

**PUNJAB STATE ELECTRICITY REGULATORY COMMISSION  
PLOT NO.3, MADHYA MARG, SECTOR 18-A, CHANDIGARH**

**ORDER**

**DATE: 07.09.2022**

**In the matter of**

**Punjab State Electricity Regulatory Commission (Electricity Supply Code and Related Matters) (11<sup>th</sup> Amendment) Regulations, 2022.**

**1. INTRODUCTION**

The Commission issued the draft notification regarding Punjab State Electricity Regulatory Commission (Electricity Supply Code and Related Matters) (11<sup>th</sup> Amendment) Regulations, 2022 along with Explanatory Memorandum seeking comments/ objections/ suggestions from the stakeholders by 22.06.2022. The Public hearing was also held on 29.06.2022 and in the public hearing, oral submissions were made by the officers of PSPCL and other stakeholders. The comments/objections/suggestions from following eleven stakeholders including PSPCL have been received;

Objection No. 1: Mr. Himanshu Gupta, Mahakali Developers & Resorts Private Limited.

Objection No. 2: M/s Shubham Promoters & Developers

Objection No. 3: Mr. Mohinder Gupta, President Mandi Gobindgarh Induction Furnace Association

Objection No. 4: Ms. Madhu Pillai, Regional Director/PHD Chamber of Commerce & Industry

Objection No. 5: SE/Regulation, PSPCL, Patiala

Objection No. 6: Er. KD Parti

Objection No. 7: Mr. Gursewak Singh Cheema

Objection No. 8: Mr. Daleep Moudgil, On behalf of Suntec Mullanpur

Objection No. 9: Mr. Daleep Moudgil (Advisor), ABS Townships Pvt. Ltd

Objection No. 10: Chairman/Confederation of Real Estate Developers

Association of India, Punjab

Objection No. 11 Mr. Harish Gupta, Presodent/Builders Association  
Zirakpur

The objections/comments received from the stakeholders on the draft regulations, the analysis and decisions of the Commission on these comments/objections/suggestions along with reasons for the same are as under:-

## **2. Regulation 2: Definitions**

### **Comments Received**

#### **(i) Regulation 2(ab): 'Advanced Metering Infrastructure Service Provider'**

##### **(a) Objections 3 & 4**

Keeping in view the previous experience of PSPCL with such service providers, it is not advisable to hand over the revenue collection to Service Providers. Therefore, the service provider should only be for operating and maintaining the advance metering infrastructure. However, the infrastructure should be provided and owned by PSPCL and revenue deposit should be in PSPCL account.

##### **(b) Objections-8 & 9**

It does not include the provisions for franchisee which may be incorporated.

#### **(ii) Regulation 2(i): "Billing Cycle or Billing period"**

##### **Objection-7**

The billing cycle needs to be explicitly mentioned as PSPCL does not follow billing cycle and sends bills either twice in a month or does not send bills for months.

#### **(iii) Regulation 2(ztb): "Point of supply"**

##### **Objection 7**

The definition regarding point of supply is silent on the point where consumer is supplied electricity whether till meter terminals or the cable upto the consumer premises.

**(iv) Regulation 2(zva) "Prosumer"**

(a) Objections-3 & 4

The word Limbo should be deleted.

(b) Objection-7

The definition of Prosumer is silent on the areas where mini grids have been installed.

(c) Objections-8 & 9

It does not include the provisions for franchisee which may be incorporated.

**(v) Regulation 2(zo): "Meter"**

Objections-3&4

The wording 'Consumption' has been substituted with 'conveyance'. Being related to electricity, 'Consumption' is more appropriate word and should not be changed.

**(vi) Regulation 2(zwa) "Sanctioned/Contracted load"**

Objections-3&4

The term "Sanctioned/Contracted Load" is confusing. Either of two i.e. sanctioned load or contracted load should be defined. Similarly Sanctioned Contract Demand should also be defined. Requirement of declaring connected load need to be dispensed with for consumers under CD system.

**(vii) Regulation 2(zyaa): 'Smart Meter'**

Objections-3&4

Definition of the meter is covered under clause (zo). Smart Meter, Smart Meter with Pre- payment facility, Pre-paid Meter and Dual Supply Meters should also be covered there.

**Analysis and Decisions**

- (i) (a) As per section 55 read with section 177 of the Electricity Act, 2003, Central Electricity Authority (CEA) is the competent authority to frame regulations for installation and operation of meters. The provision of 'Advanced Metering Infrastructure Service Provider' is as per CEA Metering Regulations 2022.

- (b) Franchisee is a person engaged by a distribution licensee to carry out certain job on his behalf in the area of supply of the distribution licensee whereas this provision relates to the job before it is handed over to the licensee.
- (ii) Billing Cycle for different categories has been specified in Regulation 30.3 of the Supply Code, 2014 and the distribution licensee is bound to follow the provisions of the regulations.
- (iii) The Point of supply has been specified in Regulation 7.1 of the Supply Code, 2014
- (iv)
  - (a) The word “limbo” inadvertently added in the draft notification has been deleted.
  - (b) The definition of Prosumer is as per Electricity (Rights of consumers) Rules, 2020.
  - (c) Franchisee is an agent of the distribution licensee to carry out certain job on his behalf in the area of supply and is not a consumer.
- (v) The definition of ‘meter’ has been amended by CEA vide notification dated 23.12.2019 and the word “conveyance” has been used instead of “consumption”.
- (vi) To remove ambiguity the words “Sanctioned Load or Contracted Load shall be used. The contract demand has already been defined in clause (q) of Regulation (2) of the Supply Code, 2014. The declaration of connected load along with details of electric installation/equipment is required to verify that the installation/equipment of the consumer conform to CEA(Measure Relating to Safety & Electric Supply) Regulations 2010, as amended from time to time and other safety rules.
- (vii) The definition of smart meter is as per CEA Metering Regulations 2019. The CEA Regulations defines the ‘Meter’ and ‘Smart Meter’ separately.
- (viii) Interface meter has been defined.

### **3. Regulation 4.2: Supply Voltage**

Objections- 3 & 4

The option of having either Single Phase or Three Phase supply may be

allowed to all the DS Consumers whether existing or new with total load not exceeding 10kw. The existing consumers having load up to or above 7kw but less than 10kw cannot get the load extended up to 10kw due to change of internal wiring from Single Phase to Three phase.

### **Analysis and Decision**

The methodology for calculating connected load and supply voltage for single phase load were amended vide Commission's order dated 01.08.2012 so to protect the consumers existing on that date, the provision has been inserted. However such consumers have the option to avail three phase supply subject to fulfilment of conditions, as specified.

