

विभाग का नाम :- ऊर्जा विभाग  
विभाग का पता :- आठवां तल, बी विंग, दिल्ली सचिवालय

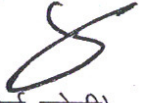
तारांकित प्रश्न संख्या-17

दिनांक :- 06.06.2018

प्रश्नकर्ता श्री कर्नल देवेन्द्र शेहरावत

क्या ऊर्जा मंत्री यह बताने की कृपा करेंगे कि :

	प्रश्न	उत्तर
क)	वसंत कुंज एन्क्लेव में और होटल/मोटल/मैरिज वेन्चु में बिजली के कनेक्शन देने और इनकी मॉनिटरिंग हेतु बीएसईएस की पॉलिसी का विवरण क्या है;	डीईआरसी आपूर्ति संहिता और प्रदर्शन मानदंड विनियम, 2017 के अनुसार ही सभी स्थायी या अस्थायी विद्युत कनेक्शन जारी और मॉनिटर किये जाते हैं। इसमें BSES की अपनी कोई पॉलिसी लागू नहीं होती।  विनियमों का विवरण जिसमें सभी प्रकार के बिजली कनेक्शन प्राप्त करने की प्रक्रियाओं और आवश्यकताओं को अनुलग्नक -1 के रूप में संलग्न किया गया है।

  
(वर्षा जोशी)  
सचिव (ऊर्जा)  
Varsha Joshi  
Secretary (Power)

**(TO BE PUBLISHED IN DELHI GAZETTE EXTRAORDINARY PART)  
GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI**

**Delhi Electricity Regulatory Commission**

Viniyamak Bhawan, C-Block, Shivalik, Malviya Nagar, New Delhi-110017

**Notification**

Delhi

**No. F.17(85)/Engg./DERC/15-16/5109-----** In exercise of the powers conferred by Section 46, 50 read with Section 57, Section 181 of the Electricity Act, 2003 (Act 36 of 2003) and all other powers enabling it in this behalf and after previous publication, the Delhi Electricity Regulatory Commission hereby makes the following Regulations, namely Delhi Electricity Regulatory Commission (Supply Code and Performance Standards) Regulations, 2017.

**CHAPTER - I  
GENERAL**

**1. Short title, extent and commencement:-**

- (1) These Regulations may be called "Delhi Electricity Regulatory Commission (Supply Code and Performance Standards) Regulations, 2017".
- (2) These Regulations shall be applicable to all the Distribution Licensees including Deemed Licensees and all consumers in the National Capital Territory of Delhi.
- (3) These Regulations shall come into force from 1.9.2017.

**2. Definitions:-**

In these Regulations, unless the context otherwise requires:-

- (1) "**Act**" means the Electricity Act, 2003, as amended from time to time;
- (2) "**Accredited laboratory**" means a laboratory accredited by National Accreditation Board for Testing and Calibration Laboratories (NABL);

**CHAPTER - III**  
**NEW AND EXISTING CONNECTIONS**

**10. New and Existing Connections:-**

**(1) General:-**

- (i) The Licensee shall upload all the forms and formats prescribed under these Regulations on its website.
- (ii) The Licensee shall make appropriate arrangements for filing and accepting the application by the applicant both in hard copy as well as online.
- (iii) The applicant may file the application either online or in hard copy:

Provided that where the hard copy of application is submitted by hand, the Licensee shall verify the application on the spot and if found in order, acknowledge through dated receipt, and if found deficient, issue a written note regarding shortcomings in the application:

Provided further that where application is sent by registered post or speed post at correct postal address, the deficiency if any, shall be sent to the applicant within 2(two) days of receipt of application through registered post or speed post at correct postal address or on registered mobile number through SMS:

Provided also that where the application is submitted online, a system generated acknowledgement shall be issued forthwith and in case of any deficiency same shall be intimated to the applicant within 2 (two) days of the receipt of the application on registered mobile number through SMS or registered e-mail address, as the case may be.

- (iv) The Licensee shall prominently display consumer related information at its website and all its offices:

Provided that no other document or the charges, which have not been listed, shall be required from the applicant.

- (v) On the request of applicant, an independent electric connection shall be given to the owner/lawful occupant on each floor of the premises.
- (vi) Wherever, one dwelling unit has been sub-divided and separate kitchen as well as separate entry is available, second electric connection may be given to the lawful occupant.
- (vii) The electricity bill shall be only for electricity supply to the premises occupied by the consumer and shall not be treated as having rights or titles over the premises.

