

**BEFORE THE HARYANA ELECTRICITY REGULATORY COMMISSION
PANCHKULA, HARYANA**

Case No. HERC/P.No.33 of 2024/Suo-Moto

**Date of Public Hearing : 17/07/2024
DATE of Order : 01/08/2024**

IN THE MATTER OF:

Haryana Electricity Regulatory Commission (Electricity Supply Code) Regulations, 2014 (5th Amendment) Regulation, 2024.

AND IN THE MATTER OF:

comments/objections from stakeholders/ general public on (Electricity Supply Code) Regulations, 2014 (5th Amendment) Regulation, 2024.

QUORUM

**Shri Nand Lal Sharma, Chairman
Shri Mukesh Garg, Member**

PRESENT

1. Sh. Deepak Popli, CE, UHBVN
2. Sh. Mukesh Kumar, XEN, DHBVN

ORDER

1. Background:

- 1.1 Section 50 read with clause (x) of sub-section (2) of Section 181 of the Electricity Act, 2003 empowers the Commission to frame various Regulations specified therein. Accordingly, the Haryana Electricity Regulatory Commission notified the HERC (Electricity Supply Code) Regulations, 2014 on 8th January 2014. Since then 4 Nos. of amendments to these regulations have already been issued. These regulations have jointly been referred as The Haryana Electricity Regulatory Commission (Electricity Supply Code) Regulations, 2014.
- 1.2 Ministry of Power notified the Electricity (Rights of Consumers) Rules, 2020 on 31.12.2020. Subsequently many amendments thereof have been issued in June 2021, Dec. 2022, June 2023, July 2023, Jan. 2024 and Feb. 2024.

- 1.3 The Rule 4 (13) of Electricity (Rights of Consumers) Rules, 2020 states as under:
- “(13) For electrified areas up to 150 kW or such higher load as the Commission may specify the connection charges for new connection shall be fixed on the basis of the load, category of connection sought and average cost of connection of the distribution licensee so as to avoid site inspection and estimation of demand charges for each and every case individually. The demand charges, in such cases, may be paid at the time of application for new connection.”*
- 1.4 As per the Electricity (Rights of Consumers) Amendment Rules, 2024, notified on 22nd Feb., 2024, rule 4 (11) of Principal Rules has been substituted as under.
- “(11) The Commission shall specify the maximum time period, after submission of application complete in all respects, not exceeding three days in metropolitan areas, seven days in other municipal areas and fifteen days in rural areas, within which the distribution licensee shall provide new connection or modify an existing connection:*
- Provided that for rural areas of States and Union Territories having hilly terrain, the maximum time period for new connection or modification of an existing connection, after submission of application, complete in all respects, shall not exceed thirty days:*
- Provided further that where such supply requires extension of distribution mains, or commissioning of new substations, the distribution licensee shall supply the electricity to such premises immediately after such extension or commissioning within a period not exceeding ninety days.”*
- 1.5 The draft 5th amendment to HERC (Electricity Supply Code) Regulations, 2014, was prepared in line with the Electricity (Rights of consumers) Rules, 2020 and subsequent amendment thereof for seeking comments/objections from stakeholders/ general public and finalizing the same.
- 1.6 The draft discussion paper was hosted on the Commission’s website and comments/ objections along with supporting documents were invited on or before 10/07/2024 till 05:00 PM.
- 1.7 Public Notice for inviting comments / suggestions from the stakeholders on the draft discussion paper including the availability of the said draft on the Commission’s website i.e. www.herc.gov.in for consultation, date by which objections / comments / suggestions can be filed in the

Commission i.e. 10/07/2024 and the date of public hearing i.e. 17/07/2024 at 11:30 AM was inserted in the following newspapers having wide circulation in Haryana.

- i. Amar Ujala (Hindi) dated 14th June, 2024.
- ii. The Indian Express (English) dated 14th June, 2024.