#### **4. Regulation 4.2 A: Supply Voltage for connectivity at single point under Regulation 6.6**

(a) Objections- 3 & 4

Regulation 4.2 A shall be added to the Principle Regulation after sub regulation 4.2.2. The estimated load has been indicated in KW and not in KVA. Being in KVA, It should be defined as estimated Contract Demand in KVA and not load. The guidelines for load calculations already provide to consider 0.90 PF for conversion of estimated load to estimated KVA.

(b) Objections-8 & 9

For single point colonies, the supply should be at 11kV for loads upto 5000 kVA and for loads above 5000 kVA, the supply should be at 66 kV. Further provision for multiple feeders subject to payment of System loading charges should be allowed as there are right of way constraints. Besides if the licensee/Commission feels that the transmission losses shall increase, the metering for such independent feeders be made at source end instead of supply end to account for the same.

PSPCL is also not applying new connections for release under Regulation 6.6.2 and may be directed to get connections applied and released.

### **Analysis and Decisions**

- (a) The load is always in kW. Since contract demand system is applicable only in case of consumers and a developer is not a consumer of the licensee so the

load of a colony/complex is estimated as per norms in kW and then converted in kVA to check Supply Voltage for release of connectivity in case of single point supply. Clause 4.2.1 and 4.2.2 to Regulation 4.2 deals with supply to consumers whereas Regulation 4.2 A relates to single point supply under regulation 6.6 and these clauses are not applicable to single point supply under 6.6 of the Supply Code, 2014.

- (b) The Supply Voltage for different loads/demand has been fixed after detailed analysis and stakeholder consultations and needs no change. The metering for the purpose of billing cannot be carried out at sending end i.e at the grid sub-station. To engage a franchisee as per seventh proviso to section 14 of the Act read with Regulation 6.6.2 of the Supply Code, 2014, is the prerogative of the distribution licensee.

**5. Regulation 6: PROCEDURE FOR RELEASE OF NEW CONNECTION/ ADDITIONAL LOAD/DEMAND**

**(i) Regulation 6.1**

Objection-7

The processing fees should be increased and manpower be deployed along with state of art infrastructure so that Regulation 6.1 is adopted seamlessly. In absence of the same, the distribution licensee, like other departments, be directed to simultaneously run both online and offline systems until application is launched. Since the website and mobile application is third party enabled, the safeguard mechanisms for data security must be ensured and guidelines for same must be issued along with stringent penalties for data leak.

**(ii) Regulation 6.2: APPLICATION FOR LOAD/DEMAND NOT EXCEEDING 500 KW/KVA**

Objections-3&4

In regulation 6.2.1 & 6.2.2, it should be clarified that total load including additional load shall not exceed 50 KW/KVA. As per proposal, with additional load of 50KW/KVA, the total load may exceed 50KW/KVA. In proposed regulation 6.2.2, all other category of consumers/applicants irrespective of load/demand will be covered whereas the consumers/applicants having

demand exceeding 500KVA are covered under Regulation 6.3 of the Supply Code, 2014.

**(iii) Regulation 6.4.3**

Objections-3&4

In case where proof of ownership or occupancy is not available, it may be specified that connection shall only be through pre-paid meter.

**Analysis and Decisions**

- I. The processing fee is reasonable and may be revised at appropriate time, if required. The Consumer Rules and this regulation provide for both online and off-line registration of applications. On the issue of data security, separate directions shall be issued to the licensee.
- II. The first sentence of Regulation 6.2.1 has been amended as under;

“The owner or occupier of a premises requiring new connection or additional load/demand having total load/demand including additional load/demand, if any, upto 50kW/kVA for -----“

The Regulation 6.2.2 has been amended as under;

“The owner or occupier of a premises requiring new connection or additional load/demand having total load/demand including additional load/demand, if any, exceeding 50kW/kVA but not exceeding 500kVA for Domestic, Non-Residential, Industrial, Bulk Supply, AP High Tech/High Density Farming and Compost plants/ solid waste management plants and all other categories of consumers/applicants for load/demand not exceeding 500kVA, shall submit an application on the prescribed A&A form along with requisite documents, processing fee, Security (consumption), Security (meter) as specified in Schedule of General Charges approved by the Commission.

- III. The proviso has been redrafted as under:

“Provided further that in case the supply is to be provided through a prepayment meter, in the absence of proof of ownership or occupancy mentioned above, any other address proof (where connection is to be

released through a pre-payment meter) shall be accepted for release of connection.”

**6. Regulation 6.7: Supply of Electricity to Individual Consumers in the Residential Colonies/Multi-Storey Residential Complexes, Commercial complexes/malls, IT parks developed under bye-laws/rules of the State Govt.**

**(i) Regulation 6.7.1(a)**

**(a) Objection- 4**

As per present regulation, the system loading charges are applicable for loads above 4000 kVA where supply is through 11 KV feeders instead of 66 KV. The position in case of other category of consumers such as Bulk Supply, Industrial, Commercial & DS-Consumers may be clarified.

**PSPCL Comments**

The Regulation 6.7 is only applicable for residential colonies/multi-storey residential complexes/ commercial complexes/ Malls/IT Parks etc.

**(b) Objection-7**

PSPCL should do away with NOC and should develop LD system of the project as per consumer requirement on payment of system loading charges. The LD system cost and service connection charges recoverable should be defined for both underground and overhead systems. The development of LD system by developer results in high losses for PSPCL as 500 KVA transformers are seldom used to optimal capacity. The developer, if required, should lay the cables and panels and transformers can be erected by PSPCL as per requirement.

**PSPCL Comments**

The system loading charges are not sufficient for complete development of the project. Further, Supply Code Regulation is already having provisions for developer to get the LD system executed from PSPCL or phase wise development of LD system.

(c) Objections-8 & 9

The processing fee is not deposited at time of submission of documents and is deposited after scrutiny of documents. Standards of performance may be incorporated for grant of NOC within 45 days.

**Analysis and Decisions**

(a) This regulation deals with the supply to colonies/commercial complexes etc and not to the consumers.

(b) Since as per Punjab Apartment & Property Regulations Act (PAPRA), 1995, it is the responsibility of the developer to erect LD system. Accordingly, the regulation provides an option to a developer to either get the work done from distribution licensee by depositing the estimated cost of LD system including connectivity charges or execute the work at its level by paying supervision charges. The arrangement wherein a developer lays cables/lines and transformers are erected by distribution licensee as per load requirement can be made with the consent of the promoter and the distribution licensee. The cost of LD system is estimated as per the approved layout plan. The System Loading Charges are just one component of the charges and is not sufficient to complete the LD system and provide connectivity to the colony/complex. Regarding under utilisation of LD system, the distribution licensee shall ensure optimum utilisation of electrical infrastructure while approving the layout plan.

(c) The distribution licensee has to align its procedures in accordance with the regulations.

