ombudsman/Judicial Courts etc.
- xx. The cases of Theft and Unauthorized use of Electricity as per Reg-36 & 37 of Supply Code shall not be covered in this scheme. However if





-20-

defaulting amount includes UUE and/or Theft amount and or other defaulting amount, then this OTS scheme shall not be applicable on UUE/Theft amount but consumer/person can avail scheme on rest of the amount.

- xxi. Dy.CE/SE Operation and Addl.SE/Sr.Xen Operation shall give wide publicity of this OTS scheme to apprise the consumers about this consumer friendly scheme introduced by PSPCL, by arranging special camps and meetings with various consumer organizations/associations/defaulters consumers.
- xxii. This scheme shall be valid for a period of 60 days from the date of issue of commercial circular.

If good response is received, the scheme can be further extended for another 30 days with the approval of PSERC.

  
CE/Commercial  
PSPCL, Patiala.