

Procedure for sanction and release of load to the consumer

- 1.0** All the prospective consumers have to enter into an agreement with the HPSEB Ltd., on the standard Application and Agreement Form C.S-1(a) obtainable free of cost from the local/ designated office of the HPSEBL. The Application & Agreement form can also be downloaded from HPSEBL website **i.e. www.hpseb.com/**. The Application duly completed by the prospective consumer accompanying requisite documents should be presented in the local office of HPSEB Ltd. **provided that in case where the contract demand for new or additional load exceeds 100 kVA the consumer shall apply for PAC (Power Availability Certificate) before applying for electricity connection. The Consumer shall submit the PAC along with A&A form for sanction of load. The procedure for issuance of PAC has been separately described.** The consumer may also apply online through HPSEBL website www.hpseb.com or portal.hpseb.in and deliver the hard copy of original application and agreement form, alongwith the other requisite documents in the local office of HPSEB Ltd.
- 2.0** The checklist of documents to be enclosed with the load sanction application is as under:-

Checklist for Other than Domestic Consumers/Applicants[CS-1(b)]

Sr. No.	Description	Please Tick ✓
A)	General	
	i) Application and Agreement Form (A&A Form) duly completed and signed by the applicant.	<input type="checkbox"/>
	ii) Test Report duly filled and signed by licensed Electrical Contractor.	<input type="checkbox"/>
	iii) Crossed Non-Judicial Stamp paper of Rs.10/- attached with A&A form	<input type="checkbox"/>
	iv) Valid Power Availability Certificate issued by HPSEBL (in case contract demand for new and additional load of more than 100	<input type="checkbox"/>
	v) Approval of Chief Electrical Inspector in case of HT/EHT installation energisation.	<input type="checkbox"/>
	vi) Brief Project report [In case of industrial connection]	<input type="checkbox"/>
	vii) Process Flow[In case of industrial connection]	<input type="checkbox"/>
	viii) Copy of Certificate of registration in case of Companies/Firms etc.	<input type="checkbox"/>
	ix) Undertaking on Appendix-I on Plain paper (where "NOC is not available with consumer")	<input type="checkbox"/>
B)	Identity/Ownership	
	i) Identity Proof (any one of the documents given below)	
	PAN	<input type="checkbox"/>
	Adhaar Card	<input type="checkbox"/>
	Driving License	<input type="checkbox"/>
	Passport	<input type="checkbox"/>
	Voter ID Card	<input type="checkbox"/>
	ii) Proof of Ownership/Occupancy(any one of the documents given below)	
	Revenue Papers for Land/Building/premises	<input type="checkbox"/>
	Sale Deed	<input type="checkbox"/>
	Lease Deed	<input type="checkbox"/>
	Any other proof of ownership/occupancy given by Statutory	<input type="checkbox"/>

C)	Authorized Signatory [In case of Companies only] Resolution of Board of Directors for authorized signatory on behalf of company	<input type="checkbox"/>
D)	Charges to be deposited [Ref. HPERC Regulations 419/2012, HPERC Security Deposit Regulations, 2005] and their amendments from time to time.	
	i) Initial Security	<input type="checkbox"/>
	ii) Normative IDC*	<input type="checkbox"/>
	iii) Cost of Service Line or Departmental Charges as the case may be.	<input type="checkbox"/>
	* Those consumers who are covered under Regulation-6, 5(3) & 5(9) of HPERC(Recovery of Expenditure for supply of Electricity),Regulations,2012 as amended from time to time shall have to bear the cost accordingly.	

Checklist for Domestic Consumer[CS-1(a)]

Sr. No.	Description	Please Tick ✓
B)	General	
	i) Application and Agreement Form (A&A Form) duly completed and signed by the applicant.	<input type="checkbox"/>
	ii) Test Report duly filled and signed by licensed Electrical Contractor.	<input type="checkbox"/>
	iii) Crossed Non-Judicial Stamp paper of Rs.10/- attached with A&A form	<input type="checkbox"/>
	iv) Undertaking on Appendix-I on plain paper (where "NOC is not available with consumer)	<input type="checkbox"/>
B)	Identity/Ownership	
	i) Identity Proof (any one of the documents given below)	
	PAN	<input type="checkbox"/>
	Adhaar Card	<input type="checkbox"/>
	Driving License	<input type="checkbox"/>
	Passport	<input type="checkbox"/>
	Voter ID Card	<input type="checkbox"/>
	ii) Proof of Ownership/Occupancy(any one of the documents given below)	
	Revenue Papers for Land/Building/premises	<input type="checkbox"/>
	Sale Deed	<input type="checkbox"/>
	Lease Deed	<input type="checkbox"/>
	Any other proof of ownership/occupancy given by Statutory Authority.	<input type="checkbox"/>
C)	Charges to be deposited [Ref. HPERC Regulations 419/2012,HPERC Security Deposit Regulations,2005] and their amendments from time to time.	
	iv) Initial Security	<input type="checkbox"/>
	v) Normative IDC*	<input type="checkbox"/>
	vi) Cost of Service Line or Departmental Charges as the case may be.	<input type="checkbox"/>
	* Those consumers who are covered under Regulation-6, 5(3) & 5(9) of HPERC(Recovery of Expenditure for supply of Electricity),Regulations,2012 as amended from time to time shall have to bear the cost accordingly.	