**(ii) Regulation 6.7.1(b)**

(a) Objection-7

The Regulation 6.7 is silent on the load of EV charging stations to be installed inside the residential colony.

**PSPCL Comments**

The developer can take load of EV charging station as per the requirement and its load will be estimated under common services.

(b) Objections-8 & 9

The loading norms for flats are erroneous and the existing provisions are satisfactory so there is no need to change the norms. There is no instance where the actual load of the colony has increased the sanctioned load. Increasing norms unnecessarily shall result in under utilization of higher capacity infrastructure. Further the provisions are silent with respect to release of multiple connections in residential plots and the methodology to be adopted for release of such connections.

The norms for Hotels/Malls are too high and may be fixed @ 100W/sq yard which is realistic and as per sanctioned load of earlier released electricity connections.

Further the norms should be applied on new projects which are yet to get layout plan approved as applying the norms in existing projects will derail the project due to enhanced loading norms.

Due to adoption of LED, Star Rated Appliances and equipments, Green Building etc, there is no incentive in the loading norms which should be incorporated for adoption of energy savings devices.

The necessary provisions with respect to Electric Vehicle Charging Stations need to be incorporated whether they should be treated as part of common services/additional load etc may be clarified.

(c) Objection 10

For calculation of load of the colony, the already prescribed norms are good with respect to the residential plots, flats and group housing. However, in this amendment, while the load for residential plots and group housing is being kept as is already finalised, but the load of flats is proposed to be increased. Instead of calculating the load on the basis of BHK, this is proposed to be calculated on the basis of square ft. covered area irrespective of number of BHK. This will result in provision of excess system load by the developers, whereas the system provided by the developers on the basis of the previous loading norms is even more than the actual requirement of flats. The detailed explanation in this regard along with actual study of load flow has been attached.

(d) Objection No 11

The load requirement for different categories of residential flats needs reconsideration. This draft policy seems itself contradictory. In clause 6.7.1 b loads for different categories of residential plots/ flats are proposed wrongly. For example- As per draft policy a residential plot up to 200 sq. yard will be requiring 8 kVA load (approx. constructed area on a plot of 200 Sq. Yards is 4000 sq. feet approx as permissible in three stories ) and at the same time draft policy is proposing 18 kVA load for 2400 to 3000 sq. feet size flat. This means load requirement for flats is on very higher side. If load requirement for 200 sq yard plots (constructed area 4000 sq. Feet approx) is proposed 8 kVA load, then there should also be proposed load of 8 kVA for flats size up-to 4000 sq. Feet and smaller categories should be reduced proportionately".

**PSPCL Comments**

PSPCL issues NOC as per approved layout plan by competent authority wherein only residential plots are indicated. So it is not possible to judge multiple floors at the time of issue of NOC.

The objectors have not quoted any comparison to justify their claim that the area based norms shall result in increase in estimated load of flats then BHK basis. However as desired by the Commission, PSPCL has furnished a comparison of the estimated load of 16 colonies calculated as per existing as well as proposed norms.

PSPCL proposed the norms for flats on the basis of covered area instead of existing norms based on flat configuration as total covered area is indicated on the approved layout plan. Moreover the equivalent car space (ECS) for working out parking area for residential and commercial complexes is also calculated on the basis of covered area in the approved layout drawing submitted by the developers. This concept is also implemented in neighboring state of Haryana.

**Analysis and Decisions**

- (a) It has been provided at sr. no 10 of the table that the load of common services shall be as per actual. The EV charging stations has been specifically mentioned against sr. no. 10 of the table.

(b) The objector has not pin pointed the deficiency in the norms for flats. The existing norms for flats based on BHK basis are resulting in a lot of disputes between developers and distribution licensee. These days, developers are offering various options to public like study room etc (in addition to BHK) which the licensee is considering as an additional bedroom resulting in increase in estimated load. It has also been observed that the covered area for same BHK flats varies widely and it will be unfair to apply same loading norms for all such flats. After detailed discussions, the Supply Code Review Panel, consisting of various section of the consumers, recommended to adopt norms on the basis of covered area. It is incorrect that with new norms for flats on the basis of covered area will result in estimation of higher load. The objectors have not provided any data or comparative study to substantiate their argument. The new norms for flats on the basis of covered area do not result in higher estimated load of the colony as compared to the old norms on BHK basis. PSPCL submitted the data of 16 colonies having flats of different BHKs and corresponding covered area of these flats as per the approved layout plan. The covered area of 2 BHK flat varies from 776 sq.ft. to 1200 sq.ft. The covered area for 3 BHK flat varies from 941 sq.ft. to 1599 sq.ft and that of 4BHK flats varies from 1555 sq. ft to 2500 sq.ft. A comparison of the total estimated load of all these colonies with existing norms on the basis of BHK and proposed norms on the basis of covered have been submitted by PSPCL and it has been observed that except in colonies with 4 BHK or 5 BHK flats, the estimated load of all the other colonies with new norms are on lower side. The slabs for covered area above 1200 Sq. Ft. as well as corresponding loading norms have been revised to moderate the norms for higher BHK flats. Now the approved norms for flats on the basis of covered area are more liberal than existing norms based on BHK basis. The loading norms of Hotel and Malls, shops/showroom have also been moderated.

The under-loading of the system in colonies is mainly due to low occupancy and long gestation period of the big projects. Due to these reasons provision has been made in the regulations to allow phase wise development of projects.

Regarding applicability of new norms prospectively, provision has been made that the new norms shall be applicable for calculating estimated load of the colony/complex where NOC is issued by the distribution licensee on or after the date of notification of (Electricity Supply Code and Related Matters) (11<sup>th</sup> Amendment) Regulations, 2022 in the Government Gazette.

Since release of individual connections to the consumers/residents are governed by the provisions of Supply Code, 2014 so each resident can avail the benefit of energy saving appliances by getting his/her load sanctioned as per needs irrespective of the norms.

Regarding multiple connections in residential plot, it is pointed out that since the release of individual connections to the consumers/residents are governed by the provisions of Supply Code, 2014 so multiple connections shall be released by the distribution licensee as specified in the Regulations.

- (c) The issue of loading norms has been discussed in para (a) above.

The study annexed by objector has been examined and it is observed that the objector has only highlighted the issue that actual recorded demand on the feeder is about 40% of the estimated load as per existing norms. No comparison of the estimated load of the colony as per existing norms on BHK basis and that based on covered area has been provided. However, necessary provision that the distribution licensee, while approving the layout plan, shall design the LD system in such a way as to ensure optimum utilisation of electrical network and the transformation capacity should be commensurate with the estimated load of the colony/complex has been added in Regulation 6.7.2 of this regulation.

