

issued by the distribution licensee as per the seniority list of the applicants maintained by the distribution licensee for different categories of consumers as per Regulation 6.8.2. The Demand Notice shall specify:

(a) -----

(b) -----

6. Amendment of Regulation 8 of the principal Regulations: Time limits for release of new connection/additional load/demand;

The clause (a) and (b) of Regulation 8.1 of the Principal Regulations shall be substituted as under;

8.1 The distribution licensee shall provide supply of electricity to the premises pursuant to the application submitted under Regulation 6 within time limits mentioned hereunder:

- a) Where no augmentation, erection and extension of distribution main, erection/augmentation of distribution transformer or power transformer is required for effecting such supply, the supply shall be provided within Seven (7) working days for DS/NRS category consumers and Fifteen (15) working days for other than DS/NRS consumers from the date of submission of application complete in all respects in case of consumers covered under regulation 6.2.1 and from the date of compliance of the Demand Notice in case of consumers not covered under regulation 6.2.1.
- b) In cases where augmentation/extension of a distribution main or augmentation of power transformer or erection/augmentation of distribution transformer is required but there is no requirement of erecting and commissioning a new HT/EHT line or grid sub-station or power transformer, the supply shall be provided within the period specified hereunder;

Type of service connection requested	Period from date of application in cases covered under 6.2.1 and from the compliance of Demand Notice for cases covered under 6.2.2 within which the distribution licensee shall provide supply
Low Tension (LT) supply	30 days
High Tension (HT) supply	
-11000 volts	45 days
- 33000 volts	75 days
Extra High Tension (EHT) supply	90 days

Provided that the distribution licensee may, at the earliest but not later than fifteen days before the expiry of the time schedule, seek approval of the Commission, for extension of period specified above, in cases where the magnitude of work involved for extension/augmentation of the supply system is such that the distribution licensee may reasonably require more time.

7. Amendment of Regulation 12 of the Principal Regulations

Regulation 12 of the Principal Regulations shall be substituted as under:

12. Consequences of exceeding sanctioned or contracted load or contract demand

A consumer shall not exceed his sanctioned load/contracted load or contract demand, as applicable, as per the agreement signed between the consumer and the distribution licensee. A consumer exceeding his sanctioned load/contracted load or contract demand, as applicable, shall be proceeded against as per Condition 23 of the General Conditions of Tariff.

8. Amendments in Regulation 16.3 of the Principal Regulations:

The Regulation 16.3 of the Principal Regulations shall be substituted as under:

16.3 The distribution licensee shall not be entitled to demand Security (consumption) from any applicant/consumer in case electricity is supplied through a pre-payment meter.

Provided that in the case a pre-payment meter is installed at the premises of an existing consumer, the distribution licensee shall refund the Security (consumption) including interest charges of such consumer by adjustment against any outstanding dues and balance amount, if any, shall be refunded through cheque to the consumer.

9. Amendment of Regulation 21 of the Principal Regulations: USE, ETC. of METERS:

(i) Regulation 21.1 of the Principal Regulations shall be substituted as under;

21.1 Requirement of Meters

No connection shall be given without a meter and such meter shall be the smart pre-payment meter or pre-payment meter. Any exception to the smart meter or prepayment meter shall have to be duly approved by the Commission. The Commission, while doing so, shall record proper justification for allowing the deviation from installation of the smart pre-payment meter or pre-payment meter. All meters shall conform to CEA(Installation and operation of Meters) Regulations 2006, as amended from time to time. The term meter shall also include, wherever applicable, other metering equipment such as current transformer, voltage transformer with wiring & accessories etc. essentially required for measuring/recording conveyance of electricity and shall hereinafter called "Meter".

Provided that the existing meters, other than smart meters, shall be replaced with smart meters with prepayment facility with effect from date as may be notified separately by the Commission.

(ii) Regulation 21.2.1 of the Principal Regulations shall be substituted as under;

21.2.1 The Consumer meter shall generally be owned by the licensee and the consumer shall pay the monthly rental for such equipment at rates specified in the Schedule of General Charges approved by the Commission.

Provided that in case the licensee has engaged the services of Advanced Metering Infrastructure Service Provider to provide Advanced Metering Infrastructure services for an Advanced Metering Infrastructure project area, the ownership of meters shall remain with Advanced Metering Infrastructure Service Provider during the contract period.