3.0 As soon as an application on the standard form from a prospective consumer is received, it will be scrutinized by the authorized HPSEBL official and any shortcoming noticed therein, should be immediately got rectified from the applicant. The receiving clerk should see that all the columns mentioned in the application are properly filled in and the items which are not applicable are scored out to avoid confusion. Following precautions shall be taken while signing/scrutiny of the Application and agreement Form:-

- 1) A&A form should be filled in and signed by the authorized signatory of both the parties.
- 2) There shall be no-overwriting or cutting in the A&A form. Corrections, if any, should be signed/ authenticated by the executants.
- 3) Each page of the A&A form shall be signed /stamped by the executants.
- 4) Authorized Signatory signing agreement shall arrange his/her identity proof as mentioned in the A&A form/Checklist.
- 5) A&A form must be signed by the prospective consumer in the presence of AE/AEE/SDC in the sub-division and AAE Incharge in the Sub-Office. The aforesaid official shall ensure that A&A form has been filled in correctly and no ambiguity exists
- 6) The minor applicant is not eligible to sign the agreement. However, he/she can avail the connection through his/her lawful/natural guardian.
- 7) The A&A form is also required to be signed by the witness as an essential formality before it is accepted. The witness shall always be one of the HPSEBL's consumer by filling the requisite details as provided in the A&A form.

4.0 It would be advisable to obtain a self-certified copy of the partnership deed along with a letter of attorney signed by all the partners in the name of person executing the agreement and signing other allied documents on behalf of a "Partnership Firm". If, however, the firm is registered one, no letter of attorney is required, if the agreement is signed by one of the partners, but if the signatory is other than the partner letter of attorney should be obtained.

- (i) The above procedure shall also be applicable for temporary metered supply connections.
- (ii) In case of conditional NOC or NOC given for a specific period by the competent authority, it shall be the sole responsibility of the consumer to keep the NOC updated. And in case brought to the notice of the concerned field units by the issuing authority, the connection is liable to be disconnected without any notice to the consumer.

5.0 After verification of the documents submitted by the applicant as detailed above, the applicant shall be issued acknowledgement of receipt of load sanction case on the format available with A&A form. In case the load sanction is within the competency of Sub-Division, the same may be sanctioned by AE/AEE concerned and in case it falls in the competency of higher officers in the hierarchy, the same be forwarded to the quarter concerned.

6.0 Calculation of Connected Load:

6.1 The actual load requirements of load of prospective consumer/applicant will be entered in the A&A form/requisition form attached with the A&A form. The actual requirements of the load of the consumer should be carefully estimated through personal visit of JE/AAE to the premises where the electric connection is required within the time frame specified for this purpose. The definition of connected load as provided in the H.P. Electricity Supply Code [Ref. Clause 1.2.11] must be kept in mind while verifying the connected load. This visit should also cover the requirements

of material for preparation of inventory for the material required for each service connection. It should be ensured that the entries of the load in the application for supply of electricity are based on the actual requirement and in case of discrepancy necessary corrections should be made. In determining the actual load requirements, the following guidelines shall be kept in view.

- 6.2 It should be ensured that the entries of the load in the relevant columns of the application form are based on actual rating of device/apparatus connected to the wiring. If, however, the actual rating of any of the energy consuming apparatus connected with the system is not known/ or not visible, the load may be assessed on the following standard wattages for Domestic and general load of other categories of consumers:-

Description	Domestic Supply	Commercial & NDNC Supply	General load of other categories
Light Point	60 Watts each	80 Watts each	80 Watts each
Fan Point	80 Watts each	100 Watts each	100 Watts each
Radiator (Small)	1000 Watts each	1000 Watts each	1000 Watts each
Radiator(large)	2000 Watts each	2000 Watts each	2000 Watts each
All sockets for light and Fan(5A)	60 Watts each	80 Watts each	80 Watts each
Power Sockets(15 A)	1000 Watts each	1000 Watts each	2000 Watts each
Air Conditioner	2500 Watts each	As per rating mentioned in name plate	As per rating mentioned in name plate