- (d) The distribution licensee has to calculate the estimated load on the basis of data/configuration provided in the layout plan. As submitted by PSPCL, the approved layout plan only indicate number of plots along with its size and it is not possible for the licensee to determine the details of each house to be built by residents at the time of issuing NOC for the colony/complex. The example quoted by the objector indicates that the norms for plots are liberal. However these norms are for designing LD system for the colony/complex whereas the

applicant has to get actual load sanctioned from the licensee as per Reg 6.7.7 of the Supply Code, 2014.

**(iii) Regulation 6.7.2**

(a) Objection-1

This is very welcome news for the builders and developers. This will solve a lot of problems being faced by the builders / developers as many projects got stuck because of facing problems in getting NOC. The proposed draft clarified the things in detail and makes the NOC approval process easier which will be the biggest advantage to all the developers.

(b) Objection-2

This is a very good step taken by PSERC, we welcome this and this will be a big thing in expediting the approval process which will benefit all the colonisers and save us from a lot of hassles or requesting adjoining colonisers for getting NOC approval.

(c) Objection 3&4

It will be better if the percentage of cost of works to be submitted as Bank Guarantee i.e.100% or 105% is specified.

(d) Objection-5

In order to justify the requirement of 66 KV grid inside the project, PSPCL proposes to incorporate a condition regarding 4000 kVA limit to demand space and right of way from promoter. By incorporating this change, PSPCL shall keep issuing combined NOC to contiguous colonies and recover only SLC till 4000 KVA load, however as the estimated load increases above 4000 kVA, PSPCL can demand space and right of way from promoter in case the grid sub-station is required to be erected in the colony. In order to keep combined NOC concept alive, PSPCL proposes to amend this clause as under:-

*“..... However, in case the grid sub-station is required to be erected in the colony/ project (having load above 4000 KVA), the promoter shall provide the space and right of way free of cost, or at nominal token money @ of Rs. 1 per sq. meter.”*

Secondly, as there may be instances where the developer had paid connectivity charges as per NOC, but the connectivity to the project could not be released due to some issue in erection of electricity line like right of way, court case etc. PSPCL therefore proposes to amend this regulation as under:-

*“The connectivity charges as per this regulation shall be recoverable where the developer has not paid connectivity charges on the date of publication of these regulations in Punjab Government Gazette”.*

(e) Objection-6

This clause will put unnecessary financial burden on the colonies/complexes/industrial estates coming under clause 6.7.1 for demand of connectivity as even small colonies will have to pay system loading charges which would burden the real estate market which is already passing through recession. Let us consider an example even a small colony with connectivity of 500 kVA will have to pay only system loading charges to the tune of 11.0 Lacs including other connectivity charges even though as per earlier regulations (before amendment) the total connectivity charges were low as 3.0-5.0 Lacs. Further the colonies have large gestation period and it takes lots of time for load to build up and paying high amount of system loading charges at start will hamper new projects as it will require large investment at start whereas load of colony grows very slowly. This will also put colonies at a disadvantageous position with respect to industry as in case of industrial connections there are no system loading charges for load less than 4000 kVA. It is a known fact that industry less than 4000 kVA Contract Demand puts immediate load on the system but is not required to pay system loading charges. On the other hand, load of colony develops after several years but will have to pay very high charges at the beginning which is not justified. In light of above it is prayed that colony with load less than 4000KVA be exempted from payment of system loading charges.

(f) Objector-7

The developer should be made to pay the system loading charges at time of grant of connectivity and same should be refunded to the developer by the

development authority as it will result in less litigation for PSPCL.

(g) Objections 8 & 9

The prices of the equipment procured by PSPCL are much higher than those available in retail market. For example, a 500 KVA inspected transformer costs around 8 lacs including GST & inspection charges whereas same is available for 11.5 lacs+ GST on PSPCL website. The discrepancies in prices result in unnecessary increase in cost of LD system thus resulting in higher BG payout. The same needs to be rectified.

The supervision charges are taken by PSPCL but no inspection is carried out when works are executed and only fault finding is done at time of hand over which maybe incorporated so that there is no harassment.

The System loading charges should be levied only on the part of load exceeding 4000 KVA and not on entire load so as to bring parity.

Further PSPCL may be directed to use 11KV 300 sq mm XLPE cable for projects where load increases above 4000 kVA upto 6000 kVA so as to provide a single source of supply inside the project

(h) Objection 10

It is submitted that system loading charges are applicable in case the load of the colony or complex exceeds 4000 KVA and no such charges are levied in case the load of colony is less than 4000 KVA. In this case, only proportionate cost of the 11 KV line including breaker in the sub-station and proportionate charges of 66 KV line/ infrastructure are charged from the developers. Now, as proposed in the amendment, these charges will be applicable to all developers irrespective of load ceiling which at present is 4000 kVA. This will result in unnecessarily burden on the small developers as their liability is to provide the electrical infrastructure within their colony only. The outside service upto their door step is to be provided by the government or development authority. For construction of 66 KV grid sub stations, the entire funding is to come either from the government or from the concerned development authorities as is being done in case of developers having loads above 4000 KVA. Therefore, the proposed amendment may be reviewed and previous system may be allowed to be continued.

## **PSPCL Comments**

PSPCL has to create necessary capacity/infrastructure at back end at 66KV level to feed load of the colony irrespective of 4000 KVA, so recovery of SLC from all the developer is required. Further, in order to avoid SLC the developers plans small pocket of the colonies to keep their load below 4000 KVA or files litigations against PSPCL if they are asked to take combined NOC for their total project. The developers should take up the matter regarding payment of SLC charges from EDC charges with the concerned Licensing Authorities.

## **Analysis and Decisions**

- (a) & (b) The Commission notes the comments of the stakeholders.
- (c) The amount of BG as 105% has been specified in Regulations in case of energisation of incomplete or partially completed LD system.
- (d) The matter regarding obligation of the developer to provide land to the licensee in the colony/complex free of cost or at nominal token money @ Rs. 1 per sq. meter in case erection of grid sub-station is required as per the existing provisions as well as proposed in the draft regulations has been examined in detail by the Commission in view of the comments received from stakeholders on System Loading Charges. It has been observed that System Loading Charges have been approved by the Commission in the cost data both in case land is provided by the developer and also where land has not been provided by the developer. Since system loading charges shall be recovered from all the developers for creation of sub-transmission and grid capacity irrespective of the estimated load so it will not be desirable to grant discretion to the licensee to demand land for the grid sub-station from the developer. The recovery of system loading charges from all promoters shall resolve the disputes between promoters and the distribution licensee regarding contiguous colonies due to which connectivity to such colonies has been held up resulting in avoidable harassment to residents. Accordingly it has been decided to delete the provision from the regulations regarding the obligation of the promoter to provide land to the licensee.

