

PUNJAB STATE ELECTRICITY REGULATORY COMMISSION

Notification

The 5th October, 2016

No. PSERC/Secy/Regu.116- In exercise of the powers conferred under Section 181 read with Sections 43, 44, 45, 46, 47, 48, 50, 55, 56, 57, 58, 59, 126, 127, 135, 152, 154 & 163 of the Electricity Act, 2003 (Central Act 36 of 2003) read with Electricity (Amendment) Act, 2007 (No. 26 of 2007) and all other powers enabling it in this behalf and after previous publication, the Punjab State Electricity Regulatory Commission hereby makes following regulations to amend Punjab State Electricity Regulatory Commission (Electricity Supply Code and Related Matters) Regulations, 2014 (hereinafter referred to as Principal Regulations):-

1. SHORT TITLE, COMMENCEMENT AND INTERPRETATION

- 1.1 These Regulations may be called the Punjab State Electricity Regulatory Commission (Electricity Supply Code and Related Matters) (2ndAmendment) Regulations, 2016.
- 1.2 These Regulations shall be applicable to all licensees (including entities exempted under Section 13 of the Act) in their respective licensed/supply areas and all consumers/persons in the State of Punjab.
- 1.3 These Regulations shall come into force from the date of their publication in the official gazette of the State.

2. AMENDMENT TO REGULATION 4.2 OF THE PRINCIPAL REGULATIONS:

Regulation 4.2 of the Principal Regulations shall be substituted as under

Sr. No	Category of Loads/Consumers	Supply Voltage
(i)	<ul style="list-style-type: none">• DS/NRS loads not exceeding 7 kW (including motive load not exceeding 2 BHP).• Industrial load including general load not exceeding 7 kW at consumer's option.• AP load not exceeding 2 BHP.• Street lighting load not exceeding 7 kW.	Single phase 230 V (between phase and neutral)
(ii)	<ul style="list-style-type: none">• DS/NRS loads exceeding 7 kW or motive load exceeding 2 BHP but not exceeding 100 kW.• Industrial load including general load/demand (other than covered under (i) above) not exceeding 100 kW/100kVA.• Bulk Supply load with contract demand not	Three phase 400V (between phases)

	<p>exceeding 100 kVA.</p> <ul style="list-style-type: none"> • AP load exceeding 2 BHP/AP high technology loads not exceeding 100 KW. • Street Light load exceeding 7 kW but not exceeding 100 kW. <p>Note: - Domestic consumers existing as on 1.8.2012 having load up to 10 kW shall have the option to have single phase supply or three phase supply in case their connected load after computing as per Reg.4.5 worked out to be more than 7 kW.</p>	
(iii)	<ul style="list-style-type: none"> • Arc furnace loads having specified protection system for suppressing voltage surge and other Large Supply Consumers (General and Power Intensive Industry) with contract demand not exceeding 4000 kVA. • DS/NRS/BS loads exceeding 100 kW/kVA but with contract demand not exceeding 4000 kVA. • Single Point Supply under regulations 6.6.1 & 6.6.2 with contract demand not exceeding 4000 kVA. • AP High Technology Supply with load exceeding 100 kW. 	Three phase 11 kV (between phases)
(iv)	<ul style="list-style-type: none"> • Arc furnace loads (other than covered in (iii) above) not exceeding 20 MVA. • Large Supply Consumers with contract demand exceeding 4000 kVA but not exceeding 20 MVA. • DS/NRS/BS loads including single point supply under regulations 6.6.1 & 6.6.2 with contract demand exceeding 4000 kVA but not exceeding 20 MVA. 	Three phase 33/66 kV (between phases) as per availability of voltage at the nearest feeding S/Stn.
(v)	<ul style="list-style-type: none"> • All consumers (except Railway Traction) with contract demand exceeding 20 MVA but not exceeding 50 MVA. 	Three phase 66/132 kV (between phases) as per availability of voltage at the nearest feeding S/Stn.
(vi)	<ul style="list-style-type: none"> • All Consumers (except Railway Traction) with contract demand exceeding 50 MVA. 	Three phase 132/220 kV (between phases) as per availability of voltage at the nearest feeding S/Stn.
(vii)	<ul style="list-style-type: none"> • Railway Traction Supply Consumers 	Single/two/three phase 132/220 kV (between phases) as per availability of voltage at the nearest

		feeding S/Stn.
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4.2.1 The distribution licensee shall release new connections or additional load/demand only at the specified voltage. In case of constraint(s) in releasing a new connection or additional load/demand at the prescribed voltage or in converting the supply voltage of an existing consumer, the supply may be given/continued to be given at a lower voltage subject to technical feasibility and payment of surcharge as specified in the General Conditions of Tariff, as amended from time to time. However, the exemptions from levy of surcharge(s) shall continue as provided in General Conditions of Tariff.