**(2) Proof of identity of the applicant:-**

Any of the following documents shall be accepted as proof of identity:-

- (i) electoral identity card;
- (ii) passport;
- (iii) driving license;
- (iv) ration card having photograph;
- (v) Aadhar card;
- (vi) PAN card;
- (vii) photo identity card issued by any Government agency;
- (viii) If the applicant is an organization, certificate of incorporation/ registration issued by the Registrar and proof of authorization /resolution of Board for authorizing the person.

**(3) Proof of ownership or occupancy of the premises:-**

Any of the following documents shall be accepted as the proof of ownership or occupancy of premises:-

- (i) certified copy of title deed;
- (ii) certified copy of registered conveyance deed;
- (iii) General Power of Attorney (GPA);
- (iv) allotment letter/possession letter;

- (v) valid lease agreement alongwith undertaking that the lease agreement has been signed by the owner or his authorized representative;
- (vi) rent receipt not earlier than 3 (three) months alongwith undertaking that the rent receipt has been signed by the owner or his authorized representative;
- (vii) mutation certificate issued by a Government body such as Local Revenue Authorities or Municipal Corporation or land owning agencies like DDA/L&DO;
- (viii) sub-division agreement;
- (ix) For bonafide consumers residing in JJ clusters or in other areas with no specific municipal address, the licensee may accept either ration card or electoral identity card mandatorily having the same address as a proof of occupancy of the premises.

**(4) Sub-divided Property:-**

- (i) Where property/premises have been legitimately sub-divided, the owner/occupier of the respective portion of such sub-divided property shall be entitled to obtain independent connection in his name.
- (ii) The Licensee shall provide the connection, to the applicant of respective portion of the legitimately sub-divided property, on payment of outstanding dues on pro-rata basis for that portion, based on the area of such sub-division or as mentioned in sub-division agreement, and the Licensee shall not deny connection to such applicant on the ground that dues on the other portion(s) of such premises have not been paid, nor shall the Licensee demand record of last paid bills of other portion(s) from such applicant(s).

**(5) Reconstruction of Existing Property:-**

In case of complete demolition and reconstruction of the premises or the building following shall apply:

- (i) Supply of electricity from existing connection shall not be allowed to be used and same shall have to be essentially

surrendered by the owner/occupier/developer of the premises.

- (ii) Meter and service line shall be removed, and the agreement shall stand terminated only after realizing all dues payable to the Licensee and thereafter the security deposit of the consumer shall be duly returned by the Licensee as per the Regulations.
- (iii) The owner, occupier, developer of the premises, as the case may be, shall apply for temporary connection and the Licensee shall give such temporary connection subject to Regulation 16:

Provided that temporary connection in all such cases shall be given only after the outstanding dues, if any, for such premises, are fully cleared.

- (iv) Such reconstructed premises or building shall be treated as new premises and the consumer shall be required to apply afresh for a new connection as per these regulations.
- (v) Any new connection to such reconstructed premises shall be given only after the outstanding dues attributed to the premises are duly paid by the applicant:

Provided that in case such reconstructed building is occupied by multiple owners, the treatment for new connection(s) to such multiple owners in the reconstructed building shall be given as if the property is sub-divided as in Regulation 10(4).

#### **(6) Renovation of the Existing Property:-**

Subject to Regulation 10 (5), renovation of the existing property being used by the domestic consumer for their own use shall be considered under domestic category connection on fulfillment of following conditions:

- (i) The consumer shall give advance notice to the Licensee;

- (ii) An undertaking to be given by the consumer to the effect that alteration/addition is as per the prevailing Building Bye-Laws;

### **11. New Electricity Connection:-**

The Licensee shall process the application for new connection, within the time frame as specified in these Regulations

#### **(1) Submission of application along with all documents:-**

- (i) The Applicant shall make application for new connection to the Licensee in the form notified in the Commission's Orders:

Provided that a non-refundable registration cum processing fee as notified in the Commission's Orders shall be levied on the applicant applying connection at Extra High Tension or High Tension voltage level.

- (ii) The applicant can also make application for new connection online on the website of Licensee:

Provided that the applications for new connection for 50 kVA and above, unless any other lower value as may be notified by the Commission from time to time, shall be submitted through online system only.