Regarding applicability of connectivity charges including system loading charges, the suggestion of PSPCL is accepted and it has been specified that the connectivity charges as per this regulation shall be recoverable where the developer has not paid connectivity charges including system loading charges on the date of publication of these regulations in Punjab Government Gazette.

- (f) The system loading charges are recovered at the time of grant of connectivity but in case cost of grid sub-station and/or HT/EHT line including bay/breaker has been deposited by the development authority, it is not recovered from the developer and connectivity is issued only after compliance.

- (e) & (h)

The supply to colonies/commercial complexes cannot be equated with supply to the industry. The tariff structure of different categories of consumers is different depending on various factors and a promoter is not a consumer of the distribution licensee. The distribution licensee has to create sub-transmission system including capacity at the grid sub-station to feed the load of the colony/complex. Since a promoter is liable to bear the cost of internal and external works so the component of system loading charges along with other connectivity charges are required to be recovered from the promoter otherwise the cost shall have to be allowed to the distribution licensee which will ultimately be borne by other consumers of the State. As per the data submitted by PSPCL, 160 NOCs have been issued by PSPCL in last two years and the combined estimated load of these colonies/complexes is 460 MVA whereas system loading charges for only 264 MVA have been recovered from the developers. To create sub-transmission system including grid sub-stations for remaining 196 MVA, PSPCL has to incur huge investment which shall have to be allowed to the licensee by the Commission in the ARR thus burdening the other consumers of the State. Accordingly it has been decided to recover system loading charges from all the developers. However to allow the developers to factor in the expenses in their project cost, the revised norms shall be applicable prospectively i.e. in case where the developer has not deposited the connectivity charges as on the date of publication of these regulations in Punjab Government Gazette.

The applicability of system loading charges to all colonies/complexes irrespective of the load shall resolve lot of disputes between promoters and

the distribution licensee on the issue of contiguous colonies due to which many projects are held up. The objectors 1 and 2, as mentioned above, have welcomed the proposal.

- (g) The store rates for various equipments with required specifications bought through transparent bidding process by the distribution licensee shall have to be used for estimation of cost of LD system. The licensee is required to supervise the works executed by the promoter since the LD system is to be maintained by the distribution licensee after it is taken over from the developer.

**(iv) Regulation 6.7.3**

- (a) Objection-7

The developers often take partial load for their projects and then don't turn up to install the grids. Further in many cases undertaking is given by GMADA/GLADA/BDA etc regarding development of grids but failure of developer to deposit EDC charges with these authorities and subsequent non development of grid results in over loading and poor electricity supply.

The norms for release of Bank guarantee and its subsequent use by PSPCL should be mentioned as PSPCL even after encashment of bank guarantee fails to develop LD system and release electricity connections. Also methodology should be defined for cases where 20/35% BG is encashed and mechanism for recovery of amount from the developer after release of partial load.

- (b) Objections 8 & 9

The Bank Guarantee provision needs to be done away with as it leads to unnecessary double cost on the developer as it serves no purpose. Further in cases where PSPCL has got BG encashed, the licensee has failed to release the connections to the prospective plot owners.

- (c) Objection 10

It is being proposed that the promoter should furnish a bank guarantee from any bank registered and regulated by the RBI equivalent to 20% of the estimated cost of the project in respect of electrical works estimate. It is being proposed to

increase this bank guarantee from 20% to 35%. This bank guarantee at the time of NOC was not applicable earlier and while reviewing the issue on the basis of representation from CREDAI for doing away with B.G., the Commission has approved reduction of bank guarantee from 150% to 105%, this condition of depositing 20% B.G before issuing NOC was introduced. The submission of bank guarantee requires blockage of funds to the equivalent amount for which the developers have to pay bank charges and keep the equivalent amount of money with the bank. This is in no way benefit the PSPCL, but for a security that in case the developer fails to develop the system and leave the project incomplete, the BG can be forfeited. Even in that case, that bank guarantee will not help in building the proposed electrification work as it is only 20% of the actual amount. The idea of explaining this point here is that let us have faith in the developers and even do away with deposition of 20% bank guarantee before issuance of NOC to help the developers to utilise these funds for speedily completion of the works. In view of this, the proposed amendment may be reviewed.

### **PSPCL Comments**

PSPCL observed that the licensing authority takes a Bank Guarantee amounting to 35% of the cost of the development works, including both the internal and external development works, from the developer. Accordingly, PSPCL also proposed to take a Bank Guarantee equivalent to 35% of the cost of LD system and connectivity charges. Such provision would be in line with the practice being followed by the licensing authorities as per PAPR Act, 1995 and would act as an effective deterrence.

### **Analysis and Decisions**

- (a) We appreciate the concern of the objector and it is precisely the reason for making amendments in the Regulation to safeguard the interest of consumers. Regarding norms of BG, this regulation provides that NOC shall clearly spell out the events of default on the part of developer which may result in encashment of BG by the distribution licensee. The BG recovered at the time of issue of NOC is only to ensure compliance of the conditions of NOC and is not meant to complete the LD system of the colony in case the

developer abandons the project. The BG recovered @ 105% of the balance works as per regulation 6.7.6(a) is in case the developer seeks connectivity for incomplete LD system. In such case, the licensee is liable to complete the LD system in case the developer abandons the project.

(b) & (c)

It is essential to recover BG from the developer to safeguard the interests of the consumers/residents. Large number of petitions have been received by the Commission from the residents of colonies who are suffering since the promoters have abandoned the project without completing the LD system and without submitting BG to the distribution licensee. As per clause 5(3)(ii) of PAPER (Amendment) Act 2014, a promoter is liable to furnish a BG equal to 35% of the estimated cost of development works before grant of license to the promoter. As per clause 2(n) 'development works' mean internal development works and external development works. The development authorities are recovering BG for works other electrical system at the time of issuing licence. As per instructions issued by Department of Housing and Urban Development (Housing Branch-II), Govt. of Punjab vide Memo No. 12092-98 dated 18.06.2013, Bank Guarantee against electricity works is to be recovered by PSPCL. So developers are required to furnish BG equal to 35% of the estimated cost of electrical works, including connectivity charges, at the time of issuance of NOC by PSPCL. This BG is only to ensure compliance of the conditions of NOC and in case the developer seeks connectivity for incomplete LD system then he is liable to furnish a BG equal to 105% of the balance works and the BG recovered at the time of NOC i.e 35% shall be returned to the promoter.

**(v) Regulation-6.7.4**

(a) Objection-7

In regulation 6.7.4, provision should be added for disconnection of electricity supply once UUE has been charged to the consumer after expiry of period of appeal.

(b) Objection-8

Real estate projects have high gestation period and temporary connection

should be granted after the possession has been taken over from the concerned authority by the developer. The grant of NOC entails Bank guarantee submission and it is more cost friendly for developer to use DG set instead of grant of NOC and then taking temporary connection.