2. Proceeding:

- 2.1 A public hearing was held on 17.07.2024 wherein the representatives of the DISCOMs were present during the hearing.
- 2.2 In response to the *ibid* public notice the following stakeholders filed their written objections / comments / suggestions:
 - 2.2.1 Shri Deepak Popli, Chief Engineer on behalf of UHBVN.
 - 2.2.2 Shri Mukesh Kumar, XEN on behalf of DHBVN
- 2.3 The Commission, while giving a final shape to the Amendment has considered all the written objections / comments / suggestions filed by the interveners as well as oral submissions made in the hearing held on 17/07/2024. The main objections of the interveners and the Commission's view / decision on the same are being presented in the paragraphs that follow. It needs to be noted that the comments / suggestions or rewording of certain regulation(s), addition deletion of words, inadvertent / typographical errors etc. pointed out by the interveners have been incorporated wherever found appropriate.

3. Objections / suggestions / comments filed by the Intervenors and Commission's decision thereto:

The intervenors UHBVN and DHBVN have raised the following issues for the consideration of the Commission.

3.1 Title of the Regulation

This Regulation shall become the part of the Haryana Electricity Regulatory Commission (Electricity Supply Code) Regulations, 2014 (5th Amendment) Regulations, 2024

Comments of UHBVN

This may be replaced as follows:

"These Regulations shall be called the Haryana Electricity Regulatory Commission (Electricity Supply Code) Regulations, 2014 (5th Amendment) Regulation, 2024"

Comments of DHBVN

Concurs with the comments of UHBVN.

Commission’s view

The Commission considered and agrees with the comments of UHBVN and DHBVN

The title shall be read as following:

“These Regulations shall be called the Haryana Electricity Regulatory Commission (Electricity Supply Code) Regulations, 2014 (5th Amendment) Regulations, 2024”

3.2 Regulation 4.4.2 (5) of Principal Regulation

The licensee shall, after receipt of application, stipulate a date for inspection of applicant’s premises in mutual consultation with the applicant. The date of inspection shall be scheduled within a week from the date of receipt of application.

Proposed amendment

(5) The date of inspection of applicant’s premises, wherever required, shall be scheduled in a time frame keeping in view the overall timelines specified in the Regulation 4.4.7.

Comments of UHBVN

7 days timing is proposed in 4.4.7 in line to HERC (Standards of Performance of Distribution Licensees and Determination of Compensation) Regulations, 2020.

Comments of DHBVN

Agreed with the proposed amendment.

Commission’s view

The Commission considered the suggestions of DISCOMs and necessary change has been made in Regulation 4.4.7.

No change is required in this clause.

3.3 Regulation 4.4.3(1) of Principal Regulation

If on inspection it is found that it is technically feasible (including the clearance from the transmission licensee, if required) to release the connection, the licensee shall sanction the load determined in accordance with Annexure-I to these Regulations or the load applied for, whichever is higher, and issue a demand notice in writing under acknowledgment within the timeline specified below.

Timeline for issue of Demand Notice

Particulars	Number of days from the date of inspection of premises
Cases where extension of distribution mains not required	Within 7 days
Cases where extension of distribution mains / system required	
(1) In case of LT connections	Within 7 days
(2) In case of HT connections	
a) 11 KV supply	a) Within 14 days
b) 33 KV supply	b) Within 20 days
c) Above 33 KV supply	c) Within 25 days

Proposed amendment

In Regulation 4.4.3(1) of Principal Regulations, the following shall be substituted: -

(1) If on inspection it is found that it is technically feasible (including the clearance from the transmission licensee, if required) to release the connection, the licensee shall sanction the load determined in accordance with Annexure-I to these Regulations or the load applied for, whichever is higher, and issue a demand notice in writing under acknowledgment in a time frame such that overall time lines for release of new connection/modification of existing connection as mentioned in regulation **4.4.7** of this regulation are strictly adhered to.

Comments of UHBVN

Agreed.

Comments of DHBVN

Agreed.

Commission's view

No change is required.

3.4 Regulation 4.4.4 (5) of Principal Regulation

The licensee shall ensure that the inspection and testing of the consumer's installation is carried out by the licensee within 5 days in case of Low-Tension supply, 15 days in case of 11 KV supply, 20 days in case of 33 KV supply and 25 days in case supply above 33 KV from the date of the receipt of charges, security and documents as per the demand notice.

In case the Electrical Inspector takes longer time than the time limits given above for inspection and testing, the overall time limits shall be deemed to be extended to the extent of such additional time.

