

Annexure A – MSEDCL’s Comments on Draft MERC (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 2020.

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2b	<p>SOP 2014: (b) “ Applicant ” means a person, who makes an application for supply of electricity, increase or reduction in contract demand / sanctioned load, change of category, change of name, disconnection or restoration of supply or termination of agreement, as the case may be, including a person opting for Open Access, in accordance with the provisions of the Act and the Rules and Regulations made there under ;</p>	<p>b. “Applicant” means a person who makes an application for supply of electricity, increase or reduction in Contract Demand / Sanctioned Load, change of name, disconnection or restoration of supply or termination of agreement, as the case may be, including a person opting for Open Access, in accordance with the provisions of the Act and the rules and regulations made thereunder;</p>	<p>RE Rooftop installations consumers seeking Net metering/Net Billing may also be included in this Definition.</p> <p>The Central Government recently has finalised the Electricity (Rights of Consumers) Rules, 2020. In the said Rules, due consideration has been given to the prosumers/RE Rooftop consumers. Elaborate provisions have been made by the Central Government in the Rules for such RE Rooftop consumers. However, the Draft Regulations don’t have any major provisions for such consumers. Considering the anticipated increase in the RE Rooftop installations in the State, more detailed provisions are expected in the Supply Code, SOP Regulations. It is pertinent to note that the Rules provide for net metering for loads up to ten kW and for gross metering for loads above</p>

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			ten kW. Therefore, MSEDCL suggests that detailed elaboration is required for RE Rooftop consumers in the Supply Code, SOP Regulations and the same needs to be added in the Regulations in line with the Electricity (Rights of Consumers) Rules, 2020.
2e	Newly Added	<i>e. "Automated Meter Reading System (AMR)" means the scheme to automate the task of data collection from each meter / location to Meter Data Acquisition System (MDAS) at the central location or intermediate location or any other Data Storage Device;</i>	Any other Data Storage Device needs to be clarified.
2f	Supply Code 2005 (d) "Average Power Factor" means- (i) the ratio of kilowatt hours consumed in the month to root of sum of squares of kilowatt hours consumed in the month & reactive kilo-volt ampere hours consumed in the month; or (ii) the ratio of kilowatt hours consumed in the month to kilo-volt ampere hours consumed in the month; as may be recorded by the consumer's meter and shall be rounded off to two decimal places;	f. "Average Power Factor" means- (i) the ratio of kilowatt hours consumed in the month to root of sum of squares of kilowatt hours consumed in the month & reactive (<i>lag+ lead</i>) kilo-volt ampere hours consumed in the month; or (ii) the ratio of kilowatt hours consumed in the month to kilo-volt ampere hours consumed in the month; as may be recorded by the Consumer's meter and shall be rounded off to two (2) decimal places;	MSEDCL suggests that billing period of the consumer may not be exactly a month. Number of days in a Billing Period may vary depending on the time interval between two meter readings. Therefore, MSEDCL suggests instead of a month, "Billing period" may be used. Additionally a ceiling of say 26 days to 35 days may be added for duration between two meter readings. It is also pertinent to note that the MYT Order dated 30 March 2020, Hon'ble Commission has provided formula considering Billing Period only.

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	Suggestion by MSEDCL		Provision of Check Meter is added but not defined. Hence, MSEDCL suggests following: 'Check Meter' refers to a meter with separate CT/PT/VT and with different metering equipment, connected to the same line on which main meter is connected and shall be used for accounting and billing of electricity in case of failure of main meter;
2o	Newly Added	<i>o. "Declared Supply Voltage (Uc)" means the voltage at the Consumers supply terminals declared by the supplier of electrical energy. Declared supply voltage is usually equal to the nominal voltage;</i>	Hon'ble Commission in the Draft Regulations has provided for "supplier of electrical energy" at many places. However, it is not defined or not a part of existing supply code or SOP Regulations also. Hence, MSEDCL suggests that more clarity is required in terms of who is Supplier of electrical energy or alternatively only Distribution Licensee shall be used across the Regulations.
2p	Supply Code 2005 & SOP 2014: (g) "Dedicated distribution facilities" means such facilities, not including a service line, forming part of the distribution system of the Distribution Licensee which are clearly and solely dedicated to	p. "Dedicated Distribution Facilities (DDF)" means such facilities, not including a service- line, forming part of the distribution system of the Distribution Licensee which are clearly and solely dedicated to	Hon'ble Commission in its Order dated 16 February, 2008 in Case No. 56 of 2007 ruled as under <i>".....Thus, in the distribution system, Dedicated Distribution Facility means a</i>

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	the supply of electricity to a single consumer or a group of consumers on the same premises or contiguous premises;	the supply of electricity to a single Consumer or a group of Consumers on the same premises, contiguous premises <i>or any distant premise;</i>	<i>separate distribution feeder or line emanating from a transformer or a substation or a switching station laid exclusively for giving supply to a consumer or a group of consumers. The transformer or the substation can also form a part of Dedicated Distribution Facility if it is provided exclusively for giving supply to these consumers and no other consumer is fed from the said transformer/substation...."</i> In view of above the definition of DDF needs to be updated to include above.
2ee	Supply Code 2005: (m) " Load Factor " means the ratio of the total number of units consumed during agiven period to the total number of units which may have been consumed had thecontract demand / sanctioned load been maintained throughout the same period,subject to availability of supply from the Distribution Licensee and shall usually beexpressed as a percentage;	ee. " Load Factor " means the ratio of the total number of units consumed during a given period to the total number of units which may have been consumed had the Contract Demand or Sanctioned Load been maintained throughout the same period and shall usually be expressed percentage subject to availability of supply from the Distribution Licensee and shall usually beexpressed as a percentage;	Need to add "as" <i>shall usually be expressed as percentage</i>
2gg	Supply Code 2005: (p) " Maximum Demand " in kilowatts or kilo-volt-amperes, in relation to any period shall, unless otherwise provided in any general or special order of the Commission, mean twice the largest number of kilowatt-hours or kilo-volt-	gg. " Maximum Demand " in kilowatts or kilo-volt-amperes, in relation to any period shall, unless otherwise provided in any general or special order of the Commission, mean twice the largest number of kilowatt-hours or kilo-volt-ampere-hours	Hon'ble Commission in Order dated 30 June 2020 in Case No. 84 of 2020 has allowed MSEDCL to reprogram meters for 15 minutes block basis. Therefore, MSEDCL suggests following:

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	ampere-hours supplied and taken during any consecutive thirty minute blocks in that period;	supplied and taken during any consecutive Thirty (30) minutes blocks in that period;	gg. “ Maximum Demand ” in kilowatts or kilo-volt-amperes, in relation to any period shall, unless otherwise provided in any general or special order of the Commission, mean twice/ four times the largest number of kilowatt-hours or kilo-volt-ampere-hours supplied and taken during any consecutive Thirty (30)/ Fifteen (15) minutes blocks in that periodrespectively;
2hh	Newly Added	<i>hh. “Maximum demand load current” means the current value at the Point of Supply calculated as the sum of the currents corresponding to the maximum 15/30-minute demand during each of the twelve previous months divided by 12;</i>	Hon’ble Commission has defined the Maximum demand load current. However, it is not used anywhere in the Regulations. Hence, it can be deleted.
2ii	SOP 2014 (s) “ Meter ” means a set of integrating instruments used to measure and / or record and store the information regarding amount of electrical energy supplied or the quantity of electrical energy containedin the supply, in a given time, which includes whole current meter and metering equipment, such as current transformer, capacitor voltage transformer or potential or voltage transformer with necessary wiring and accessories, communication systems used for Automatic Meter Reading (AMR) and also includes	ii. “ Meter ” means a set of integrating instruments used to measure and/or record and storethe information regarding amount of electrical energy supplied or the quantity of electrical energy contained in the supply, in a given time, which includes whole current meter and metering equipment, such as current transformer, capacitor voltage transformer or potential or voltage transformer with necessary wiring and accessories including for communication and also includes pre-payment meters, <i>Special Energy Meters, Net</i>	The Deleted words “information regarding” needs to be inserted. Electrical Energy not expected to be stored in meter. MSEDCL submits that the definition of meter to be elaborated further since there are many different opinions/ orders / judgments in the matters of phase missing (Voltage/current). Therefore, MSEDCL suggests following

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	pre-payment meters ;	<i>Meters, etc.;</i>	<p>addition to the definition of Meter.</p> <p><i>It shall also include any seal or sealing arrangement and other measures provided by the Licensee for sealing, reliability and for preventing theft/unauthorized use of electricity;</i></p> <p>MSEDCL further submits that Hon'ble Commission has added accessories including for communication in the definition of meter. MSEDCL suggests that accessories should not form a part of Meter. In case of any failure of communication would be treated as defective meter even if meter per say is working. Therefore, MSEDCL suggests that accessories including communication should not be part of a Meter.</p>
200	<p>SOP 2014</p> <p>(u) " Rural Areas " means any areas other than Class I cities and Urban areas as defined in this Regulations ;</p>	oo. "Rural Area" means area not covered under 'Urban Area';	Clarity is required for MIDC and Industrial areas situated in Rural areas.
	Suggestion by MSEDCL		<p>MSEDCL suggests that following definition may be added.</p> <p>Smart Meter:</p>

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			<i>'Smart Meter' means a meter as specified in IS 16444 and as amended from time to time;</i>
	Suggestion by MSEDCL		MSEDCL suggests that following definition may be added. <i>'Service Line' refers to any electric supply line through which electricity is or is intended to be supplied: -</i> <i>a) to a single Consumer either from a distributing main, or</i> <i>b) from a distributing main to a group of Consumers on the same Premises or contiguous premises supplied from the same point of the distributing mains;</i>
2rr	Newly Added	<i>rr. "Supply Voltage Interruption" is a condition in which the voltage at the supply terminals is completely lost or lower than 5% of the nominal voltage condition. It can be classified as:</i> <i>i. Sustained or long interruption means supply interruption is longer than 3 min;</i> <i>ii. Short interruption means supply interruption is from 20 ms to 3 min;</i> <i>For poly-phase systems, a supply interruption occurs when the voltage falls below 5% of the nominal voltage on all phases (otherwise, it is considered to be a dip)</i>	The Draft Regulations provides for 5% variation in the nominal voltage condition. It is pertinent to note that as per the "Report on Power Quality of Electricity Supply to the Consumers" published by FOR in August, 2018, the Supply Voltage Interruptions has been described as a condition in which the voltage at the supply terminals is lower than 10% of the nominal voltage. The said report also observes that for poly-phase systems, an interruption occurs when the voltage falls below 10% of the

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			<p>nominal voltage on all the phases otherwise, it is considered to be a voltage dip. HERC its Supply Code Regulations has provided for 10% based on FOR Report.</p> <p>In view of the above submissions, MSEDCL most humbly requests the Hon'ble Commission to change the percentage to 10% in accordance with the FOR Report on Power Quality.</p> <p>Additionally, the sustained or long interruption should be taken as supply interruption which is longer than 5 min as given in Regulation 22.12.1 for Momentary outages of a duration not more than Five (5) minutes. Similarly, separate provisions may be provided for Urban areas having RMUs/Auto re-closure as infrastructure in most of the Rural area may not have such facilities.</p>
2ss	Newly Added	<i>ss. "Supply voltage dip" means a temporary reduction of the r.m.s. supply voltage at a given point in the electrical supply system of 10 to 90% of the declared voltage for a duration from 10 ms up to and including 1 min;</i>	<p>Instead of 10 ms, MSEDCL suggests for 100 ms because there is voltage dip in every fault and minimum time required for fault clearing is 100 ms.</p> <p><i>ss. "Supply voltage dip" means a temporary</i></p>