- 6.3
- i) In case single switch is used for controlling more than one lamp/appliance, the sum of all the lamps/appliances shall be taken into account for connected load purposes.
 - i) In case the rating of windows/split air conditioner is not mentioned, the same may be taken as 2.5 kW. In case of domestic and NRS consumers, the air conditioners shall be permanently wired through miniature circuit breakers and isolators which are not controlled through power sockets. In case of existing domestic and NRS consumers, the excess load of AC's may be regularized with revised A&A form and after obtaining additional security and recovery of expenditure as per HPERC(Recovery of Expenditure for Supply of Electricity) Regulations, 2012 as amended from time to time .
 - ii) The actual load of the Geysers installed through power plug shall be taken and in absence of rating, the connected load may be taken as 2 kW in case of storage type Geysers and 3 kW in case of instant Water Heater.
- 6.4 Where the consumer has installed rectifier transformer for electrolysis, the connected load of the rectifier transformer shall be taken as a sum of ratings of motors/equipments on output side. Capacity of the rectifier transformer shall not exceed connected load by 20%.

- 6.5 The connected load of arc-furnace/ induction furnace shall be kVA/kW rating of the furnace transformer feeding the furnace exclusively
- i) Where an induction furnace is fed from an independent transformer with sub-standard voltage rating i.e. 11000/570 volts etc. the capacity of the feeding transformer be taken as connected load. In case the capacity as kVA or MVA, the same shall be converted to kW by taking a power factor of 0.9
 - ii) Where an induction furnace/Rolling Mill is fed from a distribution transformer with standard voltage rating along with other general/ motive load from that very transformer, the connected load shall be the sum of the rating of furnace and motive/ other loads or the capacity of the feeding transformer whichever is higher.
- 6.6 Where welding sets are found/used in the premises of industrial units like rice shellers, spinning mills, cold storage, ice factories, atta-chakkies, flour mills, cotton spinning mills, oil mills etc. and where these are used for carrying out minor repairs to the machinery installed and where no job order or outside welding work is carried out, load of one welding set shall not be counted while working out the connected load. In case, more than one welding sets are existing/ installed in such factories, the welding set of lowest rating shall not be counted towards connected load and other welding sets shall be considered towards connected load.
- 6.7 Installation of three phase power sockets by NRS and Industrial consumers will not be allowed. In case found at site during inspection, the rating should be taken as 6 kW for the purpose of assessing un-authorized use/Theft.
- 6.8 In case of computer centres, the computer systems connected through UPS, the rating of UPS indicated in kVA will be converted into kW by multiplying with a power factor of 0.9. However, the sockets installed on output side of UPS will not be taken into account.

7.0 Sanction of Load:

- 7.1** The consumer is required to apply for sanction of load on the A&A form with deposit of requisite charges as detailed above in Instruction No.1 to 5. The concerned Sub-Division shall process the case with detailed feasibility of feeding the load, voltage regulation calculations of the feeder from where the supply is to be released and sanction the load in case in the competency of Sub-Division and submit the case to the concerned Division. The concerned Division shall check the documents and verify the feasibility report. In case the feeding sub-station is under control of Electrical System Wing or the supply voltage of the proposed load is 66 kV or above, the feasibility report shall be forwarded to Electrical System Division for verification and recommendations.

As in some of the cases the authorities competent to sanction the load and the estimate may be different, steps should, therefore, be taken to get the estimate sanctioned in advance specifically in case the service line is a dedicated feeder or the connection is to be released at 11 kV and above, after issuance of PAC to the consumers. The consumer shall apply for sanction of load after the installation of plant and machinery including the electrical installation and wiring is almost complete and the details of load of plant and machinery can be verified at site.

7.2 The various officers are competent to accept the A&A form and sanction of loads at standard supply voltage for all categories of consumers whether permanent or temporary up to the following extent:--

Sr. No.	Designation	D.O.P. for sanction of load	
		Connected load	Contract Demand
1.	Engineer Incharge of Operation Sub- Division (AE, AEE, Ex.Engg.)	<=50 kW (at LT Supply)	<=50 kVA
2.	Sr. E.E./ Addl.S.E. Incharge of Operation Division	>50 kW to <=1000 kW (up to 11 kV & 22 kV)	>50 kVA to <=1000 kVA
3.	Dy. Chief Engineer (Op.)/SE(Op), Circle.	>1000 kW at 11 kV or 33 kV or 66 kV or 132 kV or 220 kV	>1000 kVA
		<ul style="list-style-type: none"> ➤ All electric furnaces(S) load of 100 kW and above with contract demand of 100 kVA and above. ➤ All loads containing steel rolling mills and rolling / re-rolling mills. ➤ All loads at 33 kV and above. 	