Provided that the time taken by the applicant in getting removed the defects / deficiencies found in his electrical installation shall not be included in timeline specified above.

Proposed amendment

Deleted

Comments of UHBVN

The inspection and testing of the electrical installations before commencement of supply by the Electrical Inspector is mandatory as per 4.4.4 (3). Therefore, delay on the part of Electrical Inspector and time taken for removal of defects/deficiency on the part of applicant needs to be taken care off while deciding the overall time limits in release of connection. The 2nd and 3rd proviso of clause 4.4.4(5) are valid and need to be retained.

The 1st proviso may be deleted.

Comments of DHBVN

Concurs with the comments of UHBVN.

Commission's view

The spirit of the amendment is to provide connections to the consumers within the specified timelines. However, the concern of UHBVN and DHBVN has been addressed in note below the table in Regulation 4.4.7.

No change is required.

3.5 Regulation 4.4.5 of Principal Regulation

The Licensee shall issue the service connection order (SCO) within 5 days in case of Low-Tension supply, 11 KV supply and 33 KV supply and within 10 days in case of supply above 33 KV, from the date of receipt of the inspection and testing report.

Proposed amendment

Deleted

Comments of UHBVN

Agreed.

Comments of DHBVN

Agreed.

Commission's view

No change is required

3.6 Regulation 4.4.6 of Principal Regulation

The licensee / applicant, as the case may be, shall complete the work required for providing electric supply within 10 days in case of Low-Tension supply, 30 days in case of 11 KV supply, 45 days in case of 33 KV supply and 100 days in case of supply above 33 KV, from the date of issue of service connection order.

The licensee shall, thereafter, release the connection within 3 days in case of Low-Tension supply and 7 days in case of High-Tension supply.

Proposed amendment

Deleted

Comments of UHBVN

Agreed.

Comments of DHBVN

Agreed.

Commission's view

No change is required

3.7 Regulation 4.4.7 of Principal Regulation

4.4.7 The timeline for different activities mentioned under Regulations 4.4.3 to 4.4.6, for different voltage level consumers, are tabulated hereunder: -

Sr. No	Regulation	Activity	Time Allowed (in days) for connections on			
			LT	11 KV	33 KV	Above 33 KV
1	4.4.3 (1)	To issue the demand notice.	7	14	20	25
2	4.4.3 (3)	Time limit for complying with the demand notice by the applicant.	As prescribed under Regulation 4.15.2			
3	4.4.4 (5)	To carry out inspection & testing of consumer's installation by the licensee.	05	15	20	25
4	4.4.5	To issue service connection order.	05	05	05	10
5	4.4.6	Time limit for licensee /applicant to complete the work required for providing electric supply.	10	30	45	100

Sr. No	Regulation	Activity	Time Allowed (in days) for connections on			
			LT	11 KV	33 KV	Above 33 KV
6	4.4.6	Time limit for release of connection to the applicant after completion of the work.	3	7	7	7

- Note:-** (i) As given under proviso of Regulation 4.4.4 (5), the time limit may get modified to the extent extra time is taken by the Electrical Inspector in inspection and testing of the consumer installation.
- (ii) In case, where the applicant fails to complete the work referred in Regulation 4.4.6 within the prescribed period, connection may be released earlier to the next junior applicant(s), whose work has been already completed by the licensee/applicant.

Provided that where the licensee feels that for reasons beyond its control, the work is not likely to be completed within the given time limits, then the licensee shall:-

- (1) If the delay is upto 15 days from the stated time, inform the Commission giving reasons for the delay.
- (2) If the delay is expected to be more than 15 days from the time limit, seek prior approval of the Commission at least 15 days before the expiry of the above stated time limits.

Proposed amendment

Existing Regulation 4.4.7 of Principal Regulations, shall be substituted with following:

(i) Connection without extension of distribution network.

In case of release of new connections/modification in existing connection, the following timelines shall be applicable after submission of application by the applicant on web portal of Licensee complete in all respects.

- i) In Metropolitan areas 3 Days
- ii) In Municipal areas 7 Days
- iii) In Rural areas 15 Days

(ii) Connection with extension of distribution network.

