

unauthorized use of electricity and shall be dealt with for assessment under the provisions of section 126 of the Electricity Act, 2003 & Supply Code Regulation notified by JERC.

- 4) Fixed charges, as applicable, will be charged on pro-rata basis from the date of release of connection.
- 5) If the connected load of a domestic category is found to be at variance from the sanctioned/contracted load as a result of increase of load or due to replacement of lamps, fans, fuses, switches, low-voltage domestic appliances, fittings, etc., it will fall neither under unauthorised use of electricity (Section 126 of Electricity Act, 2003) nor under theft of electricity (Section 135 of Electricity Act, 2003).
- 6) The billing in case of HT/EHT shall be on the maximum demand recorded during the month or 85% of the contracted demand, whichever is higher. If in any month, the recorded maximum demand of the consumer exceeds its contracted demand, that portion of the demand in excess of the contracted demand shall be billed at double the normal rate. Similarly, energy consumption corresponding to excess demand shall also be billed at double the normal rate. The definition of the maximum demand would be in accordance with the provisions of the Supply Code Regulations, 2018 notified by JERC. If such over-drawl is more than 20% of the contract demand then the connection shall be disconnected immediately.

**Explanation:** Assuming the contract demand as 100 KVA, maximum demand at 120 KVA and total energy consumption as 12000 kWh, then the consumption corresponding to the contract demand will be 10000 kWh ( $12000 \times 100/120$ ) and consumption corresponding to the excess demand will be 2000 kWh. This excess demand of 20 KVA and excess consumption of 2000 kWh will be billed at twice the respective normal rate. Such connections drawing more than 120 kVA, shall be disconnected immediately.

- 7) Delayed payment surcharge shall be applicable to all categories of consumers. Delayed payment surcharge of 2% per month or part thereof shall be levied on all arrears of bills. Such surcharge shall be rounded off to the nearest multiple of one rupee. Amounts less than 50 paise shall be ignored and amounts of 50 paise or more shall be rounded off to the next rupee. In case of permanent disconnection, delayed payment surcharge shall be charged only upto the month of permanent disconnection.
- 8) **Advance Payment Rebate:** If payment is made in advance well before commencement of the consumption period for which the bill is prepared, a rebate @1% per month will be given on the amount (excluding security deposit), which remains with the licensee at the end of the month. Such rebate, after adjusting any amount payable to the licensee, will be credited to the account of the consumer.
- 9) **Prompt Payment Rebate:** If payment is made at least 7-days in advance of the due date of payment of the current bill a rebate for prompt payment @ 0.25 % of the bill amount shall be given. Those consumers having arrears shall not be entitled for such rebate.

Provided that in case the payment is made by cheque, the prompt payment discount will be applicable only if the payment by cheque is made 3 days prior to date of availing the prompt payment discount i.e. before 10 days from the due date of payment.

10) **Surcharge for Low Power Factor/Non Installation of Required rated LT Shunt Capacitors**

- (a) Consumers with L.T connections where the meter provided by the licensee has the power factor recording feature, shall install shunt capacitors of adequate rating to ensure power factor of 85% or above failing which low power factor surcharge at the rates noted below will be levied.

S. No.	Power Factor range	Surcharge
1.	85% and above	NIL
2.	Below 85% and upto 80%	2% of billed energy charges of that month for every 1% fall in P.F from 85%
3.	Below 80% and upto 75%	2.5% of billed energy charges of the month for every 1% fall in P.F from 80%
4.	Below 75%	3% of billed energy charges of that month for every 1% fall in P.F from 75%

The conditions for disconnection of a consumer supply in case of non-achievement of minimum level of power factor as prescribed in the Supply Code Regulations notified by JERC, shall apply.

11) **Unauthorized use of Electricity:** The unauthorized use of electricity shall be treated as specified in the Supply Code Regulations notified by JERC.