- (iii) If the Applicant wishes to provide his own meter of approved specifications, he shall explicitly inform the same to the Licensee at the time of making the application.
- (iv) The Licensee shall indicate all the deficiencies in the application form to the applicant in one go only and shall not raise any new deficiency subsequently.
- (v) In case the Licensee fails to intimate the applicant about any deficiencies in his application on the spot or within the stipulated 2 (two) days in case of online application, as the case may be, the application shall be deemed to have been accepted by the Licensee on the date of receipt of the application.

- (vi) In case the applicant fails to remove such defects or fails to inform the Licensee about removal of deficiencies within 30 (thirty) days from the date of receipt of intimation of deficiencies, the application shall stand lapsed and the applicant will have to apply afresh.
- (vii) The application shall be considered to be accepted only on removal of deficiencies as indicated under this Regulation.

**(2) Field Inspection:-**

- (i) In case the application form is complete, the Licensee shall, at the time of receipt of application form, stipulate a date and time for inspection of applicant's premises in mutual consultation with the applicant, giving a written acknowledgement.
- (ii) The date of inspection shall be scheduled within 2 (two) days from the date of acceptance of the application:

Provided that if the applicant wishes to have a different date and time for field inspection, which is beyond the stipulated date & time, the excess time taken by the applicant shall neither be considered for computation of total time taken for release of connection nor for the purpose of compensation:

Provided further that if the applicant wishes, he can get the inspection scheduled on a holiday for the Licensee, on payment of an inspection fee as notified in the Commission's Orders.

- (iii) The Licensee shall conduct field inspection of the premises in the presence of the applicant or his representative on the appointed date and time.
- (iv) The Licensee shall not sanction the load, if upon inspection, the Licensee finds that;



- a. the information as furnished in the application is at variance to the actual position, or
  - b. the installation is defective or
  - c. the energisation would be in violation of any provision of the Act, Electricity Rules, Regulations or any other requirement, if so specified or prescribed by the Commission or Authority under any of their Regulations or Orders.
- (v) The Licensee shall give intimation to the applicant on the spot in writing about the defects/deficiencies, if any, observed during the field inspection.
- (vi) The applicant shall ensure that all defects/deficiencies are removed within 30 (thirty) days from receipt of intimation of defects/ deficiencies.
- (vii) On receipt of information from the applicant about removal of defects/deficiencies, the Licensee shall intimate the applicant about date for re-inspection of the premises of the applicant which shall not be later than 2 (two) days of receipt of information from the applicant about removal of defects/deficiencies.
- (viii) In case the applicant fails to remove such defects/deficiencies or fails to inform the Licensee about removal of defects/deficiencies within 30 days from the date of receipt of intimation of defects/deficiencies, the application shall stand lapsed and the applicant will have to apply afresh:

Provided that the Licensee may grant additional time to the applicant for completion of works, in case the applicant submits a written request for the same, within 30 (thirty) days from the date of receipt of intimation of defects/deficiencies.

- (ix) In case the Licensee fails to carry out field inspection/re-inspection within 2 (two) days from the date of acceptance of application or from the date of receipt of intimation of removal of site defects/deficiencies, the load applied for

connection shall be deemed to have been sanctioned after 2 (two) days from the date of acceptance of the application or the date of receipt of information for removal of defects/deficiencies, as the case may be.

**(3) Load Sanction and Demand Note:-**

- (i) Save as otherwise provided in the Act or these Regulations, the Licensee shall sanction the load as requested by the applicant.
- (ii) The Licensee shall raise the demand note to the applicant, within 2 (two) days of the field inspection subject to rectification of defects/deficiencies, for applicable charges, giving its breakup under the heads such as Service Line cum Development (SLD) charges, Security deposit, security towards pre-payment meter, road restoration charges, reconnection charges, etc. after giving due adjustment for the registration cum processing fee collected, if any, at the time of submission of the application:

Provided that in cases where consumer contribution is required for augmentation of network, the demand note shall be raised by the licensee within 10 (ten) days of the field inspection.

- (iii) The applicant shall make payment within 2 (two) days of the receipt of the demand note.
- (iv) In case the applicant finds difficulty in making the payment within 2(two) days, the applicant may request the Licensee, in writing, for an extension of time for a maximum period of 15 (fifteen) days.
- (v) The Licensee shall be under obligation to energise the connection on receipt of full payment against the demand note subject to the condition that the time extended under sub-regulation (iv) above shall not be counted in working out the total time taken for energisation of connection by Licensee nor the consumer shall be entitled to seek any compensation for such extended period.