4.2.2 The existing consumers having specified Supply Voltage of 33/66 kV but catered at 11 kV or having specified Supply Voltage of 132/220 kV but catered at 33/66 kV as per the provisions of regulation 4.2.1 of Supply Code, 2014 or note (ii) below clause 5.2 of the Conditions of Supply by payment of surcharge in accordance with clause 13 of General Conditions of Tariff, shall be allowed to convert their Supply Voltage as per the amended limits specified in regulation 4.2 by signing a fresh A&A form with the distribution licensee. The amended specified Supply Voltage shall be applicable for all intents and purposes from the date of approval of such A&A form by the competent authority of the distribution licensee. The approval to the A&A form shall be affected within 15 days by the distribution licensee from the date of submission of A&A form complete in all respects by the consumer failing which it shall be deemed to have been approved by the distribution licensee.

3. AMENDMENT TO REGULATION 4.3.1 OF THE PRINCIPAL REGULATIONS:

4.3.1 A group of new/existing HT/EHT consumers having their total contract demand above 4000 kVA, may jointly install a 33 kV or higher voltage cluster Sub-Station to be owned and maintained by them. The supply of electricity shall be provided by the distribution licensee to the cluster sub- station at a voltage as specified in Regulation 4.2 above based on the sanctioned contract demand of the cluster sub-station in the premises of the leader of the group & actual cost of the HT/EHT line from feeding grid sub-station to cluster sub-station along with bay shall be payable by the constituent members of the group.

4. AMENDMENT TO REGULATION 8.1(a) & (b) OF THE PRINCIPAL REGULATIONS:

Regulation 8.1(a) & 8.1(b) of the Principal Regulations shall be substituted as under:

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

- a) Within Seven (7) for DS/NRS category consumers and Fifteen (15) days for other than DS/NRS consumers from the date of compliance of the Demand

Notice where no augmentation, erection and extension of distribution main, erection/augmentation of distribution transformer or power transformer is required for effecting such supply. However, the distribution licensee shall strive to release DS/NRS connection within 3 days and others in 7 days.

- b) In cases where augmentation/extension of a distribution main or augmentation of power transformer or erection/augmentation of distribution transformer is required but there is no requirement of erecting and commissioning a new HT/EHT line or grid sub-station or power transformer, the supply shall be provided within the period specified hereunder:

Type of service connection requested	Period from date of compliance of Demand Notice within which the distribution licensee shall provide supply	Desirable period for providing connection from the date of compliance of demand notice by distribution licensee
Low Tension (LT) supply	30 days	20 days
High Tension (HT) supply - 11000 volts - 33000 volts	45 days 75 days	30 days 60 days
Extra High Tension (EHT) supply	90 days	75 days

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

5. AMENDMENT TO REGULATION 8.12.1(c) OF THE PRINCIPAL REGULATIONS:

8.12.1(c) within the time frame as prescribed in the regulation 8.1(b), convert supply to HT/EHT at the consumer's cost if the total contract demand exceeds 4000 kVA.

6. AMENDMENT TO REGULATION 9.5.1 OF THE PRINCIPAL REGULATIONS:

Regulation 9.5.1 of the Principal Regulations shall be substituted as under:

9.5.1 Consumers catered supply at 11kV and running essential services or continuous process industries irrespective of their load/contract demand or AP High Technology consumers with load more than 100 kW or other Industrial consumers with a contract demand exceeding 4000 kVA (in case of release of connection/additional load at lower than the prescribed voltage due to constraint as per regulation 4.2.1) may apply for an independent 11 kV feeder to avail the benefit of uninterrupted supply of electricity provided they agree to pay the cost of the independent feeder including

breaker at the feeding sub-station and establishment charges at the rate of 16% of the cost of material and labour.

7. AMENDMENT TO REGULATION 26.1 OF THE PRINCIPAL REGULATIONS:

Regulation 26.1 of the Principal Regulations shall be substituted as under:

26.1 In the event of failure to meet the Standards of Performance specified in Annexure-1, the distribution licensee shall be liable to pay compensation to the affected consumers as specified in Annexure-5.

Provided that the maximum limit of compensation payable in case of violation of any Standard of Performance shall be Rs. 10,000/- except in case of reference no. 1.2(e), (h), (i) and 4 of Annexure-5 where the maximum limit of compensation shall be Rs. 20,000/-. In case affected consumers are more than one, the amount of compensation within this limit shall be shared by all the claimant consumers for each notified office and this amount shall be distributed equally amongst all the claimant consumers who have been awarded the compensation by the competent authority.