Note: *In cases of extension of load the above limits shall apply for total load i.e. sanctioned existing load and additional load. The competent authorities to sanction such load in such cases shall be the same as for the total connected load after inclusion of additional load as indicated above.*

7.3 The indicative terms and conditions to be intimated to the domestic consumer at the time of sanction of load shall be as below:-

The details of sanction of load such as Name of the Applicant, Location of the premises for which load is sanctioned, purpose for which load is sanctioned, the connected load (kW) sanctioned (in case of additional connected load, the existing load(kW) and additional load(kW) may also be entered) , supply voltage at which load is sanctioned and the feeding sub-station from where power shall be made available shall be mentioned in the starting paragraph of the sanction of load.

- 1) The consumer has to submit proof of ownership /occupancy of the premises for which electricity connection is being applied for
- 2) Authorization to sign on behalf of company (i.e. Resolution of Board of Directors of the company, duly attested , authorizing the person to sign the papers / agreements on behalf of company along with attested signatures of the authorized person) should also be obtained and verified. A copy of the same be kept in the consumer file.
- 3) In case of applications for electric connections falling under Planning areas, Municipal Corporations, Nagar Panchayats and other local bodies where TCP Act, 1977 is applicable, the connection shall be released to the consumer as per Sales Circular No. 28/2019 circulated vide letter No. HPSEBL/CE(Comm.)/S-4/Vol-IV/2019-17840-18178 dated 16.02.2019 in compliance to amendment in Supply Code.
- 4) The power will be made available on the basis of self- certified declaration/ undertaking given by the consumer at the time of sanction of load. In case of non-fulfillment of statutory provisions/ approvals/ clearances from Govt. (Central/ State) Departments and other

statutory bodies, the connection shall be disconnected with intimation, as agreed in the declaration/ undertaking.

- 5) The consumer has deposited security amounting to Rs. [Rs. _____ in cash + BG amounting to Rs. _____] as per HPERC (Security Deposit Regulations), 2005 for the contract demand as per billing cycle with the concerned Sub Divisional Officer. The amount payable towards Security Deposit shall be in the form of Cash/ Demand Draft (D.D.) drawn in favour of the concerned Sub-Divisional Officer.
- 6) The consumer shall deposit cost towards Expenditure for Supply of Electricity as per HPERC (Recovery of Expenditure for Supply of Electricity) Regulations, 2012 and amendments. The amount deposited must be entered in the A&A form in the space provided for the purpose.
- 7) The cost of service line and associated equipment at both ends, as the case may be, will have to be borne by the consumer as per HPERC (Recovery of Expenditure for Supply of Electricity) Regulations, 2012 and amendments.
- 8) The metering of the consumer shall be done as per Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006 as amended from time to time.
- 9) During winter months i.e. from November to March, in case there is shortage of power, which otherwise is not a general phenomenon, the release of power will depend upon its availability and HPSEBL reserves the right to impose any restrictions.
- 10) The consumer shall abide by the provisions of Electricity Act, 2003, all applicable laws, conditions of supply, General Conditions of Tariff and Schedule of Tariff, Supply Code, rules, regulations, orders, Directives, Notifications issued and enforced under applicable laws by HPERC/CEA/Govt. of India/Govt. of H.P. and any other instructions/circulars issued by HPSEB Ltd. from time to time, and as amended from time to time, for equitable and efficient distribution of electric energy.
- 11) The HPSEBL reserves the right to impose any restrictions depending upon the loading conditions of the feeding substation and availability of power as may deem fit to regulate the supply in the most efficient manner.
- 12) HPSEBL will not be held responsible for any loss to the consumer as a result of any breakdown, shutdown (whether planned or emergency) or restriction power etc.
- 13) The consumer will have to abide by the CEA (Measures relating to safety and electric supply) regulation 2010 and its amendments.

7.4 The indicative terms and conditions to be intimated to the other than domestic consumers at the time of sanction of load shall be as below:

A) Sanction of New /Addl Load /Contract Demand

The details of sanction of load such as Name of the Applicant, Location of the premises for which load is sanctioned, purpose for which load is sanctioned, the connected load (kW) and Contract demand (kVA) sanctioned (in case of additional connected load and/or Contract demand, the existing load(kW) and additional load(kW) with existing Contract demand(kVA) and additional Contract demand (kVA) may also be entered) , supply voltage at which load is sanctioned and the

feeding sub-station from where power shall be made available shall be mentioned in the starting paragraph of the sanction of load. The condition of construction of new sub-station or augmentation of existing sub-station for release of the load shall also be mentioned in case applicable.