**(4) Energisation of Connection:-**

**(i) Where connection is to be provided from existing distribution system in electrified areas:-**

- a. In cases where road cutting permission or right of way is not required, the Licensee shall energize the connection within 1(one) day from the date of receipt of full payment.
- b. In cases where road cutting permission or right of way is required, the Licensee shall energize the connection within 9(nine) days from the date of receipt of full payment:

Provided that if delay in road cutting permission or right of way is beyond 2(two) days from the date of submission of request by the distribution licensee, such delay shall not be counted in working out the total time taken for energisation of connection by Licensee nor the consumer shall be entitled to seek any compensation for such period.

- c. The total time for providing connection from existing distribution system shall not exceed the time schedule specified under these Regulations.
- d. For the purpose of illustration, the total time taken for release of connection in electrified area from the existing distribution system, where there is no deficiency in the application or during field inspection, shall be as under:

<b>Sl. No.</b>	<b>Description</b>	<b>Time period</b>
(i)	Acceptance of Application	Zero date
(ii)	Field Inspection	Within 2 days of Acceptance of Application

(iii)	Load Sanction and demand note	Within 2 days of Field Inspection
(iv)	Payment of demand note	Within 2 days of raising demand note
(v)	Release of connection, where no RoW or road cutting permission is required	Within 1 day of receipt of payment
	Release of connection, where RoW or road cutting permission is required	Within 9 days of receipt of payment
(vi)	Total time for release of connection where no RoW or road cutting permission is required	Within 7 days of acceptance of application
	Total time for release of connection where RoW or road cutting permission is required	Within 15 days of acceptance of application

(ii) **Connection where system augmentation is required in electrified areas:-**

- a. The Licensee shall not deny new connection as long as the peak load including the load capacity of the new connection on the applicable distribution transformer falls within and up to 90% of the rated capacity of the transformer.
- b. The Licensee shall take appropriate action for augmentation of the capacity, as soon as the peak load on the existing applicable distribution transformer(s) reaches about 70% of its rated capacity.

- c. Subject to sub-clause (a) above, if giving of new connection requires augmentation of distribution system, the Licensee shall inform the applicant about the approximate time frame by which the applied load can be energized. Such time frame shall not exceed the time schedule specified as under:

(i)	Electrified Areas (where extension of line upto five poles is required)	Within 15 days from the date of receipt of full payment against demand note.
(ii)	Electrified Areas (Where extension of lines or augmentation of Distribution Transformation capacity, where peak load of transformer has reached 90% of its rated capacity)	Within 2 months from the date of receipt of full payment against demand note.
(iii)	Electrified Areas (Where new Distribution Transformer is required)	Within 4 months from the date of receipt of payment against demand note
(iv)	Electrified Areas (Where existing 11 KV network needs to be augmented)	Within 6 months from the date of receipt of payment against demand note

(v)	Electrified Areas (Where existing 66/33 kV grid sub-station needs to be augmented)	Within 8 months from the date of receipt of payment against demand note
-----	---	--

Provided that the Licensee may approach the Commission for extension of time specified in specific cases, where magnitude of electrification works is such that it requires more time, duly furnishing the details in support of such request for extension.

**(iii) Connection in Un-electrified areas:-**

- a. The licensee shall upload the updated details of un-electrified areas as on 31<sup>st</sup> March of every year alongwith the geographical map clearly indicating the boundaries of such areas under its licensed area of supply by the end of April of that year:

Provided that the Licensee for the first time shall upload the details of un-electrified areas as on 31.7.2017 alongwith the geographical map clearly indicating the boundaries of such areas under its licensed area of supply:

Provided further that the details of un-electrified areas as on 31.7.2017 shall be uploaded by the Licensee on its website by 31.8.2017 and shall remain on its website unless reviewed by the Commission.

- b. The Licensee shall submit in the Business Plan, details of un-electrified areas under its area of supply and proposal for its electrification during the control period.
- c. The Licensee shall submit alongwith the filing of tariff petition, the detailed plan for electrification of these areas duly taking into account the number of pending applications for service connections, potential for load growth etc.