Where release of new connection/ modification in existing connection requires extension of distribution mains, or commissioning of new substation, the distribution licensee shall

release/ modify connection to such applicants immediately after such extension or commissioning within a period as per table below:

Sr. No	Regulation	Activity	Time allowed (in days) for connections on		
			11 kV	33 kV	Above 33 kV (Transmission system)
1	4.4.3 (1)	To issue the demand notice.	14	20	25
2	4.4.3 (3)	Time limit for complying with the demand notice by the applicant.	As prescribed under Regulation 4.15.2		
3		To carry out inspection & testing of consumer's installation by the licensee.	15	18	25
4		To issue service connection order	05	05	10
5		Time limit for licensee/applicant to complete the work required for providing electric supply.	30	40	100
6		Time limit for release of connection to the applicant after completion of the work	7	7	7

Note: - In case, where the applicant fails to complete the work within the prescribed period as above, the connection may be released earlier to the next junior applicant(s), whose work has been already completed by the licensee/applicant.

Provided that where the licensee feels that for reasons beyond its control, the work is not likely to be completed within the given time limits, then the licensee shall: -

- (i) If the delay is up to 15 days from the stated time, inform the Commission giving reasons for the delay.

- (ii) If the delay is expected to be more than 15 days from the time limit, seek prior approval of the Commission at least 15 days before the expiry of the above stated time limits.
- (iii) For electrified areas up to 150 kW the connection charges for new connection shall be readily calculable on the portal so as to avoid site inspection and estimation of demand charges for each and every case individually. The demand charges, in such cases, may be paid at the time of application for new connection

Comments of UHBVN

2.6 (i) Agreed.

2.6(ii)

- (i) The deletion of timelines for LT connections needs careful review. LT connections also require extension of distribution network. They also require augmentation of distribution transformers. In agriculture and industries/commercial connections, augmentation of existing DT/installation of separate DTs are often the cases.

Therefore, the Hon'ble Commission is requested to retain the respective timelines for LT connections in clause 4.4.7 also.

- (ii) It is also requested that activities mentioned in 4.4.7 (ii) may be updated in line to those mentioned in HERC (Standards of Performance of Distribution Licensees and Determination of Compensation) Regulations, 2020 as mentioned in Annexure-I

Note(i) of the Principal Regulation may also be retained due to the reasons mentioned against proposed amendment in 4.4.4(5), above.

- (iii) It is requested to amend the proposed provision as under: -

“For electrified areas up to 150 kW, where there is no requirement to extend the distribution lines, the connection charges for new connection shall be readily calculable on the portal so as to avoid site inspection and estimation of demand charges for each and every case individually. The demand charges, in such cases, may be paid at the time of application for new connection.”

Commission's view

2.6 (i) No change required

2.6 (ii)

- (i) Agreed with the comments of UHBVN. Time lines for LT shall be added in the table.

- (ii) Agreed with the comments of UHBVN and activities mentioned in clause 4.4.7 shall be updated in line with those mentioned in HERC (Standards of Performance of Distribution Licensees and Determination of Compensation) Regulations, 2020 as mentioned in Annexure-I of UHBVN's written submission. However, time lines shall be marginally amended to be in consonance with overall time line of 90 days (For Distribution Network) as provided in Electricity (Rights of consumer) Rules, 2020 as amended from time to time. The table in Regulation 4.4.7(ii) shall be amended accordingly.

To address the concern of UHBVN and DHBVN in their comments against deletion of regulation 4.4.4(5) & Taking into consideration comment of UHBVN regarding note(i) below clause 4.4.7(ii), the note(i) shall be modified in line with proviso under clause 4.4.4(5) as under:

In case the Electrical inspector takes longer time than the time limits given above then the time limit may get modified to the extent extra time is taken by the Electrical Inspector in inspection and testing of the consumer installation.

Provided that the time taken by the applicant in getting removed the defects / deficiencies found in his electrical installation shall not be included in timeline specified above.

- (iii) The note has been inserted in line with Clause 4(13) of Electricity (Rights of consumer) Rules, 2020 and is appropriate.

No change is required

Comments of DHBVN

- (i) The timeline mentioned in clause no. 2.6 (i) shall be applicable after submission of application by the applicant on web portal of Licensee complete in all respects and where no augmentation /extension of distribution mains/electrical Infrastructure is required.
- (ii) Concurs with the comments of UHBVN.
- (iii) The average cost for releasing new connections for load 50 kW & upto 150 kW in electrified areas have been analyzed (**ANNEXURE-II**) and following comments are submitted please:
1. Release of connection for load 50 kW & upto 150 kW on LT supply may be considered as **optional**.
 2. In such cases, the licensee may be allowed to recover the Demand Charges/SCC @ **Rs. 3500/- per kW** of the connected load or part thereof at the time of application for new connection having load 50

kW and upto 150 kW in electrified areas where no extension of distribution mains is required.

3. For such release of connection on LT supply for load 50 kW & upto 150 kW, the licensee may be allowed to make the metering arrangement at HT side of the Distribution Transformer.

Commission’s view

- (i) The concern already stands addressed in the amended clause 4.4.7(i).
- (ii) Already dealt while dealing with UHBVN comments above
- (iii) The proposal of DHBVN is beyond the scope of this amendment. Moreover, UHBVN has not proposed any such amendment. DHBVN, if requires any such amendment, may file the proposal through separate petition for consideration of the Commission.

Existing Regulation 4.4.7 of Principal Regulations, shall be substituted with following:

(i) Connection without extension of distribution network.

In case of release of new connections/modification in existing connection, the following timelines shall be applicable after submission of application by the applicant on web portal of Licensee complete in all respects.

- 1) In Metropolitan areas 3 Days
- 2) In Municipal areas 7 Days
- 3) In Rural areas 15 Days

(ii) Connection with extension of distribution network.

Where release of new connection/ modification in existing connection requires extension of distribution mains, or commissioning of new substation, the distribution licensee shall release/ modify connection to such applicants immediately after such extension or commissioning within a period as per table below:

Sr No	Activity	Time Allowed (in days) for connections on			
		LT	11 KV	33 KV	Above 33 KV (Transmi ssion System)
1	Inspection of applicant’s premises	7	7	7	7

Sr No	Activity	Time Allowed (in days) for connections on			
		LT	11 KV	33 KV	Above 33 KV (Transmi ssion System)
2	Issue of the demand notice.	7	12	15	25
3	Time limit for complying with the demand notice by the applicant.	As prescribed under Regulation 4.15.2			
4	Release of supply on compliance of demand notice and receipt of payment.	20	52	68	142

Note: -

- (i) In case the Electrical inspector takes longer time than the time limits given above then the time limit may get modified to the extent extra time is taken by the Electrical Inspector in inspection and testing of the consumer installation.

Provided further that the time taken by the applicant in getting removed the defects / deficiencies found in his electrical installation shall not be included in timeline specified above.

- (ii) In case, where the applicant fails to complete the work within the prescribed period as above, the connection may be released earlier to the next junior applicant(s), whose work has been already completed by the licensee/applicant.

Provided that where the licensee feels that for reasons beyond its control, the work is not likely to be completed within the given time limits, then the licensee shall: -

- (1) If the delay is up to 15 days from the stated time, inform the Commission giving reasons for the delay.
 - (2) If the delay is expected to be more than 15 days from the time limit, seek prior approval of the Commission at least 15 days before the expiry of the above stated time limits.
- (iii) For electrified areas up to 150 kW the connection charges for new connection shall be readily calculable on the portal so as to avoid site inspection and estimation of demand charges for each and every case

individually. The demand charges, in such cases, may be paid at the time of application for new connection.

3.8 **Regulation 4.5.6 of Principal Regulation**

The licensee shall inspect the applicant's premises and examine the technical feasibility of the connection applied for. If the connection is not found technically feasible, the licensee shall inform the applicant in writing within 7 working days for LT and 15 working days for HT connections after receipt of application, giving reason(s) for the same. However, no connection upto 20 KW for domestic supply and upto 10 KW in other cases, shall be refused on technical grounds.

Proposed amendment

Deleted

Comments of UHBVN

Determination of technical feasibility during inspection is a mandate, even in the proposed amendment in Regulation 4.4.3(1). Therefore, DISCOM is duty bound to inform to the applicant if the applied connection is not found technically feasible.

Given the above, there appears no reason to delete such a reasoned provision. It is requested to retain the provision.

Comments of DHBVN

Concurs with the comments of UHBVN.

Commission's view

The Commission has taken into consideration the comments of UHBVN and DHBVN and amends the Regulation 4.5.6 as under:

The Licensee shall inspect the applicant's premises to carry out the technical feasibility of the connection applied for with in time lines as specified in the table under Regulation 4.4.7 (ii) and shall ensure to intimate the applicant immediately by updating on the portal.

3.9 **Regulation 4.5.10 of Principal Regulation**

After deposit of estimated cost and advance consumption charges for temporary electricity connection by the applicant, and satisfactory testing of the consumer installation, the temporary connection shall be released by the date of requirement as indicated in the application form, or as per the timeline given below, whichever is later.

Timeline for release of temporary connection

Release of temporary connection	Time Line
Where supply can be provided from existing network	5 Days

Where supply can be provided after extension / augmentation of network	
1) LT supply	30 days
2) HT supply	
a) Upto 33 KV	90 days
b) Above 33 KV	180 days

Proposed amendment

Regulation 4.5.10 of Principal Regulations, shall be substituted as following: -

The temporary connection shall be released by the date of requirement as indicated in the application form, or as per the timeline given in regulation 4.4.7, whichever is later.

Comments of UHBVN

Agreed.

Comments of DHBVN

Agreed.

Commission's view

No change is required

3.10 Insertion of a new Regulation after 6.3.3 of Principal Regulation

A new Regulation 6.3.4 shall be added after Regulation 6.3.3 as under: -
6.3.4 Easy to understand bills shall be issued in Hindi or English as per the choice of the consumer.

Comments of UHBVN

Agreed.

Comments of DHBVN

Agreed.

Commission's view

No change is required

3.11 Insertion of New Regulation

Proposed New Regulation

Standard time limit for rendering service under Sr. No.11,12,13,14 and 18 of schedule-I of Standards of Performance of distribution licensee and determination of compensation Regulation, 2020 may be deemed to be modified to the extent as per this amendment.

Comments of UHBVN

Agreed.

Comments of DHBVN

Agreed.

Commission's view

No change is required

In view of above discussions/ decisions, the Commission finalizes Amendment to Regulations as Haryana Electricity Regulatory Commission (Electricity Supply Code) Regulations, 2014 (5th Amendment) Regulation, 2024, as per annexure "A" attached to the present order. The Commission orders that the Regulation, as approved, shall be sent for notification in the Haryana Government Gazette at the earliest.

This order is signed, dated and issued by the Haryana Electricity Regulatory Commission on 01/08/2024.

Date: 01/08/2024

Place: Panchkula

**(Mukesh Garg)
Member**

**(Nand Lal Sharma)
Chairman**

**HARYANA ELECTRICITY REGULATORY COMMISSION
BAYS NO.33-36, SECTOR-4, PANCHKULA-134112, HARYANA**

Notification

The _____, 2024

Regulation No. HERC/29/2014/5th Amendment/2024

The Haryana Electricity Regulatory Commission, in exercise of the powers conferred on it by Section 50 and clause (X) of Sub-section (2) of Section 181 of the Electricity Act 2003 (Act 36 of 2003) and all other powers enabling it in this behalf and after previous publication, makes the following regulations to amend the Haryana Electricity Regulatory Commission (Electricity Supply Code) Regulations, 2014 including 1st, 2nd, 3rd & 4th amendments (hereinafter referred to as 'the Principal Regulations'):

1. Short title, Commencement, Extent and Interpretation:

- 1.1. These Regulations shall be called the Haryana Electricity Regulatory Commission (Electricity Supply Code) Regulations, 2014 (5th Amendment) Regulations, 2024.
- 1.2. This amendment shall come into force with effect from the date of its publication in the Haryana Government Gazette.
- 1.3. These Regulations shall extend to the whole of the State of Haryana.

2. Amendment to Regulation 4 of Principal Regulations

2.1 Existing Regulation 4.4.2(5) of Principal Regulations shall be substituted with following:

- (5) The date of inspection of applicant's premises, where ever required, shall be scheduled in a time frame keeping in view the overall timelines specified in the Regulation 4.4.7.