- 1) In case of drawl of Contract demand in excess of the Contract demand sanctioned, the firm will be liable to pay penalty for over drawl as notified from time to time.
- 2) The supply during peak load hours (6:30 PM to 10 PM) shall be governed by the additional conditions as specified in the H.P. Electricity Supply Code & Schedule of Tariff and Schedule of General & Service Charges approved by HPERC. The prior intimation of 30 days of his intention of using the load during peak load hours has to be intimated to HPSEBL.
- 3) The consumer has to submit proof of ownership /occupancy of the premises for which electricity connection is being applied for.
- 4) Authorization to sign on behalf of company (i.e. Resolution of Board of Directors of the company, duly attested , authorizing the person to sign the papers / agreements on behalf of company along with attested signatures of the authorized person) should also be obtained and verified. A copy of the same be kept in the consumer file.
- 5) In case of applications for electric connections falling under Planning areas, Municipal Corporations, Nagar Panchayats and other local bodies where TCP Act, 1977 is applicable, the connection shall be released to the consumer as per Sales Circular No. 28/2019 circulated vide letter No. HPSEBL/CE(Comm.)/S-4/Vol-IV/2019-17840-18178 dated 16.02.2019 in compliance to amendment in Supply Code.
- 6) The power will be made available on the basis of self- certified declaration/ undertaking given by the consumer at the time of sanction of load. In case of non-fulfillment of statutory provisions/ approvals/ clearances from Govt. (Central/ State) Departments and other statutory bodies, the connection shall be disconnected with intimation, as agreed in the declaration/ undertaking.
- 7) The consumer has deposited security amounting to Rs. [Rs. _____in cash + BG amounting to Rs. _____] as per HPERC (Security Deposit Regulations),2005 for the contract demand as per billing cycle with the concerned Sub Divisional Officer. The amount payable towards Security Deposit shall be in the form of Cash/ Demand Draft (D.D.) drawn in favour of the concerned Sub-Divisional Officer. The firm may opt to furnish the security in the form of Bank Guarantee in place of cash deposit where the amount payable towards security deposit exceeds Rs.10.00 lac and the same shall remain valid during the period the agreement for supply of energy remains in force. The validity of BG in no case should be less than 3 years. The entry of security deposited by the consumer may be made in the A&A form in the space provided for the purpose.
- 8) The consumer shall deposit cost towards Expenditure for Supply of Electricity as per HPERC (Recovery of Expenditure for Supply of Electricity) Regulations,2012 and amendments. The amount deposited must be entered in the A&A form in the space provided for the purpose.

- 9) The cost of ____ kV dedicated feeder /joint dedicated feeder along with bay and associated equipment at both ends, as the case may be, will have to be borne by the consumer as per HPERC (Recovery of Expenditure for Supply of Electricity) Regulations, 2012 and amendments. The cost of all these components will be intimated to the consumer by the Chief Engineer (Op.), concerned / Chief Engineer (ES), HPSEBL, Hamirpur, as the case may be. The entry of amount deposited by the consumer on this account shall be made in the A&A form in the space provided.
- 10) The cost of the whole or part of the service line/equipment paid by the consumer and maintained by the HPSEBL/consumer as per HPERC Regulations, shall remain the property of HPSEBL and HPSEBL shall have the right to make use of the service line/equipment for extending power supply to other consumer(s) in the vicinity or for any other purpose.
- 11) The consumer will have to build up the load to the extent of load sanctioned /contract demand within a period of two months of readiness of HPSEBL failing which the demand charges will be levied as per provision of H.P. Electricity Supply Code (First Amendment) Regulations, 2014.
- 12) The metering of the consumer shall be done as per Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006 as amended from time to time.
- 13) No new supply to LT installations with induction motor(s) of capacity above 3 HP and /or welding transformers above 2 kVA shall be given unless shunt capacitors of appropriate ratings are installed to the entire satisfaction of the HPSEBL
- 14) The consumer shall comply with the harmonics standards as specified by the Authority and for voltage levels for which harmonics standards have not been specified by the Authority, the user shall comply with the standards specified in the relevant International Electrical and Electronic Engineers regulations. In case of failure to comply the specified standards, action shall be taken as per Clause No. 2.1.9 of H.P. Electricity Supply Code, 2009.
- 15) The consumer shall abide by the provisions of Electricity Act,2003, all applicable laws, conditions of supply, General Conditions of Tariff and Schedule of Tariff, Supply Code, rules, regulations, orders, Directives, Notifications issued and enforced under applicable laws by HPERC/CEA/Govt. of India/Govt. of H.P. and any other instructions/circulars issued by HPSEB Ltd. from time to time, and as amended from time to time, for equitable and efficient distribution of electric energy.
- 16) The HPSEBL reserves the right to impose any restrictions depending upon the loading conditions of the feeding substation and availability of power as may deem fit to regulate the supply in the most efficient manner.
- 17) The supply of electricity shall not be commenced by HPSEBL for HT and EHT supply voltage unless the permission from Electrical Inspector is obtained by the consumer to commence or recommence the supply after an installation has been disconnected for six months. The consumer will have to abide by the CEA (Measures relating to safety and electric supply) regulation 2010 and its amendments.