12) **Taxes and duties**

The tariff does not include any tax or duty etc. on electricity energy that may be payable at any time in accordance with any law then in force. Such charges, if any, shall be payable by the consumer in addition to the tariff charges.

## 7.4. Schedule of Miscellaneous Charges

S. No.	PARTICULARS	Rate (INR)
<b>METER RENT CHARGES</b>		
A	Application processing charges for new connection/ enhancement of load/ reduction of load	
i	Domestic Supply	NIL
ii	Non-Domestic Supply	NIL
iii	Small Power, Medium Supply and Street Lighting Supply	NIL
iv	Large and Bulk Supply	NIL
V	Agriculture Power Supply	NIL
vi	Temporary Metered Supply	NIL
B	Charges for Re-fixing/ Changing of meter/ Meter Board in the same premise on consumer request when no additional material is required. (When the cause leading to subsequent change/ replacement of meter is either manufacturing defect or Department's fault then, it shall be free of cost and further, if shifting of meter is done in the interest of department work then it is free of cost.)	
i	Single phase meter	385
ii	Three phase meter without CT	570
C	Meter Inspection & Testing Charges (In case correctness/ accuracy of a meter belonging to the Licensee is challenged by the consumer)	
i	Single Phase	
ii	3-phase whole current i.e. without CT	
iii	L.T. meter with CTs	
D	Re-sealing charges (irrespective of the number of seals involved against each item below and where seals found to have been broken by the consumer)	
i	Meter cover or Meter Terminal cover (single phase) Push Type	285
ii	Meter cover or Meter Terminal cover (single phase) Sintex Type	1,530
iii	Meter cover or Meter Terminal cover (3-phase) Sintex Type	5,030
E	Reconnection Charges	
i	Single Phase	25
ii	Three Phase	50
iii	Meter Reading Cards/ Passbook (New/ Replacement)	Free

S. No.	PARTICULARS	Rate (INR)
F	Meter Rentals	
i	Single Phase	15
ii	Three Phase	30
G	Amount of Security Deposit for new/ extension of load	As per procedure prescribed in Regulation 5.130 of the JERC Electricity Supply Code Regulation 2018.
H	Charges recoverable from the consumer when the meter is found damaged/ burnt owing to negligence or default on the part of consumer	Three times the cost of Energy Meter
I	Special Meter reading charges in case of change in occupancy/ vacation of premises for domestic consumers	NIL
J	Supply of Duplicate copies of Electricity Bills	Free
K	Review of Electricity Bills (If the accuracy of licensee's bill is challenged by the consumer and a review of the bills is demanded)	Free

## 8. Chapter 8: Directives

Over the years, the Commission has issued various directives to the Petitioner for necessary action at its end. It has been observed that the Petitioner is not fully complying with many of the directives issued by the Commission. In order to strengthen the effective monitoring and ensure timely implementation of all the directives in true spirit, the Commission hereby directs that the Petitioner shall now compulsorily submit:

- The detailed action plan for compliance of all the directives within 1 month of the issuance of this Order.
- The quarterly progress report as per the detailed action plan for all the directives issued in the subsequent sections within 10 days of the end of each quarter of the calendar year.

### 8.1. Directives continued in this Tariff Order

While examining the compliance note and supporting documents submitted by the Petitioner in the present Petition, it has been observed that some of the directives issued in the previous Tariff Orders have not been fully complied with by the Petitioner.

These Directives are important for the functioning of department and the Commission has directed to continue with the following directives:

#### 8.1.1. Collection of arrears

<b>Originally issued in Tariff Order dated 04<sup>th</sup> June 2012</b>
<b>Commission's latest directive in Tariff Order dated 18<sup>th</sup> May 2020</b>
<i>The Commission has noted the submission of the Petitioner and directs the Petitioner to submit the details of the outstanding arrears at the earliest.</i>
<b>Petitioner's response in the present Tariff Petition</b>
<i>It is submitted that the department is making all efforts to collect the arrears by improving the collection efficiency. The details of arrears are being compiled and shall be submitted along with the next petition.</i>
<b>Commission's response</b>
<i>It is disheartening to see that the Petitioner has not been able to comply with the Commission's directions and is making the same submission year-on-year. The Commission directs the Petitioner to submit the details of collection of arrears within two months of issuance of this order.</i>