8. AMENDMENT TO ANNEXURE-1 OF THE PRINCIPAL REGULATIONS:

Clause 1.2, 1.3 and 1.9 of the Annexure-1 of the Principal Regulations shall be substituted as under:

1.2 Breakdown of overhead lines

In case of failure of supply on account of LT/HT (except category II, III & IV HT feeders) line breakdown (not including breaking/uprooting of poles) or failure of supply from a service main, the distribution licensee shall restore supply within 8 hours of receiving a complaint in urban areas and 12 hours in rural areas. Where disruption of supply is on account of breakage/uprooting of poles, restoration of supply shall be undertaken within 12 hours in urban areas and 24 hours in rural areas. In case of category II, III & IV HT feeders, the distribution licensee shall restore supply within 6 hours. The distribution licensee shall, wherever technically feasible, make arrangements for effecting supply from alternative sources within 2 hours in the case of LT and 4 hours in the case of HT supply.

However in case of failure of supply on account of 66/132/220/400 kV line breakdown (except EHT line feeding not more than 2 consumers), the licensee shall restore supply;

- (a) Within 12 hours in case of normal fault such as disc insulator failure etc.
- (b) Within 24 hours in case of major fault viz. conductor breakdown etc.

In case of breakdown of EHT line feeding not more than 2 consumers, the licensee shall restore supply;

- (a) Within 8 hours in case of normal fault such as disc insulator failure etc.

- (b) Within 16 hours in case of major fault viz. conductor breakdown etc.

1.3 Breakdown of underground cables

In case disruption of supply is on account of any fault in an underground cable, the distribution licensee shall rectify the same within a period of 24 hours of receiving the complaint/information. Where access to the underground cables requires permission of other departments/authorities, the said period of 24 hours shall be computed from the time the distribution licensee receives such permission from the concerned departments/authorities. The distribution licensee shall, however, ensure that an application seeking permission shall be preferred to the competent authorities within 8 hours of receiving the complaint. The distribution licensee shall, wherever technically feasible, make arrangements for effecting supply from alternative sources within 2 hours in the case of LT and 4 hours in the case of HT supply.

1.9 Period of scheduled outages

Interruption in supply on account of scheduled outages shall be notified by the distribution licensee at least 24 hours in advance and shall not exceed 6 hours in a day during the months from April to October and 8 hours in a day during the months from November to March. In either event, the distribution licensee shall ensure that the supply is restored by 6 P.M. The distribution licensee shall also ensure effective advance publicity of every period of a scheduled outage.

9. Amendment to Annexure-5 of the Principal Regulations:

Annexure-5 of the Principal Regulations shall be substituted as under:

COMPENSATION PAYABLE TO CONSUMERS IN CASE OF VIOLATION OF MINIMUM STANDARDS OF PERFORMANCE (See Reg. 26)

Ref. No.	Complaint classification	Standard	Compensation payable for each block of delay for violation of standard		Designated functionary to deliver the service
			Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to each consumer if the event affects more than one consumer	
1.1	Normal fuse off call/complaint				
(a)	Cities and towns/urban areas	Within 4 hours	Rs.100/- in each block of 2/4 hrs	Rs.50/- in each block of 2/4 hrs	Concerned Lineman
(b)	Rural areas	Within 8 hours			
1.2	Overhead Line breakdowns				
	LT Line				
(a)	Cities and towns/urban areas	Within 8 hours	Rs.100/- in each block of 4/6 hrs	Rs.50/- in each block of 4/6 hrs	JE/Incharge of area
(b)	Rural areas	Within 12 hours			
	HT mixed feeder				
(c)	Cities and towns/urban	Within 8 hours	Rs. 200/- in each	Rs. 100/- in each	JE/Incharge of