18) It is mandatory for the consumer to use BEE star labeled (with minimum 4 star rating) Motor pump sets, and ISI/BIS marked power capacitors, foot/reflex valves etc. as per Govt. of H.P., MPP & Power Deptt. Order No. Vidyut-C(7)-1/2008 dated 5.12.2009 and its amendment dated 28.12.2016.

Other specific conditions of line/sub-station to be commissioned, or any other case specific conditions shall also be included while issuing the load sanction order.

B) Permanent reduction of contract demand

The details of sanction of permanent reduction of contract demand such as Name of the Applicant, Location of the premises for which load is sanctioned, existing contract demand before reduction and contract demand after reduction and supply voltage shall be mentioned.

The effective date of permanent reduction of contract demand shall be the date on which the reduction of contract demand has been sanctioned or 30 days (timeframe as per HPERC(Distribution Standards Performance) Regulations,2010) from receipt of application in the sub-division with processing fee, whichever, is earlier.

The details of processing fee deposited at the time of application on the changed quantum of contract demand as per Schedule of Tariff and Schedule of General and Service Charges shall be mentioned in the order.

The enhancement of contract demand, if any, required in future shall be regulated as per Clause No. 3.2 of H.P. Electricity Supply Code (First Amendment) Regulations, 2014 and recovery of expenditure shall be made as per regulation 7(2) of HPERC(Recovery of Expenditure for supply of Electricity) Regulations,2012 and its amendments.

The other terms and conditions of original load sanction shall remain unchanged.

8.0 Intimation of Acceptance of Application, Issuing of Demand Notice & Execution of Agreement:

8.1 After the load applied for by the prospective consumer and the estimate for service line as per Regulation 4 of HPERC (Recovery of Expenditure for supply of Electricity) Regulations,2012 and its amendments and as per Sub-Regulation 3 and 9 of Regulation 5 of HPERC(Recovery of Expenditure for supply of Electricity) Regulations, 2012 ,wherever applicable have been got sanctioned from the competent authority, suitable entry should be made in the service register. The consumer shall be intimated about the acceptance of his application and demand notice shall be issued. The demand notice to the consumer should comprises of the following:-

- a) The initial security deposit for new/additional load/Contract demand, as applicable, as per HPERC(Security Deposits) Regulations,2005 as amended from time to time.
- b) Normative Infrastructural Development Charges as per Regulation 5(2) of HPERC(Recovery of expenditure for supply of electricity) Regulations,2012 as amended from time to time.
- c) The cost of service line estimate as per Regulation 4 of **HPERC (Recovery of Expenditure for Supply of Electricity) Regulations 2012.**

- d) The entire cost of infrastructure to be created in case of builder/promoter as per Regulation (6) of **HPERC (Recovery of Expenditure for Supply of Electricity) Regulations 2012**, as the case may be.
- e) The entire cost of works in the areas where no infrastructure is available or no growth is foreseen in immediate future including the sites where locations of the loads depend upon the geographic factors and availability of basic raw material such as cement factories and construction power for Hydel projects etc as per Regulation 5(3) of **HPERC (Recovery of Expenditure for Supply of Electricity) Regulations 2012** and sub-regulation 9 of Regulation 5 of HPERC(Recovery of Expenditure for supply of Electricity) Regulations,2012 for exclusive works , as the case may be.

Note: *In case of HT /EHT connection, or where the load is to be released on dedicated feeder, the estimate for HT/EHT line may either be prepared after issuance of PAC or after sanction of load as decided by the consumer and the field units of HPSEBL in order to execute the work simultaneously with installation of plant and machinery so as to release the connection in a time bound manner.*

- 8.2 The demand notice (in duplicate) should immediately be issued within the time period specified under clause 3 of HPERC (Licensee's Duty for Supply of Electricity on request) regulations 2004 against proper receipt or by registered/ speed post to the prospective consumer on form CS -5 (a) in case of LT Consumers and on form – CS 5(b) in case of HT/EHT consumers for its compliance by the consumer.

The demand notice should indicate the following :-

- i) All deficiencies to be made good and the codal formalities to be completed by the applicant and observations and conditions observed by the sanctioning authority.
- ii) Necessity to furnish the test report from the approved wiring contractor in case not submitted at the time of application for connection. If some minor installation & testing by the electrical contractor at the premises of applicant is left, the consumer may be allowed to submit the Test Report after sanction of load by the competent field officers. However, the test report on parameters related to safety and protection of the installation should be submitted at the time of submission of initial test report along with A&A form only.
- iii) The deposit of charges as per regulations notified by HPERC as indicated above.

8.3 Period for which the offer remains valid:

- 8.3.1 In the demand notice the period for which the offer will remain valid is also required to be intimated to the applicant. The normal validity period to comply with the demand notice is 90 days which can further be extended at the request of the consumer on valid grounds up to a period limited to six months.
- 8.3.2 In case of non-compliance of the demand notice within the period mentioned in such notice or within such period as may be mutually agreed between the licensee(HPSEBL) and the applicant which is not more than six months, the application, against which the demand notice had been issued, shall be treated as withdrawn and the matter shall be further dealt with in accordance with relevant governing Regulations and Codes of the Commission.