#### 8.1.2. Filing of Review and True-up Petitions for previous years

<b>Originally issued in Tariff Order dated 04<sup>th</sup> June 2012</b>
<b>Commission's latest directive in Tariff Order dated 18<sup>th</sup> May 2020</b>
<i>The Commission has noted the submission of the Petitioner. The Commission directs the Petitioner to get the audited accounts of FY 2017-18 and FY 2018-19 and file the true up Petitions for these years within two months from the issuance of this Tariff Order.</i>

**Petitioner's response in the present Tariff Petition**

*It is submitted that the Annual Accounts for the FY 2017-18, FY 2018-19 & FY 2019-20 has been finalized but the audit of the same is yet to be complete. True-up petition for the previous years shall be submitted along with the next petition after the audit are completed.*

**Commission's response**

The Commission has noted the submission of the Petitioner and directs the Petitioner to expedite the audit of the financial accounts and file the true up of all pending years along with the tariff petition for FY 2022-23 latest by 30<sup>th</sup> November 2021.

**8.1.3. Bill Payment****Originally issued in Tariff Order dated 04<sup>th</sup> June 2012****Commission's latest directive in Tariff Order dated 20<sup>th</sup> May 2019**

*The Commission appreciates the efforts taken by the Petitioner for implementation of the Web based billing / payment software. However, the Commission directs the Petitioner to expedite the process of initiation of bill payments through web services, which will not only ease out the problems faced by the consumers in bill payment, but also improve collection efficiency of the Petitioner. Accordingly, the Petitioner is directed to submit the quarterly report on the island wise status of the implementation of the web billing / payment software within 3 months of the completion of each quarter.*

**Commission's latest directive in Tariff Order dated 18<sup>th</sup> May 2020**

*The Commission directs the Petitioner to submit the status report within a month of issuance of this order.*

**Petitioner's response in the present Tariff Petition**

*All the Site Offices at South Andaman and North & Middle Andaman (Except Nicobar Division) have Web Based Billing Software connected to intra-net Network or working in standalone mode.*

*Moreover, following initiatives were taken by Electricity Department for ensuring delivery of online services anytime & anywhere:*

- 1) Payment of Electricity Bill ([www.urjapay.andaman.gov.in](http://www.urjapay.andaman.gov.in))*
- 2) Application for Electric Meter Connection and temporary LT Supply ([andssw1.and.nic.in/EMCOSP](http://andssw1.and.nic.in/EMCOSP)).*
- 3) Application for Inspection of Electrical Installation (<http://andssw1.and.nic.in/swc/depts/electricity/>).*
- 4) Application for ground mounted and rooftop Solar buildings and Akshay Urja Shops (<https://usrp.andaman.gov.in/>).*

**Commission's response**

The Commission has noted the Petitioner's submission and directs the Petitioner to expedite the enablement of web billing payment for Nicobar Division as well and submit the progress report within 3 months of issuance of this order.

**8.1.4. Preparation of Fixed Asset Register****Originally issued in Tariff Order dated 04<sup>th</sup> June 2012****Commission's latest directive in Tariff Order dated 18<sup>th</sup> May 2020**

*The Commission has observed that the Petitioner has not submitted the Fixed Asset Register till FY 2018-19. Accordingly, the Commission directs the Petitioner to submit the Fixed Asset Register till FY 2018-19 within three months otherwise the Commission may take appropriate action against the Petitioner.*

<p><b>Petitioner's response in the present Tariff Petition</b></p> <p><i>It is submitted that the Fixed Asset Register (FAR) for the FY 2017-18, FY 2018-19 &amp; FY 2019-20 has been completed and the same is being submitted separately.</i></p>
<p><b>Commission's response</b></p> <p>The Commission has noted the Petitioner's submission and accordingly, drops this directive.</p>

### 8.1.5. Energy Audit

<p><b>Originally issued in Tariff Order dated 04<sup>th</sup> June 2012</b></p>
<p><b>Commission's latest directive in Tariff Order dated 18<sup>th</sup> May 2020</b></p> <p><i>It is disheartening to see that the Petitioner has not been able to comply with the Commission's directions. The Commission directs the Petitioner to submit the Action Plan in one month and comply with the direction within nine months from the issuance of this order.</i></p>
<p><b>Petitioner's response in the present Tariff Petition</b></p> <p><i>At present action are in progress on war footing for installation of smart meters for DTs/ consumers metering. The installation was delayed on account of lockdown due to COVID-19 Pandemic. However, after successfully installation of all the smart meters, Electricity Department expects to conduct real-time energy audit of feeders.</i></p>
<p><b>Commission's response</b></p> <p>The Commission has noted the Petitioner's submission and directs the Petitioner to submit the Progress report within three months from the issuance of this order.</p>

### 8.1.6. State load Dispatch Centre

<p><b>Originally issued in Tariff Order dated 26<sup>th</sup> February 2018</b></p>
<p><b>Commission's latest directive in Tariff Order dated 18<sup>th</sup> May 2020</b></p> <p><i>The Commission directs the Petitioner to submit the status report within two months of issuance of this order.</i></p>
<p><b>Petitioner's response in the present Tariff Petition</b></p> <p><i>For monitoring, operation and management of conventional generation as well as solar generation, an Energy Management Center (EMC) is under commissioning by Electricity Department. A building has renovated within Phoenix Bay Power House Complex. All major work has been completed. However, in view of COVID-19 the work is delayed and is expected to be completed within 2 months.</i></p> <p><i>EMC is established by M/s PGCIL through the funds sanctioned by MoP at an estimated amount of Rs. 23.5 Crores. After commissioning, EMC shall be handed over to the Electricity Department, A&amp;N Administration.</i></p>
<p><b>Commission's response</b></p> <p>The Commission has noted the Petitioner's submission and directs the Petitioner to expedite the work and complete the establishment of SLDC within six months and accordingly, submit the progress report every months from issuance of this order.</p>

### 8.1.7. Slab wise details

<b>Originally issued in Tariff Order dated 26<sup>th</sup> February 2018</b>
<b>Commission's latest directive in Tariff Order dated 18<sup>th</sup> May 2020</b>  <i>The Commission directs the Petitioner to make efforts to collect and provide the above data and submit the same at earliest.</i>
<b>Petitioner's response in the present Tariff Petition</b>  <i>Category-wise sales, number of consumers, connected load, T&amp;D losses, plant-wise generation/purchase, fuel cost is being submitted.</i>
<b>Commission's response</b>  The Commission has not received any data pertaining to Category-wise sales, number of consumers, connected load, T&D losses, plant-wise generation/purchase, fuel cost and directs the Petitioner to submit the requisite along with the tariff petition for next year failing which the Commission may take appropriate assumptions for forecasting revenue and the resultant gap.

### 8.1.8. Introduction of Fixed charges

<b>Originally issued in Tariff Order dated 26<sup>th</sup> February 2018</b>
<b>Commission's latest directive in Tariff Order dated 18<sup>th</sup> May 2020</b>  <i>The Commission has noted the Petitioner's submission. However, the Petitioner has submitted the overall revenue breakup between fixed charges and energy charges. The Commission directs the Petitioner to submit the category wise fixed charges and energy charges with the next year tariff filing.</i>
<b>Petitioner's response in the present Tariff Petition</b>  <i>Category wise revenue break up between fixed charges and energy charges is being submitted.</i>
<b>Commission's response</b>  The Commission has not received any data pertaining to Category wise revenue break up between fixed charges and energy charges and directs the Petitioner to submit the requisite along with the tariff petition for next year failing which the Commission may take appropriate assumptions for forecasting the revenue.