Thus the NOC should be made without submission of Bank guarantee and temporary connection be allowed for initial period of 2 years and thereafter may be allowed only upon grant of NOC.

(c) Objection 10

As per the present guidelines of Regulatory Commission, no temporary connection for taking up construction or marketing activities to the developers is allowed till the time, the NOC is obtained by them. In this connection, it is submitted that once all the approvals are received from the Govt., PUDA, RERA and PPCB etc. the project can be launched. The above process will take about six months. Once the project is approved by the competent authority, the developers can seek applications from the prospective buyers and for this purpose, they need to construct sales and marketing office for which they need power. As per the prevalent orders, no temporary connection for such purpose is admissible till such time the developers get NOC and deposit the 20% B.G for this purpose. Although the time line given for issuance of NOC is 45 days, but practically it gets delayed to give due to one reason or the other and therefore till such time the NOC is issued, the developer cannot take up any activity at site. This will also discourage the outside reputed developers from taking up projects in the State which is already suffering because of their reluctance. Therefore, this decision requires immediate review.

**PSPCL Comments**

As per GoP notification dated 06.05.2008 read with the conditions of the license, the promoter/developer should get a No Objection Certificate from the concerned departments before start of development works, or, within 90 days from the date of issue of license to develop the colony, as applicable. Accordingly PSPCL vide memo. no. 1392-1419 dt. 9.4.2021 has issued instructions that all the new temporary connections to the colonies for the

purpose as defined in the Supply Code-2014, shall be released in the name of the developer only after issue of NOC and deposit of BG as specified in the Supply Code-2014. In the past the developers have been found misusing the supply of temporary connection and even after imposing UUE PSPCL is unable to disconnect supply due to opposition from residents or Law and order issue. PSPCL therefore proposes to keep these instructions intact.

### **Analysis and Decisions**

(a) The provisions regarding UUE have been specified in Regulation 36 in accordance with section 126 of the Act.

(b) & (c)

Govt. of Punjab, Department of Housing and Urban Development issued a notification dated 06.05.2008 which provides that the concerned departments including PSPCL shall ensure that no development work is started by the promoter before getting No Objection/Clearance Certificate, if required from the concerned Departments/Agency. Further, as per Regulation 8.3 of the Supply Code, 2014, temporary supply is provided by the licensee to the applicant for meeting temporary needs including for construction purposes. Thus temporary supply cannot be allowed to promoters before issue of NOC by the distribution licensee. Moreover in the recent past, large number of cases have been detected wherein the promoters have extended the temporary supply allowed for carrying out development works in the colony to feed the residents in an unauthorised manner in violation of section 126 of the Electricity Act, 2003 read with Regulation 36 of the Supply Code, 2014. The developers in many cases have been found to be collecting bills from the residents for such supply at exorbitant rates over and above the tariff determined by the Commission thus fleecing the residents. It has also been found that the supply is being extended through meters which have not been tested and sealed by the licensee. The proceedings against the developer by the distribution licensee for such violations resulted in lot of inconvenience to the residents and avoidable litigation before the Commission as well before Hon'ble High Court. So such malpractices need to be curbed to safeguard the public.

**(vi) Regulation 6.7.6**

(a) Objector-7

The option with the promoter to develop the LD system should be dispensed with and system should be developed by PSPCL as per its requirement and load growth. In many areas such as IT City, Eco City , Aero City due to under development, the LD system installed is of higher capacity resulting in high stand by losses for PSPCL and also deterioration of system by the time actual load arrives. The phase wise development and installation of transformers should be under purview of PSPCL instead of the developer.

(b) Objector-8

The provision does not include the makes which are not empanelled vendors of PSPCL and offers similar quality as the vendors approved by PSPCL.

**Analysis and Decisions**

(a) Since as per PAPRA, it is the responsibility of developer to erect LD system so an option has been given to the developer either to construct the LD system at his level or get it executed from the licensee. The phase wise development of the project is permitted and the LD system is laid down as per the approved sketch by PSPCL.

(b) Since PSPCL has to take over the system and maintain it so the equipment has to be as per the specifications approved by the licensee and shall have to be procured from the approved vendors of the licensee to ensure replacement of such equipments (with or without warranty) at a later stage.

**(vii) Regulation 6.7.7**

(a) Objection-7

In approved industrial focal points, residential and commercial complexes where system has been laid by the developer under Regulation 6.7 and no Service connection charges are applicable, the provision should be made applicable irrespective of the load applied. The provision of Regulation 6.7 is silent on the aspect of release of multiple/floor wise connections in residential plots and same should be clarified to avoid harassment. The consumers who ask for higher load than the plot wise approved load should be allowed the

same subject to payment of service connection charges and consumers who ask for multiple meters inside their plots should be allowed subject to payment of service connection charges or recovery of cost of service cable.

(b) **Objections- 8 & 9**

The provision is silent on the aspect wherein a plot owner asks for multiple meters in same residential premises. The provision is silent with respect to recovery of service connection charges if the applied load exceeds the load as per norms of PSPCL while grant of NOC. There is no provision for augmentation of the LD system and responsibility for the same should be explicitly mentioned.

**PSPCL Comments**

PSPCL had already submitted the proposal before Supply Code review panel regarding recovery of SSC for additional load but the same was not recommended by supply code review panel. The panel observed that actual load/demand availed by individual consumers would vary on both sides of estimated load and that progressive emergence of energy efficient illumination/appliances would actually lower the demand of the consumers in long run. The Panel concluded that no service connection charges can be recovered by the licensee without incurring any expenditure and such provision should at best be avoided as the same might cause avoidable complexities and management overheads.

**Analysis and Decisions**

(a) & (b) The Regulation 6.7 do not include industrial estate/complex. Regarding release of load more than approved norms for a flat/plot, as the release of individual connections to consumers is governed by Regulation 6.5 so residents of such colonies/complexes shall have the right to seek connection for the load/demand as per his/her requirement irrespective of the norms approved by the Commission in Regulation 6.7.1(b). It has been clearly provided in Regulation 6.7.7 that the distribution licensee shall not recover Service Connection Charges from the individual consumers

After the LD system is taken over by the distribution licensee, it shall be the responsibility of utility to maintain the system to provide supply to the residents in accordance with the Standards specified by the Commission.

## **7. Regulation 6.8.3**

### **(a) Objections 3 & 4**

Regulation 6.2.2 covers applicants up to 500 KVA. Procedure for applicants above 500 kVA, covered under Regulation 6.3, should also be defined.

### **(b) Objections-7 & 8**

Since the provision for depositing fixed service connection charges is upto 100 kVA, the provision should be made applicable for 100 kVA instead of 50 KVA.