8.4 Time Frame for issuance of Demand notice:-

Type of service connection requested	Period from date of receipt of application within which demand notice should be issued.
Low Tension (LT) supply	(10) days
11KV supply	(15) days
22 KV supply	(15) days
33KV supply	(30) days
Extra High Tension (EHT) supply	(60) days

The period of deposit of demand notice charges by the consumer : 90 days

9.0 Receipt of duly complied demand notice, Agreement Form, Test Report & other relevant documents:

As soon as the consumer complies with the Demand Notice the following procedure may be adopted:--

9.1 It should be ensured that all the documents required to be furnished by the consumer duly filled and signed have been received in the Sub-Division. It will be the specific duty of the receiving HPSEBL official to check the details.

9.2 The wiring contractor's test report 'Form CS-10' as was received along with A& A form should be verified in respect of various categories of consumers. In case, if a minor installation & testing by the electrical contractor at the premises of applicant is left, the consumer may be allowed to submit the Test Report after sanction of load by the competent field officers. However, the test report on parameters related to safety and protection of the installation should be submitted at the time of submission of initial test report along with A&A form only.

The following officers are authorized to verify and accept test reports in case of the categories of consumers within the time limits indicated against each:--

S. No.	Officer/ official designated	Consumer Category	Time Limit
1	Junior Engineer/ AAE.	Domestic, NDNCs & Commercial consumers	Within 10 days after sanction of load
2	SDO (A.E./A.E.E.)	Agricultural, Small/ Medium/ Large Industrial, IDWPS and Bulk Supply consumers, SL and TMS (to get supply at L.T.)	Within 10 days after sanction of load
3	Sr. Executive Engineer	Small//Medium/Large Industrial, IDWPS and Bulk Supply consumers, TMS, Railway Traction (to get supply at H.T./EHT)	Within 10 days after sanction of load.

It may, however, be pointed out here that the period specified above is the maximum and that normally it should be possible to verify the test reports in much shorter period.

Note: -

(i) In case the electrical installation of the consumer does not conform the relevant provisions of the CEA (Measures relating to Safety & Electric

Supply)Regulations,2010 and its amendments or is likely to constitute danger, the consumer should be informed in writing of the shortcomings and to deposit the requisite re-inspection fee as per the relevant provision of the applicable Schedule of Tariff and General & Service Charges_.As soon as the consumer intimates the removal of defects and deposits the re-inspection fee the installation should be retested and the procedure repeated until the defects are removed fully.

- (ii) No connection should be given on false test reports or where the installation has not been carried out. Any official/officer responsible for this breach of Instructions would be liable for disciplinary action.
- (iii) To avoid unauthorized extensions of load by Agricultural, Industrial and Bulk Supply consumers, the accepting authority as indicated above must ensure that the connected load in respect of the consumers falling under their power as stated above is checked at least once a year.
- (iv) HP Govt. Vide notification No. MPP-F(5)-22/2013-I dated 28.6.2016 has introduced self-certification provision and third party verification for installation of up to 440 V supply voltage. In case self-certified/third party verified installations, the same may be accepted. No new connection or reconnection after disconnection of more than six months in respect of installation of supply voltage above 440 V be made by the HPSEB Ltd. on the request of the consumer without the inspection of installation by Electrical Inspector.
- (v) The connected load (kW) calculated by converting the ratings on the machine from kVA or HP(in case of motors) as per procedure specified in Instruction No. 4 of Sales Manual shall be rounded to three decimal places(watt being the basic unit of power).

9.3 If any applicant or a consumer is dissatisfied with the rejection of the test report, he has the right to appeal to the Chief Electrical Inspector to test the installation under Regulation 38 of CEA (Measures relating to Safety and Electric Supply)Regualtions,2010 and the decision of the said Inspector will be binding on the consumer as well as HPSEBL. While intimating the defects to the consumer under relevant rules he should also be informed of his right to appeal so that, if he so desires, he may do so. The charges incidental to such testing will be borne by the consumer himself. If the grievances of prospective consumer is held valid by the Electrical Inspector then the connection/ reconnection shall be made by the HPSEBL within 24 hours from the receipt of such intimation from the Electrical Inspector

9.4 It should, however, be ensured that no Test Report is rejected on flimsy grounds. Whenever a test report is rejected by the J.E, intimation should be given by him to SDO (A.E/A.E.E.) immediately, giving detailed reasons for the rejection. In exceptional cases if SDO (A.E/A.E.E.) is satisfied that the Test Report has been rejected without valid reasons, he may order that the connection to the applicant should be given before any other connection is taken up. The giving of the next connection should not, however, normally be stopped. Where J.E. points out defects even in the Second Test report, the SDO (A.E/A.E.E.) should personally verify the fact to ensure that the test report is not being repeatedly rejected merely to harass the applicant.