### 8.1.9. T&D Losses

<b>Originally issued in Tariff Order dated 26<sup>th</sup> February 2018</b>
<b>Commission's latest directive in Tariff Order dated 18<sup>th</sup> May 2020</b>  <i>The Commission has noted the Petitioner's submission and directs the Petitioner to submit the status report on the initiatives taken to reduce T&amp;D loss within three months from the date of issuance of this Order.</i>
<b>Petitioner's response in the present Tariff Petition</b>  <i>With the implementation of Smart Meters Electricity Department expects to identify loss making section in real time which will further contribute in reduction of T&amp;D loss for which appropriate action may be taken.</i>



*In addition to the above, a Rehabilitation of National Highway-4 to Intermediate Lane are under progress by M/s NHIDCL. Under the project, the T&D networks which have outlived its useful life along NH4 is under replacement. The work is under progress through the contractors engaged by M/s NHIDCL. This new T&D network expected to decrease T&D losses.*

#### **Commission's response**

The Commission has noted that the Petitioner has claimed the T&D loss of 20.00% for FY 2020-21 as against the approved T&D loss of 13.84% in the MYT Order. The Commission has noted the Petitioner's submission, however, the Petitioner is directed to make additional efforts in order to bring the T&D losses in the range as approved by the Commission and submit the status report on the initiatives taken to reduce T&D loss within three months from the date of issuance of this Order.

### **8.1.10. Details of upcoming Power Plants**

#### **Originally issued in Tariff Order dated 26<sup>th</sup> February 2018**

#### **Commission's latest directive in Tariff Order dated 18<sup>th</sup> May 2020**

*The Commission has noted the Petitioner's submission and directs the Petitioner to submit the progress report on the proposed power plants within two months from the date of issuance of this Order.*

#### **Petitioner's response in the present Tariff Petition**

*The details of upcoming power plants are as follows:*

##### **50 MW LNG Based Power Plant**

- 50 MW LNG Based Power Plant will be established by NVVN.
- The revised tender prepared for Single Fuel Engine with the consent of CEA and the tender was floated for 50 MW Gas power project and Fuel supply infra structure on 20.07.2020 and the bid of three bidders opened on 06.02.2021.
- The A&N Command has been requested for NOC for height clearance for establishment of the project.
- 7th Meeting of the Expert Appraisal Committee (EAC) on Environment Impact Assessment (EIA) of Thermal Power Projects held on 15th February, 2021 in respect of Environmental clearance.
- CRZ clearance for Gas Supply Infrastructure provided by Pollution Control Committee on 12.02.2021.
- The PCCF (Wild life) has been requested for environmental clearance for Gas Supply Infrastructure on 04.02.2021
- Project will be commissioned within 28 months from date of LoA.

##### **Solar Power Plant at Middle Andaman, Swaraj Dweep, Shaheed Dweep, Little Andaman and five major islands in Nicobar group including micro grid in hamlets / villages.**

- SECI has engaged International Finance Corporation (IFC) for carrying out pre-feasibility study on RE projects in these Islands.
- Further, IFC has appointed M/s Deloitte is under process. The project is under conceptualization and is expected to be completed by March, 2023

##### **Grid connected rooftop solar plant on 469 buildings of capacity 5.71 MW in North & Middle Andaman.**

- For implementation of the project proposal has been received from M/s Convergence Energy Service Limited (CESL). CESL is a wholly owned subsidiary of EESL. All the projects related to deployment of electric vehicles and charging station. Solar power renewable etc. shall be carried out by CESL.
- The total project cost for implementation of Rooftop Solar power plant in N&M Andaman on Govt. Building in Annuity Model has been worked out is Rs. 71.65 Cr.
- The proposal submitted to A&N Administration for approval of Competent Authority.