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			<i>reduction of the r.m.s. supply voltage at a given point in the electrical supply system of 10 to 90% of the declared voltage for a duration from <u>100 ms</u> up to and including 1 min;</i>
2ddd	<p>Supply Code 2005:</p> <p>(v) “Temporary Supply” means supply of electricity for a temporary period, not exceeding two (2) years, as may be agreed between the Distribution Licensee and the applicant.</p>	<p>ddd. “Temporary Supply” means supply of electricity for a temporary period, <i>not exceeding two (2) years one (1) year</i>, as may be agreed between the Distribution Licensee and the Applicant</p>	<p>Consistent with MYT Order dated 3 November, 2016 in Case No 48 of 2016. However, considering the period of construction, provision for extension upto 1 year may be added.</p>
	<p>Suggestion by MSEDCL</p>		<p>MSEDCL suggests following may be added so as to bring in more clarity on obligations.</p> <p>Licensee’s obligation to supply</p> <p>The licensee shall, on an application by the owner or occupier of any premises located in his area of supply, give supply of electricity to such premises within the time specified in this Regulations provided:</p> <ul style="list-style-type: none"> -the supply of power is technically feasible; -the applicant has observed the procedure specified in this Regulations -the applicant agrees to bear the cost of supply and services as specified in this Regulations

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			Provided further that in case the consumer's facility/installation is not ready to charge/take the supply, Licensee shall not be responsible for delay in providing the supply.
3.2	<p>SOP Regulations 2014</p> <p>5.3 Except where otherwise previously approved by the Authority, the classification of installations shall be as follows:</p> <p>(a) AC system</p> <p>(i) Two wires, single phase, 230 / 240 volts - General supply not exceeding 40 amperes.</p> <p>(ii) Four / Three wires, three phase, 230 / 240 volts between phase wire and neutral or 400 / 415 volts between the phases / lines and contract demand not exceeding 150 kW/187kVA. :</p> <p>Provided that in case of multiple consumers in the same building / premises with cumulative contract demand exceeding 150 kW/ 187 kVA, such limit would be 480 kW / 600kVA.</p> <p>(iii) Three phase, 50 cycles, 11 kV – all installations with contract demand above the limits specified in the clause (ii) and up to 3000kVA :</p> <p>Provided that in Mumbai Metropolitan Region or in case of supply to an installation through an express</p>	<p>3.2. <i>Except where otherwise previously approved by the Authority, the classification of installations shall be as follows:—</i></p> <p><i>a. Two wires, single phase, 230 / 240 volts- General supply not exceeding 40 amperes.</i></p> <p><i>b. Four / Three wires, three phase, 230 / 240 volts between phase wire and neutral or 400 / 415 volts between the phases / lines and Contract Demand not exceeding 160 kW/ 200 kVA:</i></p> <p><i>Provided that in case of multiple Consumers in the same building / premises with cumulative Contract Demand exceeding 160 kW / 200 kVA, such limit would be 480 kW / 600 kVA:</i></p> <p><i>c. Three phase, 50 cycles, 11 kV – all installations with Contract Demand above the limit specified in the clause (b) and up to 3000 kVA:</i></p> <p><i>Provided that in Mumbai Metropolitan Region or in case of supply to an installation through an express</i></p>	

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	<p>feeder in other area, the contract demand limit would be 5000 kVA.</p> <p>(iv) Three phase, 50 cycles, 22 kV – all installations with contract demand above the limit specified in the clause (ii) or clause (iii) and up to 7500 kVA :</p> <p>Provided that in Mumbai Metropolitan Region or in case of supply to an installation through an express feeder in other area, the contract demand limit would be 10,000 kVA.</p> <p>(v) Three phase, 50 cycles, 33 kV – all installations with contract demand above the limit specified in the clause (ii) or clause (iii) or (iv) above and up to 10,000 kVA</p> <p>Provided that in Mumbai Metropolitan Region or in case of supply to an installation through an express feeder in other area, the contract demand limit would be 20,000 kVA</p> <p>(vi) Three phase, 50 cycles, Extra High Voltage – all installations with contract demand above the limit specified in the clause (iv) or clause (v).</p> <p>(b) D.C. system (1) Two-wire 130 volts i. General supply not exceeding 10 amperes</p>	<p><i>feeder in other area, the Contract Demand limit would be 5000 kVA.</i></p> <p><i>d. Three phase, 50 cycles, 22 kV – all installations with contract demand above the limit specified in the clause (b) or clause (c) and up to 7500 kVA:</i></p> <p><i>Provided that in Mumbai Metropolitan Region (MMR) or in case of supply to an installation through an express feeder in other area, the Contract Demand limit would be 10,000 kVA.</i></p> <p><i>e. Three phase, 50 cycles, 33 kV – all installations with Contract Demand above the limit specified in the clause (b) or clause (c) or (d) above and up to 10,000 kVA:</i></p> <p><i>Provided that in MMR or in case of supply to an installation through an express feeder in other area, the Contract Demand limit would be 20,000 kVA.</i></p> <p><i>f. Three phase, 50 cycles, Extra High Voltage – all installations with Contract Demand above the limit specified in the clause (d) or clause (e).</i></p> <p>(b) D.C. system (1) Two-wire 130 volts</p>	

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	<p>ii. Motive power installations upto 1 BHP in aggregate (2) Three wire, 460 volts between outers – Motive power installations of over 1 BHP</p> <p>Provided that in case the consumer who is eligible for single phase connection wants to avail supply at three phases, or any consumer who seeks supply at the voltage level higher than its eligible voltage, such consumer can avail such supply by incurring required expense :</p> <p>Provided further, the licensee may release electricity supply at the voltage lower than the specified above only under exceptional circumstances by charging voltage surcharge determined by the Commission from time to time. The distribution licensee shall ensure that the supply is provided at the specified voltage within a period of one year</p>	<p>i. General supply not exceeding 10 amperes ii. Motive power installations upto 1 BHP in aggregate (2) Three wire, 460 volts between outers – Motive power installations of over 1 BHP</p> <p>Provided that in case the Consumer who is eligible for single phase connection wants to avail supply at three phase, or any Consumer who seeks supply at the voltage level higher than its eligible voltage, such Consumer can avail such supply, if it is technically feasible and by incurring required expense:</p> <p>Provided further, the licensee may release electricity supply at the voltage higher or lower than specified above only under exceptional circumstances by charging voltage surcharge determined by the Commission from time to time. The distribution licensee shall ensure that the supply is provided at the specified voltage within a period of one year</p> <p><i>Provided further that if the supply is released at lower voltage than specified above, voltage surcharge as determined by the Commission from time to time shall be charged to the Consumer</i></p>	

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		<p><i>based on the technical feasibility and considering the system constraints:</i></p> <p><i>Provided further the Distribution Licensee, having regard to the nature of supply and purpose for which supply is required, may adopt special system of supply including multiple source of supply for specific Consumers, if it is demanded by the Consumer and if the same is technically feasible. However, additional cost towards such special system of supply over and above the cost towards applicable system of supply shall be borne by the concerned Consumers.</i></p>	<p>Hon'ble Commission has provided for recovery of additional cost from the concerned. However, this will be a onetime cost for consumers. But MSEDCL needs to maintain the source/feeder for anytime use and thus has to incur expenditure towards manpower, material used for O&M. Additionally, the reserved capacity cannot be utilized for giving connection to other consumers. Therefore, there is no possibility of earning of revenue from this standby source/feeder.</p> <p>MSEDCL further submits that there are 138 HT-EHV consumers under Konkan Region, Kalyan who are availing double (multiple) feeder supply of electricity. The said double feeder supply arrangement has been provided by MSEDCL on the specific request of the consumer particularly to avoid interruption of supply (and loss of production of the Consumer thereof) in case of failure of any one feeder.</p>

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			<p>Consider a case that the contract demand of the consumer is 1000 KVA and the supply is being fed through Feeder F1 emanating from a Substation A and another Feeder F2 emanating from Substation B. So, in case of tripping / shut down of Feeder F1, the supply to the consumer is available through the Feeder F2 which acts as a standby arrangement.</p> <p>It is observed that during the consideration of feeder load and the substation load, the 1000 KVA load of the consumer, is considered to be catered from both feeders F1 (S/s A) as well as F2 (S/s B).</p> <p>As a result, at any given time, 1000 KVA load is catered by only one feeder / substation and at that time 1000 KVA capacity of other feeder / substation remains reserved but unutilized. MSEDCL need to incur <u>extra expenditure</u>(for installation, operation and maintenance of extra feeder) but</p>

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			<p>without receipt of any <u>extra revenue</u>.</p> <p>In line with the general principles of economics for tariff, the Hon'ble Commission has adopted the policy of recovering the fixed cost of MSEDCL through a fixed charge component in tariff.</p> <p>A normal HT industrial consumer (availing single feeder supply) pays Demand Charges & Energy charges as above. But, it is observed that the HT consumer availing double supply also pays the Demand charges at the same rate to MSEDCL i.e. nothing extra whatsoever for the standby supply arrangement.</p> <p>Thus, the extra expenditure towards fixed costs (incurred by MSEDCL for a certain consumer here) gets passed on to other consumers who may not be using this facility of standby supply. It is necessary that the consumer who is using this extra / special facility should pay for it.</p>

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			<p>In view of the above, MSEDCL suggests that additional demand charges should be levied on consumers using multiple sources of supply. Hence, following proviso may be added to Draft Regulation 3.2</p> <p><i>Provided further that consumers availing multiple sources of supply shall pay additional demand charges at arate of two (2) times the applicable Demand Charges for the category for double feeder supply, three (3) times the applicable Demand Charges for the category for triple feeder supply and so on. Variable Charges shall remain the same and shall be billed as per the consumption.</i></p>
4.2	<p>3.2 The charges that a Distribution Licensee is authorized to recover under these Regulations include-</p> <p>(a) recovery of such expenses as may be reasonably incurred by the DistributionLicensee in providing electric line or electrical plant used for the purpose of givingsupply, in accordance with Regulation 3.3 below;</p>	<p>4.2. The charges that a Distribution Licensee is authorized to recover under these Regulations include-</p> <p>(a) recovery of such expenses as may be reasonably incurred by the Distribution Licensee in providing electric line or electrical plant used for the purpose of giving supply, in accordance with Regulation 4.3 below:</p>	<p>MSEDCL suggests that the application form/agreement needs to include a standard clause with regards to who will bear the charges of infrastructure development and under what</p>

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	<p>(b) charges for electricity supplied by the Distribution Licensee in accordance with Regulation 3.4 below.</p>	<p>(b) charges for electricity supplied by the Distribution Licensee in accordance with Regulation 4.4 below:</p> <p><i>Provided that the cost of network for providing connection to a EHT Consumer shall be borne by the Transmission Licensee and the Consumer may be charged according to the Schedule of Charges as specified in Regulation 19</i></p> <p><i>:</i></p> <p><i>Provided further that in the event cost of network is incurred by the Consumer, the same shall be reimbursed, subject to ceiling of charges as approved in Schedule of Charges, by adjustment in the monthly energy bill:</i></p> <p><i>Provided further that the cost incurred by the Consumer to be reimbursed proportionately in the ratio of actual billing demand recorded for the month and Sanctioned Load:</i></p> <p><i>Provided further that the entire cost which is reimbursable to the Consumer shall be paid once billing demand reaches 70% of the Sanctioned Load:</i></p> <p><i>Provided further that cost incurred by the</i></p>	<p>Scheme/Regulations. Many a times, the consumers give consent for DDF, however, subsequently seek refund citing the consent was not free consent. Many a times consumers claim that since they are at receiving end the consent included in the agreement regarding bearing of infra charges was forceful consent.</p> <p>Further, for EHV consumers, the cost incurred by the Consumer shall be reimbursed by the Transmission Licensee and not the Distribution Licensee through energy bills. This will be in line with the first proviso.</p> <p>Further, clarity is required in terms of proviso. Whether they are applicable to 4.2. (b) only or Regulation 4.2.</p>