## **Analysis and Decisions**

(a) Regulation 6.2.2 is for consumers/applicants with total load/demand exceeding 50 kW/kVA but not exceeding 500 kVA whereas demand notice is to be issued only to applicants/consumers with total load/demand exceeding 50 kW/kVA i.e not covered under Regulation 6.2.1. Accordingly, the regulation 6.8.3 has been amended.

(b) Regulation 6.8.3 is applicable for consumers/applicants for load/demand exceeding 50kW/kVA. Though Service Connection Charges for load/demand upto 100 kW are on normative basis but for load/demand exceeding 50 kW/kVA, variable charges depending on length of service in addition to fixed charges are also applicable so in such cases visit of site by the officials of licensee is required. Accordingly, recovery of all charges including Service connection charges along with the application has been provided only for load/demand not exceeding 50 kW/kVA.

## **8. Regulation 8.1**

### **(a) Objections- 3 & 4**

Regulation 8.1 (a) is not clear and needs to be redrafted in line with the existing Regulation.

(b) Objection-7

PSPCL should follow the Business Action Reforms Plan in which connections should be issued within 15 days for load upto 150 KW/KVA and standards of performance should reflect the same.

**Analysis and Decisions**

- (a) The objector has not pointed out any ambiguity in the regulation. However some minor changes have been made to make itself explanatory.
- (b) The period of 15 days have already been specified in Regulation 8.1(a) for consumers other than DS/NRS category where no augmentation, erection and extension of distribution main, erection/augmentation of distribution transformer or power transformer is required.

**9. Regulation 12**

(a) Objections-3 & 4

The term Sanctioned / contracted load should be substituted with Sanctioned load or Contracted load as to be defined under (zwa). Further, reference to condition 23 of the General conditions of Tariff has been given. The condition number may not be the same for each FY Tariff order. It will be better if reference is given as relevant Condition of General Conditions of Tariff.

(b) Objection-7

As per Haryana and Maharashtra norms, the consumers exceeding their sanctioned load/contract demand should be initially served notice but after expiry of notice, the security and charges for extension of load should be included in consumer bill as PSPCL is losing fixed charges. Also in many cases the increase in MDI over CD results in change of slab and demand surcharge levied is too less to act as a deterrent for increase of load. For example, sanctioned load is 2490 kVA, Demand is 2510 kVA, Demand surcharge imposed is Rs.15000 whereas difference of fixed charges is very high.

(c) Objection-8

The provisions with respect to Maharashtra State Electricity and Haryana may be incorporated that the load of consumer be regularized if he exceeds his load by 10% and charges be added in his bill. The same provision be made applicable for franchisees.

**Analysis and Decisions**

- (a) The definition has been redrafted as “Sanctioned load or Contracted load”. The condition 23 of the General Conditions of Tariff has been refereed in various Schedules of Tariff also so there is no need to delete the condition number.
- (b) The suggestions have been noted. However regarding the issue of increase in load/demand over CD, it is pointed out that second proviso to Regulation 36.1.3, provides procedure for taking action in case increase in load/demand also result in change in tariff category.
- (c) The suggestions have been noted. However, franchisee is covered as per the terms and conditions of bilateral agreement between franchisee and the distribution licensee.

**10. Regulation 16.3**

(a) Objections- 3 & 4

Along with pre- paid meter, Smart Meter with pre-payment facility should also be included.

(b) Objections-8 & 9

In case of franchisee the provision regarding the same may be incorporated. Further, in order to promote digital payment, the adjustment should be by way of first recharge in the prepaid meter instead of cheque refund and should preferably be through digital means.

**Analysis and Decisions**

- (a) The essence of the Regulation is that in case the consumer is covered under pre-payment metering then security (consumption) is not to be recovered. The

meter can be simple pre-payment meter or smart meter with pre-payment features.

- (b) The franchisee agreement is a bilateral agreement between licensee and the promoter. However, the consumers residing in the area being served by a franchisee have same rights as other consumers of the distribution licensee. The other suggestion for adjustment of security has been noted.

### **13. Regulation 21**

#### **(i) Regulation 21.1**

- (a) Objections- 3 & 4

Different terms have been used for Pre-Paid meter. Some where it is written as Pre-paid and somewhere as Pre- payment. It should be defined as Pre-Paid meter. Similarly, Smart Pre-Payment meter should be defined as Smart meter with Pre-payment facility.

- (b) Objection-5

PSPCL submitted that LTCT meters and HT meters are not feasible for prepaid functionality because even if the meter get disconnected, the supply will remain on the consumer premises. These meters works on secondary voltage/current on CT/PT, so meter cannot disconnect circuit of primary side. Also, prepaid functionality is not mentioned in IS 16444 part-2 which relates with LTCT/ HT smart meters.

- (c) Objection-7

The release of agriculture connections should be done after installation of meter as per Electricity Act. The regulation 21.1 should be amended to above effect and wherein consumer does not allow meter to be installed or tampers the same etc then the provisions for disconnection of such AP connection should be incorporated.

#### **Analysis and decisions**

- (a) The term used in the Consumer Rules is “pre-payment meter” so the same shall be used in these regulations also.
- (b) The provision regarding metering is as per CEA Metering Regulations.

- (c) PSPCL has already been directed to achieve 100% metering as per the mandate of the Act/Rules.

**(ii) Regulation 21.2.1**

Objection 3

The scope of advance metering infrastructure service provided should be limited to operations & maintenance of the advance metering infrastructure. The infrastructure should be provided by PSPCL

**Analysis and decision**

The provision is as per CEA Metering Regulations 2022.

**(iii) Regulation 21.2.3**

(a) Objection 3

The term “Real time display unit” has been substituted with “Home display unit. Will it now not provides real time display or not, needs to be clarified.

(b) Objections 7 & 8

In regulation 21.2.3, the home display unit should be done away with and provision for display of readings on mobile app should be there as smart meters have real time two way communications. It shall result in saving for PSPCL and ease of access for the consumer.

(c) Objector 8

The provision is silent with respect to distribution franchisee. Besides there is no clarification for the recovery of charges for replacement of meters, the same is by way of grant/capital cost etc to PSPCL but mechanism for franchisee may be incorporated.

**Analysis and decision**

- (a) The provision is as per CEA Metering Regulations 2022. Only nomenclature of the display unit has been changed
- (b) As per CEA Metering Regulations, Home display unit is required to be provided by the licensee in case meter is installed outside consumer premises. After installation of smart meters, the distribution licensee may

provide access to electrical parameters on mobile as per the provisions of Rules read with CEA Regulations.

- (c) The franchisee is also required to follow all the provisions of the Act, rules and the regulations. The Commission approves the Schedule of General Charges which contains charges for meters also.