##### **Grid Connected rooftop solar power plant of capacity 2.5 MW in South Andaman with hybrid inverter and battery storage in residential / commercial / industrial category.**

- The firm M/s Sunshine Solutions Pvt. Ltd. has been empaneled for installation of aggregate capacity of 2.5 MWp Rooftop Solar PV Plant under the scheme of establishment of 1-50 kWp Solar Rooftop Plant for domestic, commercial and industrial consumers in A & N Islands.
- The estimated timeline of the project is May, 2021.



**5 MW & 10 MW Hiring Power Plant at Port Blair and 400 KW Hiring Power Plant at Neil Island is under progress.**

**Commission's response**

The Commission has noted the Petitioner's submission and accordingly drops this directive.

## ***8.2. New Directives issued in this Order***

### ***8.2.1. Billing the Hotel Industry Consumers under the Industrial Category***

It has come to Commission's notice that the Hotels are being charged Commercial tariff by EDA&N in violation of Commission's Review Order dated December 2, 2020 which categorises Hotel Establishments under the Industrial Category. Therefore, the Commission directs the Petitioner to strictly comply with the Commissions said review order dated December 2, 2020.

### ***8.2.2. Details of Hotel industry consumers***

The Petitioner is directed to submit the slab wise sales data, connected load and number of consumers for the Hotel industry consumers along with the tariff petition for FY 2022-23.

### ***8.2.3. Approval for new Power Purchase Agreements***

The Commission was apprised that the Petitioner has signed the new Power Purchase Agreements (PPAs) to bridge the additional energy demand without taking the prior approval of the Commission. The Commission has allowed the power purchase cost in the APR on provisional basis and directs the Petitioner to get the PPAs approved on the priority basis of issuance of this order. Further, the Petitioner is directed to take the Commission's approval prior to signing any new PPA.

### ***8.2.4. Connected Load and Fixed Charges for Commercial and Government Connections Categories***

The Petitioner is directed to provide the details pertaining to slab wise sales data, connected load and number of consumers for the Commercial and Government Connections Categories along with the tariff petition for FY 2022-23 in order to introduce the kVA based fixed charges.

### ***8.2.5. Tariff Determination for Own Renewable Generation***

It has come to Commission's Notice that while claiming the power purchase cost for fully owned renewable generation has been submitted as Nil considering the same are being considered in the Gross Block in lieu of the power purchase fixed costs. The Petitioner is directed to file a separate tariff determination petition for fully owned renewable generation within three months of issuance of this Order to get the fixed charges notified in order to bring transparency in the power procurement plan and accordingly, the same may be deducted from the gross block of the Assets.

# Annexures

## ***Annexure 1: List of Stakeholders who attended the Public hearing on 18<sup>th</sup> May 2021 through Video Conference***

*Table 93: List of Stakeholders*

S.No.	Name of Person (Mr/Ms)	Address
1	Girish Arora	Hoteliers Association A&N Islands
2	Diwakar Moorthy	AKT Entertainment
3	G. Bhasker	TSG HOTELS AND RESORTS
4	Shri Mohd. H Jadwet	Andaman Chamber of Commerce & Industry
5	G. BHASKER	Former General Secretary - ANTCC
6	Vikas Lall	Aparupa Hotel & Resort
7	Dr T.K.Jijith Rekh	1/BJP Bhawan Middle Point Port Blair A&N islands
8	K. ABDUL GAFOOR	Model Village, Kanyapuram, PO Wimberly Gunj, South Andaman, Pin 744206
9	Prasant.P. Shahni	
10	M. H. Jadwet	
11	Sanjay Chowdhury	President Hotel and Restaurant Association of Andaman and Nicobar Islands
12	Zakir Jadwet	Jadwet Hotels
13	A. Mohammad Mustafa	
14	Sanjay Chowdhury	President Hotel and Restaurant Association of Andaman and Nicobar Islands