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		<i>Consumer will not be reimbursed if DDF is opted by the Consumer.</i>	
4.3.2	<p>Supply Code 2005:</p> <p>3.3.2 Where the provision of supply to an applicant entails works of laying of service line from the distributing main to the applicant's premises, the Distribution Licensee shall be authorized to recover all expenses reasonably incurred on such works from the applicant, based on the schedule of charges approved by the Commission under Regulation 18:</p> <p>Provided that the Distribution Licensee shall be entitled to use such service-line to supply electricity to any other person, notwithstanding that all expenses reasonably incurred have been recovered in accordance with this Regulation 3.3.2, except if such supply is detrimental to the supply to the consumer already connected therewith.</p>	<p>4.3.2 The Distribution Licensee shall be authorised to recover all expenses reasonably incurred on providing supply to such works from the Applicant, based on the Schedule of Charges approved by the Commission under Regulation 19:</p> <p><i>Provided that the Service Line charges shall not be charged to the Applicant:</i></p> <p>Provided further that the Distribution Licensee shall be entitled to use service-line setup for the Applicant to provide supply to any other Applicant, notwithstanding that all expenses reasonably incurred have been recovered in accordance with this Regulation 4.3, except if such supply is detrimental to the supply to the existing Consumer already connected therewith</p>	<p>As per the definition of "Service-Line" mentioned at 2.61, Definitions in EA-2003, the service line charges are nothing but service connection charges i.e. charges reasonably required for giving supply immediately connecting service line to distribution mains. Therefore, the additional proviso regarding Service Line charges may be deleted.</p> <p>If such charges were disallowed, the ceiling defined for compensation would become infructuous/conflicting.</p>
4.3.4	<p>Supply Code 2005:</p> <p>3.3.4 Where the provision of supply to an applicant entails works, not being works referred to in Regulation 3.3.2 or Regulation 3.3.3 above, for augmentation of the distribution system, the Distribution Licensee shall be authorized to recover from the applicant such proportion of the expenses reasonably incurred on such works as the load</p>	<p>4.3.4 Where the provision of supply to an Applicant entails works, not being works referred to in Regulation 4.3.2 or Regulation 4.3.3 above, for augmentation of the distribution system, the Distribution Licensee shall be authorised to recover from the Applicant such proportion of the expenses reasonably incurred on such works as the</p>	

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	<p>applied for bears to the incremental capacity that will be created by augmentation of the distribution system:</p> <p>Provided that where the load applied for does not exceed 25 per cent of the capacity that will be created by augmentation of the distribution system, the Distribution Licensee shall not be entitled to recover any expenses under this Regulation 3.3.4:</p> <p>Provided further that any dispute with regard to the need for and extent of augmentation of the distribution system under this Regulation 3.3.4 shall be determined in accordance with the procedure set out in the Consumer Grievance Redressal Regulations.</p>	<p>load applied for bears to the incremental capacity that will be created by augmentation of the distribution system:</p> <p>Provided that where the load applied for does not exceed Twenty Five (25) per cent of the capacity that will be created by augmentation of the distribution system, the Distribution Licensee shall not be entitled to recover any expenses from the Applicant under this Regulation:</p> <p>Provided further that any dispute with regard to the need for and extent of augmentation of the distribution system under this Regulation shall be determined in accordance with the procedure set out in the Grievance Redressal Regulations.</p>	<p>MSEDCL submits that in case recovery of expenses is not allowed, if the load applied is less than 25%, the cost of augmentation shall be socialised and will get passed on to all the common consumers. Hence, MSEDCL suggests that in such cases Distribution Licensee shall recover expenses from the Applicant or Applicants as the case may be on pro rata basis for the load of consumer to augmented capacity. (e.g. System augmented from 100 KVA to 200 KVA DTC to accommodate new 20 KVA load then the cost of estimate will be recovered as 20/200 KVA i.e 10 % of estimated cost from the consumer). It will be a onetime cost for Applicant(s) for which Augmentation is required.</p> <p>MSEDCL also suggests that In case of networks installed under DDF, if the same is continuously underutilised (say less than 60%) in past 12 months, the Distribution Licensee shall be allowed to use the remaining capacity without</p>

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			asking the DDF consumer.
5	<p>Supply Code 2005: Application for Supply</p> <p>4.1 The applicant shall provide the following information / particulars / documents to the Distribution Licensee while making an application for supply or for additional load, shifting of service, extension of service or restoration of supply:</p> <p>(i) applicant's name and, whether or not the applicant is the owner of the premises for which supply of electricity is being applied for;</p> <p>(ii) address of premises for which supply of electricity is being applied for and billing address, if different from such premises for supply;</p> <p>(iii) where applicant is not the owner of the premises, name of owner of premises;</p> <p>(iv) purpose of usage of electricity and load applied for each such usage;</p> <p>(v) whether the application is for a new connection, shifting of service, additional load, extension of service, change of name or restoration (where the disconnection was for a period of less than six months);</p> <p>(vi) name, address, licence number, contact</p>	<p>5. Application for Supply/additional load/shifting of services / extension of services / restoration of supply</p> <p>5.1 The Distribution Licensee shall provide facility to the Applicant to submit its application for supply / additional load / shifting of services/ extension of services / restoration of supply <i>and all other purposes through online web portal or mobile application:</i></p> <p>(i) applicant's name and, whether or not the applicant is the owner of the premises for which supply of electricity is being applied for;</p> <p>(ii) address of premises for which supply of electricity is being applied for and billing address, if different from such premises for supply;</p> <p>(iii) where applicant is not the owner of the premises, name of owner of premises;</p> <p>(iv) purpose of usage of electricity and load applied for each such usage;</p> <p>(v) whether the application is for a new connection, shifting of service, additional load, extension of service, change of name or restoration (where the disconnection was for a period of less than six months);</p>	<p>MSEDCL suggests that as far as possible, the applications should be submitted online through web portal or mobile app of distribution licensee. If required, the DISCOM Officers can help to submit the Online Application.</p> <p>However, for getting all the systems in place some additional time needs to be provided for Urban areas also.</p> <p>MSEDCL suggests that Revision in Load/Change of Name/Request for Temporary/Permanent Disconnection of supply /change of category may be added to the Application.</p> <p>MSEDCL suggests that for availing the facility of revision in load / shifting of services/ extension of services/name change/ restoration of supply etc., there has to be a mandatory condition of "No Pending Dues/Arrears".</p> <p>In line with "Mobile Number Portability" where the dues till the date of porting</p>

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	<p>telephone number and e-mail ID (if available) of Licensed Electrical Contractor who will certify the wiring works pertaining to the premises;</p> <p>(vii) additional documents as may be required from the applicant under any statute for the time being in force:</p> <p>Provided that the application form shall provide a list of (a) all major purposes of usage and (b) all such documents along with a reference to specific provision of the statute(s) under which they are required by the Distribution Licensee from the applicant at the time of giving supply of electricity to the premises:</p> <p>Provided further that for consumers falling under the domestic tariff category, a copy of any one of the following documents, namely (i) ration card; (ii) photo-pass; (iii) voter's card; (iv) passport; (v) documents pertaining to occupation of premises, may be required at the time of processing of the application; (viii) additional details that may be provided by the applicant, at his option, to facilitate the supply of electricity or consumer service by the Distribution Licensee; (ix) fee for processing the application or receipt thereof, based on the schedule of charges approved by the Commission under Regulation 18.</p>	<p>(vi) name, address, licence number, contact telephone number and e-mail ID (if available) of Licensed Electrical Contractor who will certify the wiring works pertaining to the premises;</p> <p>(vii) additional documents as may be required from the applicant under any statute for the time being in force:</p> <p>Provided that the application form shall provide a list of (a) all major purposes of usage and (b) all such documents along with a reference to specific provision of the statute(s) under which they are required by the Distribution Licensee from the applicant at the time of giving supply of electricity to the premises:</p> <p>Provided further that for consumers falling under the domestic tariff category, a copy of any one of the following documents, namely (i) ration card; (ii) photo-pass; (iii) voter's card; (iv) passport; (v) documents pertaining to occupation of premises, may be required at the time of processing of the application; (viii) additional details that may be provided by the applicant, at his option, to facilitate the supply of electricity or consumer service by the Distribution Licensee; (ix) fee for processing the application or receipt thereof, based on the schedule of charges approved by the Commission</p>	<p>are to be cleared, it will be prudent to clear all the due for availing such services also. In case of proceedings under S. 126 of the Act, the consumer should have either paid the dues or has appealed under S 127 by paying 50% amount. Therefore, MSEDCL suggests following proviso for Regulation 5.</p> <p><i>Provided further that for revision in load / shifting of services/ extension of services/name change/ restoration of supply, consumer shall clear all the dues pending as on the date of Application.</i></p> <p><i>Provided further that if there is any ongoing litigation against the Applicant under Section 126 of the Electricity Act 2003, he should have preferred appeal and paid at least 50% of the disputed amount as mandated under Section 127 of the Electricity Act 2003.</i></p>

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	<p>Provided that the Distribution Licensee may, at its discretion, give supply by scrutinizing alternative documents provided by the applicant.</p> <p>4.2 An application form under this Regulation 4 shall be in Marathi and English and shall be made available at each office of the Distribution Licensee where such applications are accepted:</p> <p>Provided that the Distribution Licensee shall also make available an electronic media version of such application form in downloadable format on the internet website of the Distribution Licensee:</p> <p>Provided further that the application form shall be accepted at each section office / ward office / consumer centre of the Distribution Licensee:</p>	<p>under Regulation 18.</p> <p><i>Provided that with notification of these Regulations, all applications for new supply shall be submitted through online portal only for Urban Areas with immediate effect and within Six (6) months for Rural Areas:</i></p> <p><i>Provided further that such online module shall provide facility of online payment of application fees and other fees, deposit etc., if any:</i></p> <p><i>Provided further that such online facility shall be available in Marathi and English in addition to any other language which Distribution Licensee may choose to provide: An application form under this Regulation 4 shall be in Marathi and English and shall be made available at each office of the Distribution Licensee where such applications are accepted</i></p> <p><i>:Provided that the Distribution Licensee shall also make available an electronic media version of such application form in downloadable format on the internet website of the Distribution Licensee:</i></p> <p><i>Provided further that the application form shall be</i></p>	

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	<p>Provided however, that in case of applications for HT consumer categories, the application form may be accepted at the division office / circle office / ward office / consumer centre of the Distribution Licensee.</p>	<p>accepted at each section office / ward office / consumer centre of the Distribution Licensee</p> <p>Provided however, that in case of applications for HT consumer categories, the application form may be accepted at the division office / circle office / ward office / consumer centre of the Distribution Licensee.</p> <p><i>Provided also that the online application form should be as per Annexure "II" for all the Distribution Licensees:</i></p> <p><i>Provided that Distribution Licensee shall take prior approval of the Commission for any deviation in online application form as per Annexure "II":</i></p> <p>Provided however, that in case of applications for HT consumer categories, the application form may be accepted at the division office / circle office / ward office / consumer centre of the Distribution Licensee.</p> <p><i>Provided further that the Distribution Licensee shall prominently display on its website and on the notice board in all its offices, the following:</i></p>	

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		<p><i>a. detailed procedure for grant of new connection, temporary connection, shifting of meter or, service line, change of Consumer category, enhancement of load, reduction of load' or change in name, transfer of ownership and shifting of premises etc.</i></p> <p><i>b. complete list of copies of the documents required to be attached with the application;</i></p> <p><i>c. all applicable charges to be deposited by the Applicant.</i></p>	
5.2	Newly Added	<p><i>5.2 Post successful submission on online application, unique reference number shall be allotted through web-based application/mobile app/SMS/e-mail or any other digital mode. Applicant shall able to monitor progress of its application through online portal or through offline enquiry using unique reference number.</i></p> <p><i>Provided that in case hard copy of the application form is submitted in Rural Areas (only for a period of 6 months from the date of Publication), the same shall be digitized as soon as it is received and acknowledgement with the unique reference number for that Applicant shall be generated and intimated to the Applicant.</i></p>	MSEDCL submits that allocation of unique reference number should be subject to the submission of complete details as required in Reg 5.4 and 5.6.
5.3	Newly Added	<p><i>5.3 If there is delay in providing the service, then Distribution Licensee shall automatically compute the compensation for the same as perError!</i></p>	MSEDCL most humbly submits that the compensation cannot be given

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		<p>Reference source not found. II and display such compensation to the Applicant through online module:</p> <p>Provided such compensation shall reflect in the Consumers Data base maintained by the Distribution Licensee and shall be credited in electricity bill of the Applicant within Ninety (90) days of the occurrence of event resulting in payment of Compensation.</p> <p>Provided further that the Commission may notify any change in the Annexures of this Regulations through Order or Practice Directions, as may be necessary from time to time.</p>	<p>automatically. As per the Section 57 (2) of the Act, on failure of meeting the SOP, the Licensee is liable to pay compensation to affected person as determined by SERC provided before determination of compensation, the concerned Licensee shall be given a reasonable opportunity of being heard. Therefore, provision of Automatic Compensation needs to be removed and proviso for giving a reasonable opportunity to the Licensee should be added for relevant clauses of compensation.</p> <p>Even the Electricity (Rights of Consumers) Rules, 2020 provides that compensation is due when it can be successfully established that there is a default in performance of the distribution licensee.</p> <p>MSEDCL further submits that before claiming any compensation, the consumer should have paid all the dues of electricity bills/connection. Consumers with electricity bill arrears</p>