	areas		block of 4/6 hrs.	block of 4/6 hrs.	area
(d)	Rural areas	Within 12 hours			
(e)	HT Cat. II, III & IV feeder	Within 6 hours	Rs. 2000/- in each block of 3 hrs.	Rs. 1000/- in each block of 3 hrs.	
	EHT Line				
(f)	Normal fault such as Disc Insulator failure	Within 12 hours	Rs.1000/- in each block of 6/12 hrs	Rs.500/- in each block of 6/12 hrs	AE/AEE incharge of the Line
(g)	Major fault such as Conductor Breakdown	Within 24 hours			
	EHT Line feeding not more than 2 consumers or cluster S/S				
(h)	Normal fault such as Disc Insulator failure	Within 8 hours	Rs. 2000/-in each block of 4/8 hrs.	Rs. 1000/-in each block of 4/8 hrs.	AE/AEE incharge of the Line
(i)	Major fault such as Conductor Breakdown	Within 16 hours			
	Breakdowns including breakage of poles				
(j)	Cities and towns/urban areas	Within 12 hours	Rs.100/- in each block of 6/12 hrs	Rs.50/- in each block of 6/12 hrs	JE/Incharge of area
(k)	Rural areas	Within 24 hours			
1.3	Underground cable breakdowns				
	Cities, towns/urban and rural areas	Within 24 hours	Rs.100/- in each block of 12 hrs	Rs.50/- in each block of 12 hrs	JE/Incharge of area
1.4	Distribution Transformer failure				
(a)	Cities and towns/urban areas	Within 24 hours	Rs.200/- in each block of 12/24 hrs	Rs.100/- in each block of 12/24 hrs	JE/Incharge of area
(b)	Rural areas	Within 48 hours			
1.5	Power Transformer failure (with primary voltage upto 66000 volts)	Within 15 days	Rs. 2000/- for each day of default	Rs. 1000/-for each day of default	Sr.Xen/Grid const.
1.6	Street Light Faults	i) Rectification of line faults within 4 hours ii) Replacement of defective units within 24 hours	Rs.200/- for each day of default	-	JE/Incharge of area
1.9	Period of Scheduled Outage				
(a)	Maximum duration in a single stretch	Not to exceed 6 hours in a day during the months from Apr to Oct & 8 hrs in a day during the months from Nov to March	Rs.200/- in each case of default	Rs.100/- in each case of default	JE/Incharge of area
(b)	Restoration of supply	By not later than 6.00 PM			
2.1	Voltage fluctuations				
(a)	Due to loose joint	Within 4 hours	Rs. 200 for each block of 2 hrs.	Rs. 100/- for each block of 2 hrs	JE Incharge of area
(b)	No expansion/enhancement of network	Within 2 working days	Rs.200/- for each day of default	Rs.100 /- for each day of	JE/Incharge of area

	involved			default	
(c)	Up gradation of distribution system required	Within 30 days	Rs.500/- for each day of default	Rs.250/- for each day of default	AE/AEE Incharge of area/ function
3.	Meter complaints				
3.1	Inspection and replacement of slow, fast/creeping, stuck up meters	Inspection within 7 working days and replacement within 10 working days of receipt of complaint	Rs.200/- for each day of default	Not applicable	JE/Incharge of area
3.2	Replacement of burnt meters	Within 5 working days	Rs.300/- for each day of default	Not applicable	JE/Incharge of area
4.	Release of new connection/additional load/demand feasible from existing network				
(a)	Release of supply	Within 7 days for DS/NRS Within 15 days for other than DS/NRS	Rs.200/- for each day of default	Not applicable	AE/AEE Incharge of area/ function
	Network expansion/enhancement required to release supply				
(b)	Release of supply – Low Tension	Within 30 days	Rs.400/- for each day of default	Not applicable	AE/AEE Incharge of area/ function
(c)	Release of supply – High Tension 11000 volts	Within 45 days	Rs.2000/- for each day of default		
(d)	Release of supply - High Tension 33000 volts	Within 75 days			
(e)	Release of supply – Extra High Tension	Within 90 days			
(f)	Erection of substation required for release of supply	Within the time period approved by the Commission	Rs.2000/-for each day of default		
5.	Transfer of title and conversion of services				
(a)	Transfer of title and/or change of category	Within 7 working days in case of LT consumer and 14 days in case of HT/EHT consumers	Rs.1000/- for each day of default	Not applicable	AE/AEE Incharge of area/ function
(b)	Conversion from LT single phase to LT three phase or vice versa	Within 30 days	Rs.200/- for each day of default		
6.	Shifting of Meter/Service Connection & other services				
(a)	Shifting of Meter within premises	Within 3 working days	Rs.200/- for each day of default	Not applicable	AE/AEE Incharge of area/ function
(b)	Shifting of Service Connection LT Connection HT Connection	10 working days 20 days			
(c)	Shifting of LT/HT lines upto 11 kV	Within 20 days			
(d)	Shifting of HT lines above 11 kV	Within 30 days			
(e)	Shifting of distribution Transformer	Within 30 days			

7.	Complaints about Consumer's Bills & restoration of supply				
(a)	Resolution of complaints on disputed electricity bill	(i) within 24 hrs if no additional information is required (ii) Within 7 working days if additional information is required	Rs.200/- for each day of default	Not applicable	ARA/RA
(b)	Reconnection of supply following disconnection due to non-payment of bills	Within 24 hours	Rs.400/- for each day of default	Not applicable	JE Incharge of area

By order of the Commission

**Sd/-
Secretary
PSERC, Chandigarh**

Note: The **Principal Regulations** issued vide Notification No. PSERC/Secy./Regu.97 dated 05.11.2014 published in Punjab Govt. Gaz.(Extra) dated 5th Nov. 2014.

The 1st amendment to the principal Regulation issued vide Notification No/. PSERC/Secy./Regu.114 dated 22.06.2016 published in Punjab Govt. Gaz.(Extra) dated 23.06.2016