**(iv) Regulation 21.2.7**

Objector-4

Such change should only be with the prior approval of the Hon'ble Commission. Further, similar guidelines should also there for Smart Meter and Smart Meter with pre-payment facility. Further, redressal mechanism for defective coupons should also be defined.

**Analysis and Decision**

The provision is as per CEA Metering Regulations. However, it has been added in the regulation that the new metering technology should be in accordance with the provisions of CEA Metering Regulations, the Rules and the relevant standards. All the monetary and non-monetary disputes between consumer and the licensee falls in the jurisdiction of Appropriate Forum.

**12. Regulation 25**

Objection 8

The provision should include mechanism for the consumers within franchisee area.

**Analysis and Decisions**

The consumers in the franchisee area are the consumers of distribution licensee for all intents and purposes and enjoy same rights as consumers of the licensee located in the geographical area of the licensee. The Standards of Performance and consumer grievances redressal system are also applicable in franchisee areas.

### **13. Regulation 26**

#### Objection 5

The Commission may kindly review. Regulation 26.2 regarding Automatic compensation to consumers by taking lenient view as there can be outages/circumstances which are beyond the control of Distribution Licensee.

#### **Analysis and Decisions**

The Commission has reviewed the parameters covered under automatic compensation mechanism. It has been decided to exclude schedule outage (sr. no 1.9) and transfer of title (sr.no 5) from automatic compensation mechanism. Accordingly, following SoP shall be covered under automatic compensation mechanism.

- I. Normal complaint (sr no.1.1)
- II. Overhead line breakdown (sr no.1.2)
- III. U/G Cable breakdown(sr no.1.3)
- IV. DT failure (sr no.1.4)
- V. Power T/F failure (sr no.1.5)
- VI. Burnt meter (sr no.3)
- VII. Release of connection (sr no.4)
- VIII. Shifting of meters (sr no.6)

### **14. Regulation 30.2**

#### **(i) 30.2.3(b)**

##### Objection-4

As the meters have now been shifted out, as such, this provision needs to be reviewed. Moreover, in case of any default, the security amount will not be sufficient to recover consumption for more than two billing periods.

#### **(ii) Regulation 30.2.4**

##### (a) Objection-4

In case of smart meters, the monthly bills should be issued as a routine, physically or through any other digital mode.

(b) Objection-7

The request for MRI data etc should be made on payment basis so as to reduce requests from non genuine consumers.

The provisions for meter reading should include METER READING ON TRUST as being done by other utilities.

The cycle for issuance of bills for prepaid meters need to be defined and slab wise consumption of tariff on monthly, bi monthly basis on pro rata basis need to be defined.

**Analysis and Decisions**

(i) As per CEA Metering Regulations and Supply Code, installation of meter outside consumer premises is an option so the provision is in accordance with the law. The distribution licensee has been vested with other powers also to recover its dues from the consumer.

(ii) (a) The provision is as per Consumer Rules. The introduction of new technology should reduce manpower cost.

(b) The provision is as per Consumer Rules. It is responsibility of distribution licensee to provide data to the consumer. The provision for meter reading on trust in case of non-receipt of bill has been provided in Regulation 30.10. The prepayment meter shall operate as per the tariff schedule approved by the Commission.

**15. Regulation 30.3(d)**

Objection 4

in case of pre-paid meters also, the distribution licensee should issue monthly or bi-monthly bill, as the case may be.

**Analysis and Decisions**

There is no need to issue regular bills to consumers with pre-payment meters as it will unnecessarily put financial burden on the consumers through avoidable manpower cost.

## **16. Regulation 30.5A**

### **Objection-7**

The Regulation 30.5-A should explicitly mention levy of late payment charges and other penalties so that disputes don't arise at a later stage.

### **Analysis and Decisions**

The regulation has been suitably amended.

## **17. Regulation 30.8**

### **Objection-3**

Billing details of at least last one financial year should be made available.

### **Objection-4**

Billing details of at least last two financial years should be made available as the electricity consumption is used to prepare the balance sheets as well as IT and GST returns.

### **Analysis and Decisions**

One year billing details for display on bill is sufficient as per the requirements of the Supply Code, 2014.

## **18. Regulation 30.10**

### **Objections-3&4**

Under the present digital online billing system, duplicate bill is never required. However, there may be case of non- receipt of online or physical bill by the consumer. This Regulation should cover such cases and specific online portal for complaint for non-receipt of the bill should be provided by PSPCL.

### **Analysis and Decisions**

With online billing system, a consumer can download the bill anytime but not all consumers of the distribution licensee are expected to use online system. However, PSPCL shall be directed separately to make more online services available to the consumers.

## **19. Regulation 30.12**

### **Objections 3 & 4**

- (a) In case of change of occupancy/vacation of premises, instead of visiting the Distributer Licensee office, the consumer should be provided digital mode for submission of such request.
- (b) PSPCL proposed that last sentence “ *On receipt of final payment from the consumer, the distribution licensee shall issue at No-Dues certificate to the consumer within 7 working days from the receipt of final payment*” may be deleted.

### **Analysis and Decisions**

- (a) Refer to comments of the Commission at para 18 above.
- (b) The regulation is in line with Consumer Rules. However Regulation 11.6.2 deals with transfer of connection by the existing consumer to a new consumer whereas regulation 30.12 deals with termination of contract due to vacation of premises by consumer.

## **20. Regulation 33**

- (a) Objection-7

The regulation 33.1 should include exceptions if any for government connections and essential services etc.

- (b) Objections 3 & 4

In Regulation 33.3, the Interest on refund should be MCLR rate of SBI plus 4%.

### **Analysis and Decision**

- (a) Consumers cannot be differentiated on this account.
- (b) The interest rates have been specified as per the prevailing market conditions.

## **21. Regulation 34.2**

- Objection-7

The regulation 34.2 should mention the competent authority to allow

instalments and reconnection.

### **Analysis and Decision**

It is prerogative of the distribution licensee to authorise its officers of suitable rank to allow instalments to protect its financial interests.

### **22. Annexure-8**

Objection 7

The Calculation for Theft/UUE should include mechanism for calculation of fixed charges apart from energy charges.

### **Analysis and Decision**

It has been provided in clause 1(b) of Annexure 8 that in case two part tariff, fixed charges shall be levied for the load being used in an unauthorized manner at twice the applicable fixed charges as per tariff order of the relevant year.

The Commission approves the Punjab State Electricity Regulatory Commission (Electricity Supply Code and Related Matters) (11<sup>th</sup> Amendment) Regulations, 2022 with the modifications as discussed above.

Sd/-  
(Paramjeet Singh)  
Member

Sd/-  
(Viswajeet Khanna)  
Chairperson

Chandigarh  
Dated: 07.09.2022