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			<p>should not be eligible for getting compensation. The Draft Regulations has specified for standards of performance for Licensee. On the similar note, bill payment also needs to be a duty of consumers. Hence, MSEDCL suggests that a provision need to be added for mandatory bill payment/no dues/no arrears for claiming compensation by consumers.</p> <p>MSEDCL also suggests following: <i>“Provided such compensation shall reflect in the Consumers Data base maintained by the Distribution Licensee and shall be credited in electricity bill of the Applicant within Ninety (90) days of the occurrence of event/ immediately after generation of first Energy bill resulting in payment of Compensation.”</i></p>
5.4	Newly Added	<p><i>5.4 The Applicant shall provide the following information / particulars / documents to the Distribution Licensee while making an application on Web Portal or Mobile App for supply or for additional load, shifting of service, extension of service or restoration of supply:</i></p> <p><i>i. Applicant’s name and, whether or not the</i></p>	<p>Instead of “Additional Load”, “revision in load” should be used considering addition and reduction in load. Also “change in tariff” category may be added.</p>

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		<p><i>Applicant is the owner of the premises for which supply of electricity is being applied for;</i></p> <p><i>ii. address of premises with Pin Code for which supply of electricity is being applied for and billing address, if different from such premises for supply;</i></p> <p><i>iii. where Applicant is not the owner of the premises, name of owner of premises;</i></p> <p><i>iv. purpose of usage of electricity and load applied for each such usage;</i></p> <p><i>v. whether the application is for a new connection, shifting of service, additional load, extension of service, change of name or restoration (where the disconnection was for a period of less than Six (6) months);</i></p> <p><i>vi. name, address, licence number, contact telephone number, mobile number and e-mail ID (if available) of Licensed Electrical Contractor who will certify the wiring works pertaining to the premises;</i></p> <p><i>vii. additional details that may be provided by the Applicant, at his option, to facilitate the supply of electricity or Consumer service by the Distribution Licensee or for availing e-KYC;</i></p> <p><i>viii. fee for processing the application or receipt thereof, based on the Schedule of Charges approved by the Commission under Regulation 19.</i></p> <p><i>Provided that the Distribution Licensee may, at its discretion, give supply by scrutinizing alternative</i></p>	

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		<i>documents provided by the Applicant.</i>	
5.5	Newly Added	<p><i>5.5 An application for single point supply of electricity for residential purposes can be made by:</i></p> <p><i>a. a registered Co-operative Group Housing Society (hereinafter referred to as "Housing Society"), for making electricity available to the members of such society residing in the same premises:</i></p> <p><i>Provided that it shall not in any way affect the right of an owner or occupier of a housing unit in such a Housing Society, to demand electricity supply directly from the Distribution Licensee of the area;</i></p> <p><i>or</i></p> <p><i>b. a person for making electricity available to his employees residing in the same premises.</i></p>	For housing societies, single point supply has to be on HT level only. In the MYT Order, Hon'ble Commission has provided the Tariff for HT Category only.
5.6	Newly Added	<p><i>5.6 For application for new supply, Distribution Licensee shall seek only following documents and details along with application form:</i></p> <p><i>a. Proof of identity of the Applicant/ authorisation document (in case of Firm or Company)</i></p> <p><i>b. Proof of ownership / occupancy (in case of owned or leased premises)</i></p> <p><i>c. Mobile Number of the Applicant (owner as well as occupier, if both are different)</i></p> <p><i>Provided that the Distribution Licensee may also provide the option of e-KYC to the Applicant: For all other statutory requirements, the Applicant shall</i></p>	<p>MSEDCL suggests following addition.</p> <p><i>c. Mobile Number or Email ID (If Available) of the Applicant (owner as well as occupier, if both are different)</i></p> <p><i>d. Declaration about any pending case under section 126/135 on the premises or the applicant</i></p>

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		<p><i>provide declaration/undertaking for confirmation that the information provided in the application is true, the Applicant has complied with all requirements under all statute for the time being in force, the Applicant himself/herself shall be held legally responsible for any issue arising out of any such non-compliance and it indemnify the Distribution Licensee from any loss that may occur on account of such non-compliance.</i></p>	
5.7	<p>Supply Code 2005: 4.3 It shall be the duty of the Distribution Licensee to: (i) issue a duly authorized acknowledgement of receipt for each application form accepted; (ii) maintain a record at each office where applications for supply of electricity are accepted containing the following: (a) application particulars; and (b) current status of applications (iii) display, at each office where applications are accepted, for each category of applications, the date upto which the applications have been cleared; (iv) inform an applicant, upon request, of the status of his application and the reasons, if any, for non-disposal of the application.</p>	<p><i>5.7 It shall be the duty of the Distribution Licensee to ensure: a. that a system generated acknowledgement shall be issued forthwith and in case of any deficiency same shall be intimated to the Applicant within Two (2) days of the receipt of the application. The deficiency shall be communicated on registered mobile number through SMS/registered e-mail address, as the case may be: Provided that if Applicant does not remove the defects within Fifteen (15) days, the Distribution Licensee shall reject such application as incomplete with intimation to the Applicant on registered mobile number through SMS or registered e-mail address, as the case may be and remit the fees paid (excluding application processing fees), if any, to the Applicant.</i></p>	<p>MSEDCL submits that considering the number of applications, vast area of supply including far flung rural areas, at least 5 working days should be provided for scrutiny of the Application. Additionally, a provision need to be added to seek additional information if so required.</p>

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		<p><i>b. The Licensee shall indicate all the deficiencies in the application form to the Applicant in one go only and shall not raise any new deficiency subsequently:</i></p> <p><i>Provided that in case the Licensee fails to intimate the Applicant about any deficiencies in his application within the stipulated Two (2) days, the application shall be deemed to have been accepted by the Licensee on the date of online submission of the application.</i></p> <p><i>c. maintain a record containing the following:</i></p> <p><i>i. Application particulars; and</i></p> <p><i>ii. Current status of applications.</i></p> <p><i>d. display on the website for each category of applications, the date upto which the applications have been cleared;</i></p> <p><i>e. inform an Applicant, upon request, of the reasons, if any, for non-disposal</i></p>	
5.8	<p>Supply Code 2005:</p> <p>4.4 Unless the Act or the rules and regulations framed thereunder or any other law for the time being in force requires otherwise, the Distribution Licensee shall release connections in each tariff category, as far as practicable, on a “first come, first served” basis:</p> <p>Provided that the Distribution Licensee may follow</p>	<p>5.8 Unless the Act or the rules and regulations framed thereunder or any other law for the time being in force requires otherwise, the Distribution Licensee shall release connections in each tariff category, as far as practicable, on a “first come, first served” basis:</p> <p>Provided that the Distribution Licensee may follow</p>	<p>Mandatory to release new connections within 7 days (without ROW) and 15 Days (with ROW permission)</p> <p>However, Compensation provides difference periods 15 days LT Network (no provision for HT) 1 Month Existing Network</p>

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	<p>any other basis for release of connections under any special scheme of the Distribution Licensee, subject to the Distribution Licensee's duty to give supply within the time period under Section 43 of the Act and the regulations specified thereunder.</p> <p>SOP 2014:</p> <p>4.1 The Distribution Licensee shall, on an application made by post or by hand by the owner or occupier of any premises, give supply of electricity to such premises after receipt of the application by chronological order of receipt of its complete application requiring such supply.</p> <p>4.2 The application referred to in Regulation 4.1 shall be deemed to be received on the date of receipt of the duly completed application in accordance with the Maharashtra Electricity Regulatory Commission (Electricity Supply Code and Other Conditions of Supply) Regulations, 2005 including any amendments thereto in force from time to time.</p> <p>4.3 The Distribution Licensee shall complete the inspection of the premises related to an application for supply of electricity not later than</p>	<p>any other basis for release of connections under any special scheme of the Distribution Licensee, subject to the Distribution Licensee's duty to give supply within the time period under Section 43 of the Act and the Regulations specified thereunder:</p> <p>4.1 The Distribution Licensee shall, on an application made by post or by hand by the owner or occupier of any premises, give supply of electricity to such premises after receipt of the application by chronological order of receipt of its complete application requiring such supply.</p> <p>4.2 The application referred to in Regulation 4.1 shall be deemed to be received on the date of receipt of the duly completed application in accordance with the Maharashtra Electricity Regulatory Commission (Electricity Supply Code and Other Conditions of Supply) Regulations, 2005 including any amendments thereto in force from time to time.</p> <p>4.3 The Distribution Licensee shall complete the inspection of the premises related to an application for supply of electricity not later than seven (7) days from the date of submission of such</p>	<p>3 Months if Augmentation 1 Year if Sub Station required</p> <p>Therefore, this is clearly an inconsistency in the Regulations and hence MSEDCL suggests following amendment for better clarity in the said proviso as below.</p> <p><i>Provided further that subject to the statutory provisions and permissions, the Distribution Licensee shall endeavor to release new connections from existing network within Fifteen (15) Seven (7) working days (where no Right of Way is required) and within thirty (30) Fifteen (15) working days (where Right of Way is required) of the receipt of applications complete in all respects.</i></p> <p><i>Provided further that where the supply of electricity to a premise requires extension or augmentation of distributing mains, the Distribution Licensee shall give supply to such premises within three (3) months from the date of receipt of the completed application. The extension or augmentation of distributing mains</i></p>

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	<p>seven (7) days from the date of submission of such application for supply in Class I cities and Urban Areas and within ten (10) days from date of submission of such application for supply of electricity in Rural Areas, regardless of whether such application is deemed to be complete under Regulation 4.2.</p> <p>4.4 Where the supply of electricity to an applicant is to be given from an existing network of the Distribution Licensee, the Distribution Licensee shall intimate the charges to be borne by the applicant not later than fifteen (15) days from the date of submission of such application for supply of electricity in Class I cities and Urban Areas and within twenty (20) days from the date of submission of such application for supply of electricity in Rural Areas, regardless of whether such application is deemed to be complete under Regulation 4.2.</p> <p>4.5 Where the supply of electricity to an applicant requires extension or augmentation of distributing mains, the Distribution Licensee shall intimate the charges to be borne by such applicant within thirty (30) days from the date of submission of such application, regardless of whether such</p>	<p>application for supply in Class I cities and Urban Areas and within ten (10) days from date of submission of such application for supply of electricity in Rural Areas, regardless of whether such application is deemed to be complete under Regulation 4.2.</p> <p>4.4 Where the supply of electricity to an applicant is to be given from an existing network of the Distribution Licensee, the Distribution Licensee shall intimate the charges to be borne by the applicant not later than fifteen (15) days from the date of submission of such application for supply of electricity in Class I cities and Urban Areas and within twenty (20) days from the date of submission of such application for supply of electricity in Rural Areas, regardless of whether such application is deemed to be complete under Regulation 4.2.</p> <p>4.5 Where the supply of electricity to an applicant requires extension or augmentation of distributing mains, the Distribution Licensee shall intimate the charges to be borne by such applicant within thirty (30) days from the date of submission of such application, regardless of whether such application is deemed to be complete under Regulation 4.2.</p>	<p><i>includes the extension of HT, LT lines and augmentation of distribution transformer substation.</i></p> <p><i>Provided further where the supply of electricity to a premise requires commissioning of a new sub-station forming a part of the distribution system, the Distribution Licensee shall give supply to such premises within one (1) year from the date of receipt of the complete application. The commissioning of new substation forming a part of the distribution system will include substation having transformation from HT to HT or HT to LT or switching station from where the HT distribution lines originate.</i></p>