- d. The Licensee shall ensure that all relevant laws of the land are complied with.
- e. The Licensee shall complete the electrification of un-electrified areas and release the connection within the time schedule specified as under:

(i)	Where connection from nearby existing network is possible	<p>Within 4 months from the date of receipt of approval from the Commission, wherever required, subject to:</p> <p>(i) receipt of service line cum development charges under Regulation 21 from the developer or the applicant as the case may be; and</p> <p>(ii) availability of right of way &amp; land, wherever required.</p>
(ii)	Where new network is to be laid or grid station needs to be established	<p>Within 12 months from the date of receipt of approval from the Commission, wherever required, subject to:</p> <p>(i) receipt of service line cum development charges under Regulation 21 from the developer or the applicant as the case may be; and</p> <p>(ii) availability of right of way &amp; land, wherever required.</p>

Provided that on request of the licensee, the Commission may allow extension of time for electrification works in specific cases, based on the justification and the details furnished by the Licensee:

Provided further that once electrification of such area is completed, the timelines for energisation of connection shall be in accordance with the provisions of these Regulations for energisation of connection in electrified areas.

**(iv) All connections to be energized using bus-bars:-**

- a. If more than one connection in a premises/complex are energized using a single service line or a cable, all such connections shall be energized using the bus-bars only without looping with other meters.
- b. Any existing connection, provided through loop connections, energized prior to 18th April, 2007 (date of notification of Delhi Electricity Supply Code and Performance Standards Regulations, 2007), shall be rectified and re-energized using bus-bars within 6 (six) months from the date of applicability of these Regulations.
- c. The consumer shall have the right to check / verify that the neutral of its meter is connected directly from the bus bar and not in any other manner.
- d. Subject to Sub-Clause (b) above, if it is found that the consumer's meter is energized through neutral looping and not directly from the bus bar, the Licensee shall be liable to pay compensation as specified in Schedule-I of the Regulations.

**(v) Compensation for delay in energizing connection:-**

- a. In case the Licensee fails to provide the connection to an applicant within the prescribed time lines, the Licensee shall be liable to pay the applicant,



compensation as specified in Schedule-I of the Regulations.

- b. For determination of compensation, the time taken for release of connection shall not be considered on account of the following:-
- (i) If at any stage, additional time period is sought by the applicant for reasons to be recorded in writing; or
  - (ii) If the same is on account of reasons such as right of way, acquisition of land, delay in permission for road cutting etc., or occurrence of any force majeure event, over which Licensee has no control and the reasons for the delay are communicated to the applicant within the period specified for energisation; or
  - (iii) If additional time is allowed by the Commission for completion of work.
- c. In case the Licensee fails to provide connection to an applicant after raising a demand note, the Licensee shall pay the applicant, compensation as per Schedule-I of the Regulations:

Provided that the Licensee shall also refund the amount deposited by the applicant against the demand note along with interest as applicable in case of Security Deposit, within 30 (thirty) days from the date load is not sanctioned:

Provided further that if the connection could not be provided after issuance of the demand note for the reasons attributable to the applicant, no compensation shall be payable and the Licensee shall refund the amount deposited by the applicant against the demand note.

(vi) **Electricity Connection based on occupancy as per Regulation 10 (3)(v & vi):-**

- a. The Licensee shall provide the electricity connection to such applicant only through pre-payment meter by charging a refundable security also as notified in the Commission's Orders towards pre-payment meter: Provided that if the load demanded by the applicant is more than 45kW, the Licensee may provide the connection through post-paid meter:
- b. The electricity connection shall be valid during the currency of said lease agreement or mutually extended period of lease by the occupier and the owner.
- c. The Licensee shall disconnect the electricity connection on expiry of lease agreement, unless extended.
- d. In case the proof of occupancy is rent receipt alongwith undertaking that the rent receipt is signed by the owner or his authorized representative, the electricity connection shall be disconnected on the request of the owner or his authorized representative:

Provided that notice of at least one month period shall be given by the owner or his authorized representative to the Licensee and the occupier .

- e. At the time of disconnection, if the pre-payment meter is not defective/damaged, the Licensee shall refund the security collected towards pre-payment meter alongwith the balance within 7 (seven) days of disconnection through demand draft or electronic clearance system.

**12. Single point supply:**

- (1) The Licensee shall, if so requested, give single point supply, to the premises with multiple consumers/beneficiaries such as:
  - (i) Multi-storey buildings.
  - (ii) Residential complex developed by any developer.