9.5 It should also be seen that no undated test reports are accepted. It is very essential to fill in the entries regarding the date on which the actual test is carried out so that periodical testing of consumer's installation as enjoined under Regulation 46 of CEA

(Measures relating to Safety and Electric Supply)Regualtions,2010 could be conducted after requisite intervals.

- 9.6** The prospective consumer should deposit balance security, if any, after verification of connected load of consumer installation in respect of the connection where single part tariff is applicable , with the cashier of the HPSEBL as may be indicated in the Demand Notice Form CS-5. The cashier on receipt of the charges as per demand notice should issue to the applicant a receipt in Form HB (CAO-37) (under signatures of the official authorized by HPSEBL) in token of having received the amount and append a note on it to the effect that the charges as per details below has been received by him vide Receipt No----- dated -----
- 9.7** There should be no undue delay in returning the verified Test Report. On the receipt of the same in the Sub-Division Office and receipt of additional security ,if any, as per para 9.6 and also if all the other conditions/requirements have been met, the SDO (A.E/A.E.E.) will issue a service connection order (Form No. CS-12); reference to the service connection order (No. and date) being entered on the bottom of the HPSEBL's installation Test Order.
- 9.8** It should be ensured that only one Service Connection Order Book is used at a time for all categories of connections at One Local Distribution Centre.
- 9.9** The quantum of load filled by the applicant in the A&A form and Test Report may be verified by the concerned field units as per Instruction No. 4 and in case correction is required to be made based on actual verification of load, the same may be done by the authority verifying the test report in the test report. The connected load (kW) shall accordingly be amended in the A&A form after verification of test report and before the Service Connection Order (SCO) or Sundry Job Order(SJO) as the case may be.
- 10.0** All connections will be released within the time schedule specified as specified in Sales Circular No. 29/2019 under Ease of Doing Business recommendations:-

Sr. No.	Activity	Time Frame
		Release of connection From the date of completion of codal formalities and payment of charges and security as per demand notice.
A)	a) Where no extension of distribution mains or commissioning of new sub-station is required and the work of installation of plant and machinery and service line has been completed by the applicant along-with approval of Chief Electrical Inspector(wherever required) and no Right of Way(ROW) is required.	7 days
	b) Where no extension of distribution mains or commissioning of new sub-station is required and the work of installation of plant and machinery and service line has been completed by the applicant along-with approval of Chief Electrical Inspector(wherever required) and ROW is required.	15 days
B)	Where extension of distribution mains or commissioning of new sub-station is required	As per Regulation 3 (3)- (b) & (c) of the HPERC (Licensee's Duty for Supply of Electricity) Regulations, 2004

11.0 Delay to take supply or avail contract demand:

- 11.1 After the load has been sanctioned, the HPSEB Ltd. shall carry out all the necessary codal formalities and execution of works for supply of power in line with the HPERC (Licensee's Duty for Supply of Electricity on Request) Regulations 2004. As soon as HPSEB Ltd. completes all works required for releasing the connection to the prospective/ existing consumer, concerned Sr. executive Engineer, Electrical Division shall intimate prospective/ existing consumer in writing the readiness of HPSEBL to release the load and shall request the prospective/ existing consumer to avail the load within specified period of two months. The prospective/ existing consumer shall carry out all the inspection and testing work of his installation done within the period of two months.
- 11.2 In case the prospective/ existing consumer, either delays to receive supply of electricity or does not avail the full contract demand within two months, demand charges in respect of consumers to whom two part tariff is applicable, on the sanctioned contract demand shall be charged on the sanctioned contract demand at the rates as per the relevant Schedule of Tariff subject to following limits in line with clause 3.9 of the Supply code:

S.No.	Description	Minimum Limit
i	For initial twelve months from the expiry of notice period or date of release of connection, whichever is earlier;	Maximum demand actually availed if any.
ii	For next six months;	Maximum demand actually availed, if any, or 30% of the total sanctioned contract demand, whichever is higher
iii	After expiry of the period provided in item (ii) above	Maximum demand actually availed, if any, or 50% of the total sanctioned contract demand, whichever is higher

Provided that the minimum limits, as given, in (ii) and (iii) above, shall not be further decreased on the account of tariff provisions relating to charging of demand charges for lesser quantum of demand due to non utilization or temporary reduction of contract demand.

Note:- The procedure has been described for the general awareness of public and the clauses of this procedure should not be quoted while sanctioning/releasing the electricity connection connections to the consumers. For that purpose, the clauses of Supply Code, regulations and sales manual may only be referred.