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	<p>application is deemed to be complete under Regulation 4.2.</p> <p>4.6 Where an applicant seeks Dedicated Distribution Facilities (DDF) to its premises as defined under Regulation 2.1(g) of the MERC (Electricity Supply Code and other Conditions of Supply) Regulations, 2005 including any amendment thereto, in force from time to time, the Distribution Licensee shall intimate the charges to be borne by such applicant within thirty (30) days from the date of submission of such application, regardless of whether such application is deemed to be complete under Regulation 4.2.</p> <p>4.7 The Distribution Licensee shall, on an application by the owner or occupier of any premises, give supply of electricity to such premises, within one (1) month after receipt of the completed application and payment of charges for requiring such supply, if the supply to an applicant is to be given from an existing network of the Distribution Licensee.</p> <p>4.8 Where the supply of electricity to a premise requires extension or augmentation of distributing mains, the Distribution Licensee shall give supply to</p>	<p>4.6 Where an applicant seeks Dedicated Distribution Facilities (DDF) to its premises as defined under Regulation 2.1(g) of the MERC (Electricity Supply Code and other Conditions of Supply) Regulations, 2005 including any amendment thereto, in force from time to time, the Distribution Licensee shall intimate the charges to be borne by such applicant within thirty (30) days from the date of submission of such application, regardless of whether such application is deemed to be complete under Regulation 4.2.</p> <p>4.7 The Distribution Licensee shall, on an application by the owner or occupier of any premises, give supply of electricity to such premises, within one (1) month after receipt of the completed application and payment of charges for requiring such supply, if the supply to an applicant is to be given from an existing network of the Distribution Licensee.</p> <p>4.8 Where the supply of electricity to a premise requires extension or augmentation of distributing mains, the Distribution Licensee shall give supply to such premises within three (3) months from the date of receipt of the completed application and payment of charges. The extension or</p>	

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	<p>such premises within three (3) months from the date of receipt of the completed application and payment of charges. The extension or augmentation of distributing mains includes the extension of HT, LT lines and augmentation of distribution transformer substation.</p> <p>4.9 Where the supply of electricity to a premise requires commissioning of a new sub-station forming a part of the distribution system, the Distribution Licensee shall give supply to such premises within one (1) year from the date of receipt of the complete application and payment of charges. The commissioning of new substation forming a part of the distribution system will include substation having transformation from HT to HT or HT to LT or switching station from where the HT distribution lines originate.</p> <p>4.10 The Distribution Licensee shall not be held responsible for the delay, if any, in giving supply on account of problems relating to statutory clearances, right of way, acquisition of land or the delay in consumer's obligation which is beyond the reasonable control of the Distribution Licensee.</p>	<p>augmentation of distributing mains includes the extension of HT, LT lines and augmentation of distribution transformer substation.</p> <p>4.9 Where the supply of electricity to a premise requires commissioning of a new sub-station forming a part of the distribution system, the Distribution Licensee shall give supply to such premises within one (1) year from the date of receipt of the complete application and payment of charges. The commissioning of new substation forming a part of the distribution system will include substation having transformation from HT to HT or HT to LT or switching station from where the HT distribution lines originate.</p> <p>4.10 The Distribution Licensee shall not be held responsible for the delay, if any, in giving supply on account of problems relating to statutory clearances, right of way, acquisition of land or the delay in consumer's obligation which is beyond the reasonable control of the Distribution Licensee. Provided further that subject to the statutory provisions and permissions, the Distribution Licensee shall endeavor to release new connections within Seven (7) working days (where no Right of Way is required) and within Fifteen (15) working</p>	

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		<i>days (where Right of Way is required) of the receipt of applications complete in all respects.</i>	
6.9	<p>Supply Code 2005:</p> <p>5.9 All connections released for agricultural pump sets after three months of the date of notification of these Regulations shall be metered and no such connections shall be released unless such pump sets are provided with capacitors of suitable ratings having regard to the capacity of the pump sets.</p> <p>Provided that all connections released prior to this period are provided with capacitors of suitable ratings having regard to the capacity of the pump sets within three years from the date of notification.</p> <p>Provided further that the metering directives issued by the Commission from time to time shall govern any unmetered connections released before the date of notification.</p>	<p>6.9 All connections released for agricultural pump sets after three months from the date of notification of these Regulations shall be metered. No agricultural/ motive power connections shall be released unless the Consumer installs capacitors of suitable rating having regard to the capacity of the pump sets.</p> <p>Provided that all connections released prior to this period are provided with capacitors of suitable ratings having regard to the capacity of the pump sets within three years from the date of notification.</p> <p>Provided further that the metering directives issued by the Commission from time to time shall govern any unmetered connections released before the date of notification.</p>	<p>The Draft Regulations provides that all connections released from the date of notification of these Regulations shall be metered.</p> <p>In this regard, MSEDCL would like to submit that the Hon'ble Commission had constituted a Working Group for Agricultural Consumption study (AGWG). In its Final Report, AGWG put on the record that the methodology adopted in the report and analysis undertaken was possible primarily due to the efforts put in by MSEDCL in recent years for deploying AMR / MRI feeder metering infrastructure and more importantly, ensuring continuous maintenance and monitoring of these systems. The AGWG also has referred and substantiated the practical difficulties faced by MSEDCL in metering the individual AG consumers. AGWG also has recommended an alternative method with regard to estimation of AG consumption. In the</p>

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			<p>MYT Order dated 30 March 2020, the Hon'ble Commission also allowed feeder input based methodology for Ag billing to selected feeders.</p> <p>Some of the key observations and suggestions made by AGWG are summarised below:</p> <ul style="list-style-type: none"> • Feeder input based metering, as considered in this report, enables capturing consumption of large number of AG consumers in an economical, efficient and reasonably accurate manner. • Based on field survey input, it is certain that ensuring reasonably accurate metering of AG consumers is going to take some time and AG sales will need to be estimated for few more years. Hence, it is important to continuously improve reliability of such estimation, by ensuring correct consumer mapping, reliable and accurate feeder metering, identification of missing / defunct AG connections and restating total AG connected load to

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			<p>that extent</p> <ul style="list-style-type: none"> Improving consumer mapping and AMR based feeder metering would help cover larger number of feeders and would also improve accuracy of estimation. <p>In view of the above, the Hon'ble Commission has allowed MSEDCL to bill selected AG consumers on the basis of feeder-input based Group metering scheme.</p> <p>Considering the above, MSEDCL most humbly submits that consumer metering may not be insisted for Agriculture consumers. AMR based feeder metering can be used for Agriculture consumers and the same may be provided for Ag consumers in the Regulations.</p>
7.3	<p>6.5 The agreement shall be deemed to be terminated upon permanent disconnection of the consumer or where the consumer remains disconnected for a period of more than six (6) months:</p> <p>Provided that the termination of agreement is</p>	<p>7.3 The agreement shall be deemed to be terminated upon permanent disconnection of the Consumer or where the Consumer remains disconnected for a period of more than Six (6) months:</p> <p>Provided that the termination of agreement is</p>	<p>On the similar lines of provisions of 7.3, if New applicant requests for power supply and enters online agreement with MSEDCL for contracted demand, but does not avail power supply for period more than 6 month from date payment and agreement, then the infrastructure</p>

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	without prejudice to the rights of the Distribution Licensee or of the consumer under the Act for recovery of any amounts due under the agreement.	<p>without prejudice to the rights of the Distribution Licensee or of the Consumer under the Act for recovery of any amounts due under the agreement:</p> <p>Provided further that Distribution Licensee shall continue to bill applicable fixed cost to the Consumer up to the date of Permanent Disconnection.</p>	<p>become idle and the distribution capacity for such consumer get blocked affecting other consumers from getting power supply/technical feasibility. (Huge paid pending applications for > 1 Years)</p> <p>In such cases it is proposed as , if the prospective consumer fails to avail power supply as sanctioned, after completion of 6 month from date of agreement/payment whichever is later, then sanction shall be deemed to be cancelled and the deposited amount by such consumer shall be get forfeited and the consumer has to apply again.</p>
7.4	6.6 A consumer may terminate the agreement after giving a notice of thirty days to the Distribution Licensee.	<p>7.4 A Consumer may terminate the agreement after giving a notice of Thirty (30) days to the Distribution Licensee:</p> <p>Provided that whenever an agreement is terminated by notice given by the Consumer, the Distribution Licensee shall give a written intimation to the Consumer within Fourteen (14) days after termination failing which it shall be construed that such intimation has been given to the Consumer:</p>	

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		<p>Provided further that the licensee on receipt of the termination notice shall arrange for a special meter reading and prepare a final bill:</p> <p>Provided further that disconnection shall be done immediately after payment of the final bill. The balance amount due to any consumption between the final reading and the permanent disconnection, if any, may be adjusted against the security amount with the distribution licensee. The remaining security deposit shall be refunded within Seven (7) days to the Consumer.</p>	<p>For the payment of remaining security amount to be paid to disconnected consumer, the time required for all the procedure described shall be modified to 15 days considering the time required for final bill settlement, documentation, audit, approvals etc.</p> <p>The balance security will be directly transferred to consumer's bank account after verification.</p>
7.6	<p>6.8 The Distribution Licensee shall increase or reduce the contract demand / sanctioned load of the consumer upon receipt of an application for the same from the consumer:</p> <p>6.7 Whenever an agreement is terminated by notice given by the consumer, the Distribution Licensee shall give a written intimation to the consumer within fourteen days after termination</p>	<p>7.6 The Distribution Licensee shall increase or reduce the Contract Demand / Sanctioned Load of the Consumer upon receipt of an application for the same from the Consumer:</p> <p><i>Provided further that Distribution Licensee shall continue to bill applicable fixed cost to the Consumer up to the date of Permanent Disconnection.</i></p> <p>Provided that whenever an agreement is terminated by notice given by the Consumer, the Distribution Licensee shall give a written intimation</p>	<p>Hon'ble Commission has adopted the principle from MYT Order dated 30 March 2020. However, considering the rulings in the MYT Order, MSEDCL would like to suggest following addition to the proposed provision.</p> <p><i>Provided that in case Consumer exceeds its Contract Demand on Three (3) occasions in any Financial Year, Distribution licensee can enhance the Contract Demand of the consumer</i></p>

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	<p>failing which it shall be construed that such intimation has been given to the consumer.</p> <p>Provided that where such increase or reduction in contract demand / sanctioned load entails any works, the Distribution Licensee may recover</p>	<p>to the Consumer within Fourteen (14) days after termination failing which it shall be construed that such intimation has been given to the Consumer:</p> <p><i>Provided further that the licensee on receipt of the termination notice shall arrange for a special meter reading and prepare a final bill:</i></p> <p><i>Provided further that disconnection shall be done immediately after payment of the final bill. The balance amount due to any consumption between the final reading and the permanent disconnection, if any, may be adjusted against the security amount with the distribution licensee. The remaining security deposit shall be refunded within Seven (7) days to the Consumer.</i></p> <p><i>Provided that in case Consumer exceeds its Contract Demand on Three (3) occasions in any Financial Year, then Distribution Licensee shall intimate such Consumer to apply for regularising its Contract Demand. In case Consumer refuses to do so, Distribution Licensee shall revise its Contract Demand to the highest recorded Maximum Demand in that Financial Year:</i></p> <p>Provided further that where such increase or reduction in Contract Demand/ Sanctioned Load</p>	<p><i>irrespective whether the Consumer submits an application for the same or otherwise to the highest recorded Maximum Demand in that Financial Year. However before such revision of Contract Demand, Distribution Licensee must give 15 days' notice to such consumer.</i></p> <p><i>Provided further that he will be billed at the tariff applicable for the respective load slab in case there is increase in Contract Demand.</i></p> <p><i>Provided further that consumer shall not be liable for any other action under Section 126 of the EA, 2003, since the penal additional Demand Charge, as may be approved by the Commission, provides for the penalty that the consumer is liable to pay for exceeding his Contract Demand.</i></p> <p>Additionally, MSEDCL also suggest that due to such contract demand change if any additional cost is required (e.g. CT/PT change) to be incurred by</p>

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	<p>expenses relating thereto in accordance with the principles specified in Regulation 3.3, based on the rates contained in the schedule of charges approved by the Commission under Regulation 18:</p> <p>Provided further that any dispute with regard to the need for and extent of any such works pursuant to an application for increase or reduction in contract demand / sanctioned load shall be determined in accordance with the procedure set out in the Grievance Redressal Regulations.</p>	<p>entails any works, the Distribution Licensee may recover expenses relating thereto in accordance with the principles specified in Regulation 4, based on the rates contained in the Schedule of Charges approved by the Commission under Regulation 19:</p> <p>Provided further that any dispute with regard to the need for and extent of any such works pursuant to an application for increase or reduction in Contract Demand /Sanctioned Load shall be determined in accordance with the procedure set out in the Grievance Redressal Regulations.</p>	<p>Licensee, then Licensee should be allowed to recover the cost in next energy bill as per the approved Schedule of Charges.</p>
9.4	<p>8.4 Where there is a reason to suspect that an offence of the nature provided for in Part XII or Part XIV of the Act is being committed on a consumer's premises, the visit of the officer designated by the State Government under Section 126 of the Act or of the officer authorised by the State Government under Section 136 of the Act, as the case may be, shall be recorded in a logbook to be maintained with the Distribution Licensee along with the name of such officer and details of the visit to the consumer's premises:</p> <p>Provided further that, where possible, two independent witnesses shall be taken for the visit</p>	<p>9.4 Where there is a reason to suspect that an offence of the nature provided for in Part XII or Part XIV of the Act is being committed on a Consumer's premises, the visit of the officer designated by the State Government under Section 126 of the Act or of the officer authorised by the State Government under Section 135 of the Act, as the case may be, shall be recorded in a logbook to be maintained with the Distribution Licensee along with the name of such officer and details of the visit to the Consumer's premises:</p> <p>Provided further that, where possible, two independent witnesses shall be taken for the visit</p>	<p>MSEDCL suggests following: <i>Provided also that the refusal of the Consumer or his representative to sign on the inspection report shall also be recorded in the Consumer report along with name of the person refusing to sign the inspection report and his mobile number:</i></p>

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	<p>and an inspection report prepared by such officer, of the findings of the visit to the consumer's premises, which shall be signed alongwith his remarks, if any, by the consumer and / or his representative and by such witnesses:</p> <p>Provided also that the refusal of the consumer or his representative to sign on the inspection report shall also be recorded in the consumer report:</p> <p>Provided also that a copy of the inspection report shall be provided to the consumer upon request.</p>	<p>and an inspection report prepared by such officer, of the findings of the visit to the Consumer's premises, which shall be signed along with his remarks, if any, by the Consumer and / or his representative and by such witnesses:</p> <p>Provided also that the refusal of the Consumer or his representative to sign on the inspection report shall also be recorded in the Consumer report:</p> <p>Provided also that a copy of the inspection report shall be provided to the Consumer upon request:</p> <p><i>Provided further that if a Consumer refuses to allow the Distribution Licensee or any person authorised as aforesaid to enter his premises or land, or refuses to allow such person to perform any act which he is authorised to do, the Distribution Licensee may, after the expiry of Twenty Four (24) hours from the service of a notice in writing or through digital mode (SMS, e-mail, Whatsapp) on the Consumer, cut off the supply to the Consumer for so long as such refusal or failure continues.</i></p>	
10	<p>Supply Code 2005</p> <p>8.6 An assessment under Section 135 of the Act</p>	<p><u>10. Theft and Unauthorised Use of Electricity</u> <u>10.1 Theft of Electricity:</u> <i>The computation of fine to be paid by the</i></p>	<p>It is proposed that while assessing the units during the assessment period for theft and Unauthorised Use of</p>

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	<p>shall be made for the entire period for which the dishonest abstraction, consumption or use of electricity under that Section can be clearly established by the officer authorised by the State Government in this regard:</p> <p>Provided that the maximum period of assessment under this Regulation 8.6 shall be two years prior to the date of detection of such dishonest abstraction, consumption or use of electricity:</p>	<p>Consumer on conviction shall be as specified in Section 135 of the Act. This shall be computed for the entire period for which the dishonest abstraction, consumption or use of electricity under that Section can be clearly established by the officer authorised by the State Government in this regard:</p> <p>Provided that the maximum period of assessment under this Regulation 8.6 shall be two years prior to the date of detection of such dishonest abstraction, consumption or use of electricity:</p> <p>10.1.2 <i>Without prejudice to the provisions of the Act, the Distribution Licensee or supplier, as the case may be, may, upon detection of such an instance of theft of electricity, immediately disconnect the supply of electricity to the premises in contention. This disconnection may involve removal of meter, electric line, electric plant and other apparatus in case of theft:</i></p> <p><i>Provided that the Distribution Licensee shall specify and upload the methodology for computation of the fine on its website which shall not be inconsistent with the provisions of the Act/Regulations.</i></p>	<p>Electricity, the applicable diversity factor as per Annexure (I) shall be applicable. The numbers of days during calendar month will be 30 days.</p>

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	<p>Provided further that the assessment shall be made at a rate equal to one-and-half times the tariff applicable to the category of services so assessed:</p> <p>Provided also that where the period of dishonest abstraction, consumption or use of electricity under Section 135 of the Act cannot be clearly established, it shall be presumed to be six months prior to the date of detection.</p>	<p><i>Provided that only such officer of the licensee or supplier, as authorized for the purpose by the Commission or any other officer of the licensee or supplier, as the case may be, of the rank higher than the rank so authorized shall disconnect the supply line of electricity:</i></p> <p><i>Provided that pending adjudication by the appropriate court, the Distribution Licensee or supplier shall restore the supply line of electricity within Forty-Eight (48) hours of payment of assessed amount without prejudice to the obligation to lodge the complaint.</i></p> <p>The assessment shall be made at a rate equal to <u><i>twice the tariff applicable to the category of services and for the actual period of theft.</i></u> Where the period for theft cannot be ascertained, it shall be presumed to be <u><i>Twelve (12) months</i></u> prior to the date of detection of such dishonest abstraction, consumption or use of electricity.</p> <p><i>10.1.3 Where a case of theft of electricity is detected for metered connection, the units billed by the Distribution Licensee to the Consumer during</i></p>	

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		<i>the assessment period, shall be duly credited to the Consumer.</i>	
12.4	<p>10.4 The Distribution Licensee shall communicate the decision on change of name to the consumer within the second billing cycle from the date of application for change of name:</p> <p>Provided where the Distribution Licensee disallows or refuses to the change of name, it shall do so after affording the consumer concerned a reasonable opportunity of being heard in the matter:</p> <p>Provided further that the Distribution Licensee shall communicate the reasons of refusal in writing to the consumer.</p>	<p>12.4 The Distribution Licensee shall communicate the decision on change of name to the Consumer within the second billing cycle from the date of online application for change of name:</p> <p>Provided where the Distribution Licensee disallows or refuses to the change of name, it shall do so after affording the Consumer concerned a reasonable opportunity of being heard in the matter:</p> <p>Provided further that the Distribution Licensee shall communicate the reasons of refusal in writing to the Consumer.</p>	MSEDCL suggests that for availing the facility of revision in load, there has to be a mandatory condition of “No Pending Dues/Arrears”
13.10	<p>11.10 A consumer -</p> <p>(i) with a consumption of electricity of not less than one lac (1,00,000) kilo-watt hours per month; and</p> <p>(ii) with no undisputed sums payable to the Distribution Licensee under Section 56 of the Act may, at the option of such consumer, deposit security under this Regulation 11, by way of cash, irrevocable letter of credit or unconditional bank guarantee issued by a scheduled commercial bank.</p>	<p>13.10 A Consumer -</p> <p>a. with a consumption of electricity of not less than one lac (1,00,000) kilo-watt hours per month; and</p> <p>b. with no undisputed sums payable to the Distribution Licensee under Section 56 of the Act may, at the option of such Consumer, deposit security under this Regulation 13, by way of cash, irrevocable letter of credit or unconditional bank guarantee issued by a scheduled commercial bank.</p>	
15.1.1	Newly Added	<i>Provided further that multiple new connections (atleast 5 connection in a single building) in the</i>	<i>In rural areas where it is possible to install the RF-DCU or network for remote</i>

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		<i>Rural Area shall be released with the Smart Meter having atleast the facility of remote reading:</i>	reading, then smart meters shall be installed. (As MSEDCL has already started RF metering it may possible to install the RF meter in the rural areas also)
15.1.2	Newly Added	<p><i>15.1.2. Wherever required, suitable switchgear of the appropriate rating and specification shall be installed in addition to the meter by the Distribution Licensee:</i></p> <p><i>At the time of releasing a new connection, the Distribution Licensee shall not recover any cost towards meter and allied equipment's. The Consumer may also opt to purchase the meter himself, provided the meter is of a specification approved by the Distribution Licensee from time to time:</i></p>	<p>MSEDCL suggests following proviso:</p> <p><i>Provided that the consumer may be charged according to the Schedule of Charges as specified in Regulation 19:</i></p> <p>In case the Consumer opts to purchase the meter himself, meter cost will be non-refundable</p>
15.2		<p><u><i>15.2. Supply and Installation of Meters and suitable Switchgear</i></u></p> <p><i>15.2.1. Installation or replacement of the meter shall be done by the Distribution Licensee's engineer in the presence of the Consumer or his authorised representative, after giving a notice period of Two (2) days. If Consumer or his authorised representative are not present then the Distribution Licensee shall proceed with Installation or replacement of the meter.</i></p>	<p>MSEDCL suggests following:</p> <p><i>15.2.1. Installation or replacement of the meter shall be done by the Distribution Licensee's Engineer in the presence of the Consumer or his authorized representative, after giving a notice through hand or post or courier sms/whatsapp/email/any other telecommunication medium available at least Two (2) days prior to installation of</i></p>

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			<i>meter. If Consumer or his authorized representative are not present then the Distribution Licensee shall proceed with Installation or replacement of the meter.</i>
15.2.2	Newly Added	<i>15.2.2. The Distribution Licensee shall record the details of the existing meter and replaced meter including the initial reading of the new meter being connected and the final reading of the old meter being removed. The Distribution Licensee shall convey these details to the Consumer through a written communication.</i>	MSDCL suggests following: <i>15.2.2. The Distribution Licensee shall record the details of the existing meter and replaced meter including the initial reading of the new meter being connected and the final reading of the old meter being removed. The Distribution Licensee shall convey these details to the Consumer by handing over copy of replacement along with seal position to him/ authorized representative through hand or post or courier sms/whatsapp/email/any other telecommunication medium available.</i>
15.2.5		<i>15.2.5. Distribution Licensee or a Consumer may install a check meter conforming to the technical specifications as laid down in the Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006 as amended from time to time. This check meter shall be installed at the cost of the entity proposing such an installation. This check meter may be calibrated by the Distribution</i>	Separate check meter with different metering equipment with separate CT/PT/VT needs to provided and the main meter should not be affected.

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		<p><i>Licensee upon payment of prescribed fee as per the relevant Schedule of Charges as determined by the Commission from time to time. In both the cases, the Distribution Licensee shall be responsible for application of seals to the meters and monitoring the same:</i></p> <p><i>Provided that check meter readings shall not be used for billing purpose by the Distribution Licensee except when the main meter is found and proven to be erroneous.</i></p>	
15.6.4	Newly Added	<p><i>15.6.4. Before testing a Consumer's meter, the Distribution Licensee shall give advance notice of atleast Two (2) working days, intimating the date, time and place of testing so that the Consumer or his authorised representative may be present at the testing:</i></p>	<p>MSEDCL suggestion</p> <p><i>15.6.4. Before testing a Consumer's meter, the Distribution Licensee shall give advance notice of atleast Two (2) working days through hand or post or courier/sms/whatsapp/email/any other telecommunication medium available, intimating the date, time and place of testing so that the Consumer or his authorised representative may be present at the testing:</i></p>
16.1.2	Newly Added	<p><i>16.1.2. The Distribution Licensee shall prepare the bill for every billing cycle based on actual meter reading and the bill shall be delivered to the Consumer by hand or post or courier within 5 days of date of Bill.</i></p>	<p>MSEDCL suggests that physical delivery may not be insisted. Hon'ble Commission has already provided for digital copy on website, sms/email for bill intimation. <i>Bill delivery through Sms/Whatsapp/email may be added.</i></p>

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			Regular and timely payment of electricity bills, if bills not received, using web based services, to check bills online or by keeping an eye on SMS etc. should be the responsibilities of Consumers.
16.2.4	<p>15.2.4 The bill shall include, inter alia, the following information:</p> <p>a) Consumer No., name and address;</p> <p>b) Name of office of Distribution Licensee having jurisdiction over the supply;</p> <p>c) (i) Type of supply (i.e. single phase, three-phase LT or HT); (ii) Contract demand / Sanctioned Load;</p> <p>d) Category of consumer (i.e. domestic, commercial etc.);</p> <p>e) Meter No.;</p> <p>f) Billing period (dates to be mentioned);</p> <p>g) Previous meter reading of the billing period / cycle with date;</p> <p>h) Present meter reading of the billing period / cycle with date;</p> <p>i) Multiplying Factor of the meter;</p> <p>j) Number of units (e.g. kWh, RkVAh / kVArh, kVAh, etc.) consumed during the billing period and, where relevant for determination of charges, during</p>	<p>16.2.4. The bill shall include, inter alia, the information <i>in legible form as under:</i></p> <p><i>a. Consumer No., name and address, mobile number, email id and date of connection;</i></p> <p><i>b. Name, address, email id and telephone number of offices of Distribution Licensee having jurisdiction over the supply;</i></p> <p>c. (i) Type of supply (i.e. single phase, three-phase LT or HT or EHT); (ii) Contract demand / Sanctioned Load;</p> <p>d. Category of Consumer (i.e. domestic, commercial etc.);</p> <p>e. Meter No. <i>and identification details of meter (in case the meter was replaced during the billing period, the bill must indicate the meter numbers of new as well as old meter, date of replacement, final reading of old meter and initial reading of new meter at the time of replacement of meter);</i></p> <p><i>f. Pole Number and Distribution Transformer Number from which connection is served/ Name of</i></p>	<p>MSEDCL suggests following may be added in the Bill.</p> <p><i>in case of Net Metering arrangement, the energy accounting for the month and the banked units alongwith time slots wherever relevant and year end credit.</i></p>

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	<p>different time slots in the billing period;</p> <p>k) Maximum demands during the billing period;</p> <p>l) Average power factor during the billing period;</p> <p>m) Last six months consumption;</p> <p>n) Date of the bill and due date of payment;</p> <p>o) Billing details - The details for the current month demand and arrears shall be furnished in the bills;</p> <p>p) Security deposit details;</p> <p>q) Table showing the various components of applicable tariff;</p> <p>r) Details of subsidy, if any, under Section 65 of the Act;</p> <p>s) Mode of payment and collection facilities;</p> <p>t) Telephone number and address of Customer Service Centre where the consumer can make a bill-related complaint;</p> <p>u) Telephone numbers and address of the Forum constituted in accordance with the Grievance Redressal Regulations;</p> <p>v) In case of cheques and bank drafts, the receiving authority in whose favour the amount should be drawn.</p>	<p><i>sub-division or centre;</i></p> <p><i>g. Status of meter (OK/ defective/ not available);</i></p> <p><i>h. Billing Status (Regular/ Assessed/ Provisional Bill with reason);</i></p> <p>i. Previous meter reading of the billing period / cycle with date;</p> <p>j. Present meter reading of the billing period / cycle with date;</p> <p>k. Multiplying Factor of the meter;</p> <p>l. Number of units (e.g. kWh, RkVAh / kVArh, kVAh, etc.) consumed during the billing period and, where relevant for determination of charges, during different time slots in the billing period;</p> <p>m. Maximum demands during the billing period;</p> <p>n. Average power factor during the billing period, <i>if applicable;</i></p> <p>o. Last <i>Twelve (12) months</i> energy consumption;</p> <p>p. Date of the bill and due Date of Payment <i>and date for availing Prompt Payment Discount;</i></p> <p>q. Billing details - The details for the current month demand and arrears shall be furnished in the bills;</p> <p>r. Security deposit details;</p> <p>s. Details of subsidy, if any, under Section 65 of the Act;</p> <p>t. Table showing the various components of applicable tariff;</p> <p>u. In case of cheques and bank drafts, the receiving</p>	

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		authority in whose favour the amount should be drawn; v. Mode of payment and collection facilities;	
16.3.6	<p>Provided that in case, for any reason, the Distribution Licensee fails to carry out the meter reading during a billing cycle, the Distribution Licensee shall prepare and provide a provisional bill to the consumer, based on the average consumption of last three billing cycles wherein the meter readings were carried out.</p> <p>Provided further that normally provisional billing shall not continue for more than two billing cycles at a stretch. The amount paid as per the provisional bill shall be adjusted against the bill raised on the basis of actual meter reading during subsequent billing cycles.</p>	<p>16.3.6. However, the Distribution Licensee shall ensure that such estimated billing does not extend to more than two (2) billing cycles at a stretch, and there are not more than two (2) estimated bills generated for a Consumer during one (1) financial year.</p>	<p>In view of the provision of sending meter reading, the provision may be further relaxed.</p> <p><i>not more than three (3) billing cycles at a stretch and not more than 6 Billing cycle in a Financial Year.</i></p>
16.4	<p>Supply Code 2005 15.4 Billing in the Event of Defective Meters</p> <p>15.4.1 Subject to the provisions of Part XII and Part XIV of the Act, in case of a defective meter, the amount of the consumer's bill shall be adjusted, for a maximum period of three months prior to the month in which the dispute has arisen, in accordance with the results of the test taken</p>	<p>16.4 Billing in the Event of Defective/ stuck/stopped/burnt Meters</p> <p>16.4.1. Subject to the provisions of Part XII and Part XIV of the Act, in case of a defective stuck/stopped/burnt meter, the amount of the Consumer's bill shall be adjusted, for a maximum period of three months prior to the month in which the dispute has arisen, in accordance with the</p>	<p>MSEDCL submits that clarity is required in terms of what action needs to be taken if the meter is faulty for a period of more than 3 months.</p> <p>With new advanced meters, history of the consumption of the electricity by the consumer is now available for a period</p>

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	<p>subject to furnishing the test report of the meter along with the assessed bill.:</p> <p>Provided that, in case of broken or damaged meter seal, the meter shall be tested for defectiveness or tampering. In case of defective meter, the assessment shall be carried out as per clause 15.4.1 above and, in case of tampering as per Section 126 or Section 135 of the Act, depending on the circumstances of each case.</p> <p>Provided further that, in case the meter has stopped recording, the consumer will be billed for the period for which the meter has stopped recording, up to a maximum period of three months, based on the average metered consumption for twelve months immediately preceding the three months prior to the month in which the billing is contemplated.</p>	<p>results of the test taken subject to furnishing the test report of the meter along with the assessed bill.</p> <p>Provided that, in case of broken or damaged meter seal, the meter shall be tested for defectiveness or tampering. In case of defective meter, the assessment shall be carried out as per clause 16.4.1 above and, in case of tampering as per Section 126 or Section 135 of the Act, depending on the circumstances of each case.</p> <p>Provided further that, in case the meter has stopped recording, the Consumer will be billed for the period for which the meter has stopped recording, up to a maximum period of three months, based on the average metered consumption for twelve months immediately preceding the three months prior to the month in which the billing is contemplated.</p>	<p>of more than 2 year. Accordingly, the exact details of the time from when the slow down actually occurred are available with the Licensee. If the consumption data is available in the internal memory of the meter, same shall also be taken into consideration for the purpose of billing. Therefore, the Licensee may be allowed to recover the energy bills for a period of two years as provided in the EA 2003 or from date of occurrence of the event whichever is lower. Hence, MSEDCL suggests following amendment to the proviso of Regulation 16.4.1</p> <p><i>Provided further that, in case the meter has stopped recording, the Consumer will be billed for the period for which the meter has stopped recording <u>or slows down</u>, up to a period of <u>two years</u>three months<u>or from date of occurrence of the event if it can be established based on the assessment of consumption.</u> the average metered consumption for twelve months immediately preceding the three months prior to the month in which the</i></p>

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			billing is contemplated.
16.5.6	Newly Added	<p>16.5.6. Consumer may pay the bill by Cash, Cheque, Demand Draft, Money Order or through electronic modes. The date of realisation of cheque or three (3) days from the submission of cheque shall be deemed to be the date of receipt of the payment provided that the cheque is not dishonoured:</p> <p>Provided that if <u>cheque of a Consumer</u> dishonoured for two occasions in any Financial Year, then such Consumer shall not have facility of paying electricity bill through cheque for balance period of Financial Year:</p> <p>Provided further that cash payment limit for each monthly bill shall not exceed Rs 5,000/- or as may be decided by the Commission from time to time in the tariff order.</p>	<p>Even though MSEDCL has provided multiple avenues for online payment such as online Web Self Service, Mobile App, MahaPowerPay Wallet, 3rd party online portals etc., response to the online payments is not that encouraging. DISCOMs should be mandated to make all possible avenues available to consumers for online payment. However, option of cash/cheque should be available with consumers irrespective of the amount. Consumer should have freedom to choose option of payment.</p>

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16.6.4	Newly Added	16.6.4. When a domestic Consumer gives prior information in writing about his continued absence from residence, the Distribution Licensee shall not send any notice/provisional bill to the Consumer provided that the Consumer pays the fixed charges for such period in advance and his supply line shall remain connected.	Instead of domestic, “Residential” may be used across the Regulations for uniformity.
16.9.2	Newly Added	16.9.2. No sum due from any Consumer, on account of default in payment shall be recoverable after the period of Two (2) years from the date when such sum became first due unless such sum has been shown continuously as recoverable as arrear of charges for electricity supplied as per Section 56 (2) of the Act except for permanently disconnected Consumer.	Section 56 (2) has no mention of “on account of default in payment”. So this part needs to be removed. Neglect in payment is mentioned in S 56 (1) of the Act.
20.2	20.2. Every Distribution Licensee shall, within a period of One (1) month from the date of notification of these Regulations, modify and update the terms and conditions of supply and all circulars, internal orders and any other document or communication relating to the supply of electricity to Consumers to make them consistent with these Regulations: Provided further that any existing circulars, orders and any other document or communication relating to the supply of electricity to Consumers	20.2. Every Distribution Licensee shall, within a period of One (1) month from the date of notification of these Regulations, modify and update the terms and conditions of supply and all circulars, internal orders and any other document or communication relating to the supply of electricity to Consumers to make them consistent with these Regulations: Provided further that any existing circulars, orders and any other document or communication relating to the supply of electricity to Consumers	MSEDCL submits that considering the combination of two Regulations and increased scope for modification of various Documents, MSEDCL most humbly submits that additional time period upto 3 months may be provided for Licensees to make necessary changes.

Draft Reg. No.	Existing Provision and Regulation	Draft Regulations 2020	Comments
	not modified or updated in accordance with this Regulation 20.2 shall be deemed to be invalid at the end of one month from the date of notification of these Regulations.	not modified or updated in accordance with this Regulation 20.2 shall be deemed to be invalid at the end of one month from the date of notification of these Regulations.	
22.5	Newly Introduced	<p>22.5. The Distribution Licensee shall not permit the voltage at the Point of Supply to vary from the declared voltage as under: Error! Reference source not found.</p> <p>Error! Reference source not found. For statistical evaluation, voltage variations shall be assessed for the period not less than 7 continuous days</p>	As per the FOR Report on Power Quality of Electricity Supply to Consumers, for low voltages, Reference Time Frame is 95% with Limits of $Un \pm 10\%$ The same be added for LV consumers. Separate provision may be added for LV and HV consumers.
22.12.6	Newly Added	<p>22.12.6. The Distribution Licensee shall capture data directly from the feeder monitoring system and there should not be any manual intervention: Provided that such automation system shall be put in place within One (1) year of notification of these Regulations.</p>	<p>For deriving Reliability indices MSEDCL has developed proven Network Data Management (NDM) System.</p> <p>However, due to technical difficulties, meter issues, communication errors, unavailability of mobile network/range etc. some kind of manual intervention is required. Considering the large network spread across the State, MSEDCL humbly requests the Hon'ble Commission that manual invention in such situations may be allowed.</p>
22.20	Supply Code 2005	22.20. It shall be obligatory for the Consumer to	

Draft Reg. No.	Existing Provision and Regulation	Draft Regulations 2020	Comments
	<p>12.1 It shall be obligatory for the consumer to maintain the average power factor of his load at levels prescribed by the Indian Electricity Rules, 1956 with such variations, if any, adopted by the Distribution Licensee in accordance with Rule 27 of the Indian Electricity Rules, 1956 and in accordance with the relevant orders of the Commission.</p> <p>Provided that it shall be obligatory for the HT consumer and the LT consumer (Industrial and Commercial only) to control harmonics of his load at levels prescribed by the IEEE STD 519-1992, and in accordance with the relevant Orders of the Commission.</p> <p>12.2 The Distribution Licensee may require the consumer, within a reasonable time period, which shall not be less than three months, to take such effective measures so as to raise the average power factor or control harmonics of his installation to a value not less than such norm, in accordance with Regulation 12.1 above:</p> <p>Provided that the Distribution Licensee may charge penalty or provide incentives for low / high power factor and for harmonics, in accordance with relevant Orders of the Commission.</p>	<p>maintain the average power factor of its load at levels prescribed by the Indian Electricity Rules, 1956 with such variations, if any, adopted by the Distribution Licensee in accordance with Rule 27 of the Indian Electricity Rules, 1956 in accordance in accordance with the relevant orders of the Commission:</p> <p>Provided that it shall be obligatory for the HT consumer and the LT consumer (Industrial and Commercial only) to control harmonics of his load at levels prescribed by the IEEE STD 519-1992, and in accordance with the relevant Orders of the Commission.</p> <p>12.2 The Distribution Licensee may require the consumer, within a reasonable time period, which shall not be less than three months, to take such effective measures so as to raise the average power factor or control harmonics of his installation to a value not less than such norm, in accordance with Regulation 12.1 above:</p> <p>Provided that the Distribution Licensee may charge penalty or provide incentives for low / high power factor, in accordance with relevant Orders of the Commission.</p>	<p>in accordance is getting repeated.</p>

Draft Reg. No.	Existing Provision and Regulation	Draft Regulations 2020	Comments
25.2	<p>12.2 The Distribution Licensee shall be liable to pay to the affected person, such compensation as provided in Appendix A to these Regulations :</p> <p>Provided that any person who is affected by the failure of the Distribution Licensee to meet the standards of performance specified under these Regulations and who seeks to claim compensation shall file his claim with such a Distribution Licensee within a maximum period of sixty (60) days from the time such a person is affected by such failure of the Distribution Licensee to meet the standards of performance :</p>	<p>25.2. The Distribution Licensee shall be liable to pay to the affected person, such compensation as provided in Annexure 'III' to these Regulations:</p> <p>Provided that in the event of failure of Distribution Licensee to meet the standards of performance, the compensation shall be payable automatically by the Distribution Licensee for the parameters as per Error! Reference source not found. Ito all the affected person/Consumers, without requiring a claim to be filed by the affected person/Consumer: Provided further that the compensation shall be payable to only those Consumers who have paid all their bills to the Distribution Licensee within the due dates of each bill without any delay in last one year and there is no outstanding amount to be paid to the licensee:</p> <p>Provided further that any person who is affected by the failure of the Distribution Licensee to meet the Standards of Performance specified under these Regulations for the parameters not entitled for automatic compensation as per Annexure 'III' and who seeks to claim compensation shall file his claim with such a Distribution Licensee within a maximum period of Sixty (60) days from the time such a person is affected by such failure of the Distribution Licensee to meet the Standards of</p>	<p>It is submitted that if any licensee defaults on performance standard then as per stipulations made out in Regulations compensation is payable. Before paying compensation it is necessary to look at circumstances and ground realities/ facts in the case. Provision of automatic compensation is not justified. Such provision neither allows to verify the facts of the case nor does it give opportunity to Licensee to correct its process.</p> <p>For example in case of Meter inspection and replacement of faulty meter; provision of automatic compensation has been specified. It is submitted that while carrying out said services, it is also necessary to ascertain whether the fault in meter is caused by equipment or activity within complainant's home and in such cases automatic compensation cannot be given by the Licensees. Further there could be circumstances like complainant has breached the agreement conditions or if complainant prevents Licensee from getting it</p>

Draft Reg. No.	Existing Provision and Regulation	Draft Regulations 2020	Comments
	<p>Provided further that the Distribution Licensee shall provide information to consumers with regard to its offices/ competent authority to settle claims for compensation :</p> <p>Provided further that the Distribution Licensee shall compensate the affected person(s) within a maximum period of ninety (90) days from the date of filing his claim.</p>	<p>Performance :</p> <p>Provided further that the Distribution Licensee shall provide information to consumers with regard to its offices/ competent authority to settle claims for compensation:</p> <p>Provided further that the Distribution Licensee shall compensate the affected person(s) within a maximum period of Ninety (90) days from the date of filing his claim from the previous months billing cycle and the payment of such compensation shall be paid or adjusted in the Consumer's future bills:</p> <p>Provided further that a confirmation message shall also be sent to the Consumer informing about the Compensation paid by the Distribution Licensee.</p>	<p>corrected.</p> <p>Hence, MSEDCL is of the opinion that payment of compensation needs to be followed up only after claim is filed and Licensee settles the claim within stipulated time after ascertaining/establishing events that leading to default.</p> <p>MSEDCL further submits that before claiming any compensation, the consumer should have paid all the dues of electricity bills/connection. Consumers with electricity bill arrears should not be eligible for getting compensation. The Draft Regulations has specified for standards of performance for Licensee. On the similar note, bill payment also needs to be a duty of consumers. Hence, MSEDCL suggests that a provision need to be added for mandatory bill payment/no dues/no arrears for claiming compensation by consumers.</p> <p>MSEDCL also submits that the standards</p>

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			of performance shall not be applicable during force majeure events such as cyclone, floods, storms, war, mutiny, civil commotion, riots, lightning, earthquake, lockout, precautionary disconnection of supply, fire affecting licensee's installations and activities etc. An explicit provision is required in this regard.
25.3	Newly Added	<p>25.3. If the affected person is aggrieved by non-payment of automatic compensation by the Distribution Licensee for failure to meet standards of performance as specified under these Regulations or wants to file the claim for compensation, such a person can register its complaint electronically/digitally through SMS, online registration, web-chat facility and mobile application (in person or through toll free telephone numbers) before the concerned Distribution Licensee within a maximum period of Sixty (60) days from the time such a person is affected by such failure of the Distribution Licensee to meet the standards of performance:</p> <p>Provided that the Distribution Licensee shall resolve the grievance of the affected person and compensate the affected person(s) within a maximum period of Thirty (30) days from the date</p>	MSEDCL submits that Forum cannot grant compensation if it is not demanded from the licensee within 60 days from cause of action. However, some of the CGRFs are granting the compensation even if it is demanded after 60 days of cause of action. Therefore, clarity is required on this. Similarly, Forums as well as EOs granting compensation even when the consumer has not demanded such compensation with Licensee first, but only in his complaint before Forum for the first time. Therefore, MSEDCL submits that clarity is required in terms of Forum cannot grant compensation if it is not demanded with the licensee within 60 days of cause of action that too in his each submission.

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		<p>of filing his claim: Provided further that in the event of compensation is liable to be paid by the Distribution Licensee on/after representation by the Consumer, the compensation amount shall be 1.5 times the amount specified in Annexure 'III'. <i>Explanation:</i> If the compensation payable as per Annexure 'III' is Rs. 400, then 1.5 times the amount payable is Rs. 600 to affected Consumer even if such amount exceeds the maximum cap specified in Annexure 'III'.</p>	<p>Therefore, MSEDCL suggests following proviso may be added to the Draft Regulation 25.3 and 25.4</p> <p><i>Provided further that the Forum shall not entertain any claim of compensation which is not filed within a period of sixty (60) days with the Distribution Licensee from the time such a person is affected by such failure of the Distribution Licensee to meet the standards of performance.</i></p>
26	<p>SOP Regulations 2014 11. Exemptions 11.1 Nothing contained in these Regulations shall apply where, in the opinion of the Commission, the Distribution Licensee is prevented from meeting his obligations under these Regulations by— (i) force majeure events such as cyclone, floods, storms, war, mutiny, civil commotion, riots, lightning, earthquake, lockout, fire affecting licensee's installations and activities; (ii) outages due to generation failure or transmission network failure; (iii) outages that are initiated by the National Load Despatch Centre/ Regional Load Despatch Centre/</p>	<p>26. Exemptions 26.1. Nothing contained in these Regulations shall apply where, in the opinion of the Commission, the Distribution Licensee is prevented from meeting his obligations under these Regulations by— a. force majeure events such as cyclone, floods, storms, war, mutiny, civil commotion, riots, lightning, earthquake, lockout, precautionary disconnection of supply, fire affecting licensee's installations and activities; b. outages due to generation failure or transmission network failure; c. outages that are initiated by the National Load Despatch Centre/ Regional Load Despatch Centre/</p>	<p>Hon'ble Commission has retained the existing provision of exemption the Licensee from any or all of the standards by general or special order. However, there is no procedure set out for claiming exemption from SOP violations in situations mentioned in Regulations because all the exemptions are subject to the opinion of the Hon'ble Commission. Therefore, MSEDCL suggests that a specific procedure need to be provided in the Regulations for seeking exemption.</p>

Draft Reg. No.	Existing Provision and Regulation	Draft Regulations 2020	Comments
	<p>State Load Despatch Centre during the occurrence of failure of their facilities; (iv) or other occurrences beyond the control of the Distribution Licensee: Provided that the Distribution Licensee shall not be excused from failure to maintain the standards of performance under these Regulations, where such failure can be attributed to negligence or deficiency or lack of preventive maintenance of the distribution system or failure to take reasonable precaution on the part of the Distribution Licensee.</p>	<p>State Load Despatch Centre during the occurrence of failure of their facilities; d. or other occurrences beyond the control of the Distribution Licensee: Provided that the Distribution Licensee shall not be excused from failure to maintain the standards of performance under these Regulations, where such failure can be attributed to negligence or deficiency or lack of preventive maintenance of the distribution system or failure to take reasonable precaution on the part of the Distribution Licensee.</p>	<p>MSEDCL suggest that force majeure events such as cyclone, floods, storms, civil commotion, riots, lightning, earthquake and lockout are area specific. In such cases Orders issued by District Collectors shall be considered as an event and necessary information will be provided on post facto basis to the Hon'ble Commission. No compensation will be applicable in such cases. For example floods in Sagali, Kolhapur.</p> <p>Therefore, MSEDCL suggests following amendment in the Draft Regulations. <i>26.2. The Commission may, by general or special order, exempt the Distribution Licensee after hearing the Petition from such Distribution Licensee, from any or all of the standards specified in these Regulations for such period as may be specified in the said Order.</i></p>

Comments on Compensation Annexure III of Draft Regulations 2020

Reg. No.	Draft Regulations 2020	Suggested Provision/Submission	Comments
1(ii)	<p>Time period for intimation of charges to be borne by Applicant in case Applicant seeks dedicated distribution facility from the date of submission of application Seven (7) working days</p>	<p>Fourteen (14) working days</p>	<p>Seven days period is given for completion of inspection of Applicant's premises from the date of submission of application in the Annexure III 1 (i). Seven days period for intimation of charges to be borne by Applicant in case Applicant seeks dedicated distribution facility from the date of submission of application. Hence, there is no time period left for preparation & sanction of technical estimate by the competent authority of the licensee. Therefore at least seven days are necessary for intimation of charges after the time period given for inspection of Applicant's premises.</p>
1 (iii)	<p>Time period for provision of supply from the date of receipt of completed application and payment of charges:</p>	<p>MSEDCL submits that compensation regarding failure of Distribution Licensee to meet the standards of performance to providing power supply shall be subjected to completeness of consumer installation /readiness of the consumer and shall subject to the work of wiring at the premises of the Consumer beyond the Point of Supply shall be carried out by the Consumer and shall conform to the standards specified in the Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2010 as amended from time to time:</p>	

Reg. No.	Draft Regulations 2020	Suggested Provision/Submission	Comments
2(iv)	Restoration of Supply Distribution transformer failure Eighteen (18) hours (Urban Areas) Forty-eight (48) hours (Rural Areas)	Restoration of Supply Distribution transformer failure (Excluding Agriculture Dist. Transformer) Eighteen (18) hours (Urban Areas) Forty-eight (48) hours (Rural Areas)	Compensation for failure of distribution transformers provided for agriculture load needs to be deferred till strengthening of network in agriculture area.