(iii) Regulation 21.2.3 of the Principal Regulations shall be amended as under:

21.2.3 The words "real time display unit" shall be substituted by words "at home display unit".

(iv) Regulation 21.2.4 of the Principal Regulations shall be amended as under;

(a) The first sentence shall be substituted as under;

In case a meter is installed outside the premises of a consumer, the service cable from the outgoing terminals of the meter to Miniature Circuit Breaker/main switch installed at the consumer premises shall be provided and maintained by the distribution licensee at its own cost.

(b) In the second sentence, the words "real time display unit" shall be substituted by words " at home display unit"

(c) The third & fourth proviso shall be substituted as under:

Provided also that the location of meter and height of meter display from floor shall be as specified in IS 15707, as amended from time to time.

Provided also that for outdoor installations, the meters shall be protected by appropriate enclosure of level of protection as specified in IS 15707, as amended from time to time.

(v) **The sub-regulation 21.2.7 shall be substituted as under;**

21.2.7 The distribution licensee before introducing any new technology in metering or changing specifications which may affect the billing of the consumers, shall inform the consumers through public notice in at least three leading Newspapers of the State indicating salient features of the new meter and necessary guidelines for its usage.

Provided that the meter including any metering equipment conforms to the provisions of CEA Metering Regulations.

In case of pre-payment meters, it shall be ensured by the licensee that:

- (i) there is arrangement for recharge of the credit in the meter by the consumer online and offline within area of his supply.
- (ii) the meter shall set off alarm when the balance amount in the meter account has reached the threshold amount defined by the consumer.
- (iii) the electricity supply shall be automatically cut-off once the credit gets exhausted in the meter and there shall be no requirement of 15 days notice. This shall not be treated as disconnection and the supply shall be resumed automatically on recharging. No reconnection fee shall be recovered.
- (iv) In case of offline recharge for pre-payment meter, the coupon shall have validity of three months after which the same shall be required to be revalidated.
- (v) adequate number of vending machines for facilitating recharge of coupons in addition to the facility of online recharge shall be provided.
- (vi) there is vending system interoperability so that consumer shall not have any problem in getting recharge coupon from anywhere through any mode as per the availability of the service. It shall be possible to recharge coupon for different make of meters from any vending station.

Provided that in case of pre-paid meter, a rebate of 1% shall be allowed on the energy charges.

(vi) **Amendment of Regulation 21.3 of the Principal Regulations: Testing of Meters:**

- (i) The clause (b) and (c) of the Sub-Regulation 21.3.6 shall be substituted as under:
 - (b) A consumer may also request the distribution licensee to test the meter, if he doubts its accuracy. The distribution licensee shall undertake such testing either at site or in the laboratory within Fifteen (15) working days on receipt of the request from the consumer. The testing of meters shall be carried out as per CEA (Installation and Operation of Meters) Regulations, 2006, as amended from time to time. A copy of the test results indicating the accuracy of the meter shall be provided to the consumer immediately.
 - (c) If after testing, the meter is found to be correct then the consumer shall be charged testing fee in the electricity bill for the immediately succeeding billing cycle. In case the meter is found to be inaccurate/defective/inoperative then no testing fee shall be recovered from the consumer

by the distribution licensee.

Provided that in case meter is found to be damaged or burnt due to the reasons attributed to the consumer then the consumer shall bear the cost of the meter along with testing fee through subsequent bills.

- (ii) Clause (f) to Sub-Regulation 21.3.6 of the principal Regulations shall be added as under:

If a consumer disputes the results of testing, the meter shall be tested at a third party testing facility selected by the consumer from the list of third party testing agencies approved by the Commission. If it is successfully established that the results of this test are contrary to the results of the test performed by the distribution licensee, then the cost of undertaking such test shall be borne by the distribution licensee. However, in case it is established that the results of this test are same as the results of the test performed by the distribution licensee as per clause (e) above, then the cost of undertaking such test shall be borne by the Consumer. The meter test results and the meter data shall be issued to the consumer after such test has been completed and the said results are final and binding on both the consumer and the distribution licensee.