2.2 Existing Regulation 4.4.3(1) of Principal Regulations shall be substituted with following:

If on inspection it is found that it is technically feasible (including the clearance from the transmission licensee, if required) to release the connection, the licensee shall sanction the load determined in accordance with Annexure-I to these Regulations or the load applied for, whichever is higher, and issue a demand notice in writing under acknowledgment

in a time frame such that overall time lines for release of new connection/modification of existing connection as mentioned in regulation 4.4.7 of this regulation are strictly adhered to.

2.3 Regulation 4.4.4(5) of Principal Regulations shall be treated as deleted.

2.4 Regulation 4.4.5 of Principal Regulations shall be treated as deleted.

2.5 Regulation 4.4.6 of Principal Regulations shall be treated as deleted.

2.6 Existing Regulation 4.4.7 of Principal Regulations shall be substituted with following: -

(i) Connection without extension of distribution network.

In case of release of new connections/modification in existing connection, the following timelines shall be applicable after submission of application by the applicant on web portal of Licensee complete in all respects.

- 1) In Metropolitan areas 3 Days
- 2) In Municipal areas 7 Days
- 3) In Rural areas 15 Days

(ii) Connection with extension of distribution network.

Where release of new connection/ modification in existing connection requires extension of distribution mains, or commissioning of new substation, the distribution licensee shall release/ modify connection to such applicants immediately after such extension or commissioning within a period as per table below:

Sr. No	Activity	Time Allowed (in days) for connections on			
		LT	11 KV	33 KV	Above 33 KV (Transmission System)
1	Inspection of applicant's premises	7	7	7	7
2	Issue of the demand notice.	7	12	15	25
3	Time limit for complying with the demand notice by the applicant.	As prescribed under Regulation 4.15.2			

Sr. No	Activity	Time Allowed (in days) for connections on			
		LT	11 KV	33 KV	Above 33 KV (Transmission System)
4	Release of supply on compliance of demand notice and receipt of payment.	20	52	68	142

Note: -

- (i) In case the Electrical inspector takes longer time than the time limits given above then the time limit may get modified to the extent extra time is taken by the Electrical Inspector in inspection and testing of the consumer installation.

Provided further that the time taken by the applicant in getting removed the defects / deficiencies found in his electrical installation shall not be included in timeline specified above.

- (ii) In case, where the applicant fails to complete the work within the prescribed period as above, the connection may be released earlier to the next junior applicant(s), whose work has been already completed by the licensee/applicant.

Provided that where the licensee feels that for reasons beyond its control, the work is not likely to be completed within the given time limits, then the licensee shall: -

- (1) If the delay is up to 15 days from the stated time, inform the Commission giving reasons for the delay.
 - (2) If the delay is expected to be more than 15 days from the time limit, seek prior approval of the Commission at least 15 days before the expiry of the above stated time limits.
- (iii) For electrified areas up to 150 kW the connection charges for new connection shall be readily calculable on the portal so as to avoid site inspection and estimation of demand charges for each and every case individually. The demand charges, in such cases, may be paid at the time of application for new connection.

2.7 Existing Regulation 4.5.6 of Principal Regulations shall be substituted with following:

The Licensee shall inspect the applicant's premises to carry out the technical feasibility of the connection applied for with in time lines as specified in the table under Regulation 4.4.7 (ii) and shall ensure to intimate the applicant immediately by updating on the portal.

2.8 Existing Regulation 4.5.10 of Principal Regulations shall be substituted with following:

The temporary connection shall be released by the date of requirement as indicated in the application form, or as per the timeline given in regulation 4.4.7, whichever is later.

2.9 Insertion of a new Regulation after 6.3.3 of Principal Regulation

A new Regulation 6.3.4 shall be added after Regulation 6.3.3 as under:

6.3.4 Easy to understand bills shall be issued in Hindi or English as per the choice of the consumer.

3. Standard time limit for rendering service under Sr. No.11,12,13,14 and 18 of schedule-I of Standards of Performance of distribution licensee and determination of compensation Regulation, 2020 may be deemed to be modified to the extent as per this amendment.