10. Amendment of Regulation 25 of the Principal Regulations-

Regulation 25 of the Principal Regulations shall be substituted as under;

25. CONSUMER SERVICE & CONSUMER GRIEVANCES REDRESSAL MECHANISM

25.1 Call Centre for Consumer Services .-

- (1) For providing common services like new connection, disconnection, reconnection, shifting of connection, change in name and particulars, load change, replacement of meter, no supply, the distribution licensee shall establish a centralised 24x7 toll-free call centre with effect from such date as may be specified by the Commission.
- (2) While other modes to provide services like paper application, email, mobile, website, etc., may continue, the licensees shall endeavour to provide all services through a common Customer Relation Manager (CRM) System to get a unified view of all the services requested, attended and pending, at the backend for better monitoring and analytics.
- (3) The CRM shall have facilities for SMS, email alerts, notifications to consumers and officers for events like receipt of application, completion of service, change in status of application, etc; online status tracking and auto escalation to higher level, if services are not provided within the specified time period.
- (4) The distribution licensee shall, in addition to its notified offices and centralized call centre, set up an adequate number of complaint centres for the registration/redressal of the complaints by consumers/applicants.

25.2 Consumer Grievances Redressal Forum

The distribution licensee shall establish Consumer Grievance Redressal Forum (CGRF) under sub-section (5) of section 42 of the Act read with Electricity (Rights of Consumers) Rules, 2020 and PSERC (Forum & Ombudsman) Regulations, 2016, as amended from time to time, at different levels to cater the needs of the sub- division, division, circle, zone and company level. The forum shall be headed by an officer of the licensee of appropriate seniority. The forum shall consist of officers of the licensee and have not more than four members as consumer and prosumer representatives. The Commission shall nominate one independent member who is familiar with the consumer affairs. The forum may be assigned different types of grievances depending on the nature of the grievance and the level at which it can be best resolved.

Any complainant aggrieved by the non-redressal of his/her grievance by the distribution licensee may himself/herself or through his/her authorized representative, approach the Appropriate Forum established by the distribution licensee as per PSERC (Forum and Ombudsman) Regulations, 2016, as amended from time to time, in writing for the redressal of his/her grievance.

In case of non-compliance of the order of the Appropriate Forum within the specified period, the aggrieved person may approach the appropriate authority as per the provisions of PSERC (Forum and Ombudsman) Regulations, 2016, as amended from time to time.

25.3 Redressal of Grievances by Ombudsman

25.3.1 A complainant aggrieved by an order of the Corporate Forum or non-redressal of grievance by the Corporate Forum within the prescribed period shall have the right to submit an appeal to the Ombudsman as per the provisions of PSERC (Forum and Ombudsman) Regulations, 2016, as amended from time to time.

25.3.2 In case of non-compliance of award/order of the Ombudsman within the specified period, the consumer may approach the Ombudsman as per provisions of PSERC (Forum and Ombudsman) Regulations, 2016, as amended from time to time.]

25.4 Registration of Complaints/Reporting mechanism

25.4.1 Complaints pertaining to failure/interruption of supply listed in para 1 of Annexure-1 shall be registered by the distribution licensee at the complaint centres and/or centralized call centre in the format specified in Annexure-3A. The complainant shall be immediately intimated of the complaint number and the date and time of its registration.

25.4.2 All other complaints listed in para 2 to 7 of Annexure-1, shall be registered in the notified offices of the distribution licensee and/or centralized call centre in the Proforma at Annexure-3B. The complainant shall be immediately intimated of the complaint number and date & the time of its registration.

25.4.3 All complaints shall be attended to/rectified first by the officer/functionary in charge of the notified office within the time limits specified by the Commission. In case the complainant is not satisfied with the response or there is no response, the complainant shall have the right to approach the Appropriate Forum as specified in the PSERC (Forum and Ombudsman) Regulations, 2016, as amended from time to time.

25.4.4 The Commission may at any time review the adequacy of the complaint centres set up by the distribution licensee and functioning of centralized Call Centre. The Commission may issue such directions to the distribution licensee as deemed necessary in the interest of consumers.

25.4.5 The distribution licensee shall every month compile data of complaints registered in format 3A and 3B, in the proforma at Annexure-4 and furnish the same to the Commission along with the half yearly/ annual reports to be submitted as per Regulation 27.

25.5 The distribution licensee shall be required to maintain standards of performance for supply to all consumers as specified in Annexure-1. The periods specified in these standards are the maximum time permissible for services to be provided to the consumers. It shall, however, be the endeavor of the distribution licensee to provide the best possible services well before the time limits specified in these Regulations.

11. Amendment of Regulation 26 of the Principal Regulations: PAYMENT OF COMPENSATION-

Regulation 26 of the Principal Regulations shall be substituted as under: