



**RELIANCE INFRASTRUCTURE LIMITED**

**CONDITIONS OF SUPPLY  
AND  
MISCELLANEOUS CHARGES**

[Modified and updated with effect from  
as provided under clause 19.2 of MERC (Electricity Supply Code  
and other Conditions of Supply) Regulations, 2005]

**Registered Office**

H Block, First Floor, Dhirubhai Ambani Knowledge City, Navi Mumbai 400 710

## **CONDITIONS OF SUPPLY AND MISCELLANEOUS CHARGES.**

### **PART I**

#### **CONDITIONS OF SUPPLY**

##### 1) GENERAL:

**All words and expressions used and not defined herein shall have the meanings respectively assigned to them in the Electricity Act, 2003 and/or relevant rules and Regulations under the Act unless there is anything repugnant in the subject or context.**

- (a) "The Act" means The Electricity Act, 2003, as in force from time to time.
- (b) "Licensee" means the Reliance Energy Limited-Distribution.
- (c) "Consumer" means any person who is supplied with electricity for his own use by a Licensee or the Government or by any other person engaged in the business of supplying electricity to the public under the Act or any other law for the time being in force and includes any person whose premises are for the time being connected for the purpose of receiving electricity with the works of a Licensee, the Government or such other person as the case may be.
- (d) "Amendment" means such changes/modifications to these conditions of supply as may be made by the Licensee as per the provisions of the Supply Code or other regulations as may be specified by Maharashtra Electricity Regulatory Commission (MERC) or the Central Electricity Authority (Authority) or by rules as may be prescribed by the Government of Maharashtra (GoM, State Government) from time to time.
- (e) "Licensed Electrical Contractor" means an electrical contractor who is licensed by the State Government for the purpose of carrying out electrical works.
- (f) "Supply Code" means the Maharashtra Electricity Regulatory Commission (Electricity Supply Code and Other Conditions of Supply) Regulations, 2005 or as amended from time to time.
- (g) "Standards of Performance (SOP)" means the Maharashtra Electricity Regulatory Commission (Standards of Performance of Distributing Licensees, Period of Giving Supply and Determination of Compensation) Regulations, 2005 or as amended from time to time.

##### **2. APPLICATION CUM AGREEMENT FOR SUPPLY:**

An Application cum Agreement for the supply of electricity (LT/HT Supply) or for additional load, shifting of service, extension of service, change of name or restoration of supply shall be entered into between the applicant and the Licensee, in the prescribed format (Annexure) containing indicative list of documents/permissions required. Forms of the Application cum Agreement are obtainable from the Licensee's offices or downloadable from its website



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(www.relianceenergy.in). The owner or occupier of the premises for which the supply is required shall complete and sign the Application cum Agreement.

Upon verification of the Application, the Licensee would inform the Applicant of deficiencies, if any, in the documentation submitted for providing supply as per the provisions of the Supply code and the amounts required to be paid. The Consumer shall rectify such deficiencies and pay such amounts as may be necessary and submit the completed Application in order to enable the Licensee to effect supply. The acceptance and processing of the application shall be in accordance with the Regulation 5 of Supply Code.

The Application for Supply made by the owner/ occupier of premises shall include an installation test report of a licensed electrical contractor before the Licensee provides the connection.

*RINFRA however shall neither be responsible nor liable to ascertain the legality or adequacy of any No objection Certificates / Way leave permissions / Permission or Consents of Statutory*

*Authorities which might have been submitted by the Applicant / consumer along with his application and shall believe that such certificates / permissions to be sufficient and valid, unless proved to be contrary. In such cases, if documents are found to be fraudulent at later stage, consequences shall be borne by the consumer*

### **3. SERVICE LINES:**

a) The cost of the service line for the premises in respect of which the application is made shall be payable for by the applicant as per the Schedule of Charges as approved by MERC from time to time.

### **4. NOTICES FOR FIXING THE POSITION OF SERVICE:**

Upon receipt of completed applications specified in Clause 2, the authorized representative of the Licensee will inspect the premises with prior intimation to the applicant and fix the point of entry of the Service Line and the position of the mains, switchgear, cut-outs, meters, etc. in consultation with the consumer and/or his Licensed Electrical Contractor.

(a) The position of the termination of Service Line and of the mains should be such that there is easy access for meter reading, testing, checking, maintaining and repairing of the licensee's equipments.

(b) The applicant shall make available a suitable weatherproof and well-lit area close to the entrance to the premises for installation of the Licensee's service line termination and the meter board. In order to ensure safety of the meter, ease in meter reading and to facilitate ease in repair; the meters shall be fixed at a height so as to enable convenient reading of meter. It would be the responsibility of the consumer to maintain the area around the meter board accessible and in a safe condition at all times and also to keep it clean to facilitate access by the Licensee's authorised Representatives as well as protection of the apparatus from dust etc.

(c) In cases where the Licensee intends to install mini – pillars or any other equipment within the applicant's premises in order to effect and continue supply, the applicant shall provide suitable space for such installations.



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(d) The Licensee has a right to change the position of the service mains as per its requirement to facilitate access and/or safety or any other justified reasons.

#### **5. ESTIMATE FOR LAYING SERVICE LINES, SERVICE LINE ALTERATION, ETC.:**

(a) The position for termination of service line having been agreed upon as provided in condition 4 above, the Licensee shall thereafter submit to the applicant an estimate of the cost to be borne by the applicant in respect of the work to be carried out as per the approved schedule of charges. The applicant shall be required to deposit the amount of the estimate with the Licensee before the service line is laid.

The Distribution Licensee shall be entitled to use such service-line to supply electricity to any other person, notwithstanding that all or part of the cost may have been recovered from the

Consumer except if such supply is detrimental to the supply to the consumer already connected therewith.

(b) If a consumer desires to have the position of the existing service line altered, the Licensee will carry out the work provided the new position is suitable and will charge the consumer the whole cost incurred as per the approved schedule of charges. However, in cases where the shifting of a service line is necessitated by the demolition of buildings or widening of roads both due to setback by or under the orders of Municipality, such shifting will be carried out by the licensee, at its own cost.

(c) When an applicant requires temporary supply then the Licensee shall be authorized to recover all expenses reasonably incurred for the purpose of giving such temporary supply and for the purpose of discontinuance of such temporary supply.

(d) Where any difference or dispute arises as to the cost or fixing of the position of the service lines, the matter shall be referred to the Consumer Grievance Redressal Forum of Reliance Infrastructure Limited and shall be decided by the Forum.

(e) An applicant requiring high voltage supply must provide and maintain at his expense a locked and weatherproof enclosure of agreed design for the purposes of housing the Licensee's switchgear, metering and other equipments. The consumer may use a portion of such an enclosure for his own metering equipment, if permitted by the Licensee, but there should be a permanent partition between the Licensee's & consumer's metering equipments.

#### **6. WIRING ON CONSUMER'S PREMISES:**

The wiring on the applicant's premises should conform to the Indian Electricity Rules, 1956 or such other rules as may be in force from time to time and the Rules of the Fire Insurer in terms of which the building is insured and shall be carried out only by a licensed electrical contractor. On completion of the applicant's installation in all respects, the applicant shall submit to the Licensee his Licensed Electrical Contractor's Completion and Test Report of the Installation. The Licensee shall supply the necessary form for this purpose.

As required by rule 45 of IE Rule, 1956, no electrical installation work (including addition, alteration, repairs and adjustment to existing installations), except such replacement of lamps, fans, fuses, switches, low voltage domestic appliances and fitting as in no way alters the capacity and character of the installation, shall not be carried out upon the premises on behalf of any applicant or owner for the purposes of supply of energy to such applicant or



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owner, except by a Licensed Electrical Contractor and under the direct supervision of a person holding a Certificate of Competency issued or recognized by State Government. Any person committing a breach of Rule 45 shall render himself liable to punishment with a fine under Rule 139 of the said Rules.

**7. CONSUMER NOT TO INTERFERE WITH THE SUPPLY MAINS OR APPARATUS:**

The Licensee's meter, meter boards, main cut-outs, etc. placed in the consumer's premises shall on no account be handled or removed by anyone who is not employee / representative of the Licensee. The seals, which are fixed on the meters and the Licensee's apparatus, must on no account be broken/tampered. Only an authorized representative of the Licensee is entitled to

handle/ remove such seals. In case of unauthorized use of electricity, by an artificial means; or by a means not authorized by the licensee; or through a tampered meter; or for the purpose other than for which the usage of electricity was authorised, the Licensee shall take actions as per the provisions of the Act.

**8. ELECTRIC SUB-STATION:**

The Applicant shall, if the Licensee considers it necessary, provide to the Licensee a suitable constructed room/piece of land as required by the Licensee of dimensions specified by Regulation 26 of Development Control Regulations for Greater Mumbai, 1991 or as amended from time to time, for installation of a substation in the premises, by way of lease, for the period for which supply is given to the premises at prevailing market rates as per Regulation 5.5 of Supply Code.

The current stipulations in Mumbai are indicated below. If the D. C regulations undergo any revisions from time to time, such revised stipulations will simultaneously replace the ones indicated herein.

SI No.	Plot Area (Sq. Meters)	Maximum Requirement depending on Land
1	Plot upto 500 sq. m. each	Single transformer substation of size 5m. x 5m. & height not more than 5m.
2	Plot of 501 sq. m. to 1500 sq. m.	Single transformer substation of size 8m. x 5m. & height not more than 5m
3	Plot of 1501 sq. m. to 3000 sq. m.	One or more transformer substations of size 12m. x 5.5m. & height not more than 5m
4	Plot of 3001 sq. m. to 2 ha.	Two numbers or single or two transformer substations or combination thereof of the size stipulated in serial no.3 above.
5	Layout or sub-division of plot measuring 2 ha. or more	A suitable size for an Electric sub station (11KV/33KV/110KV) as decided by the Commissioner.

**9. APPARATUS ON CONSUMER'S PREMISES:**

(a) The Consumer shall ensure that the design and operation of all of consumers' plant and apparatus shall be such that it shall not interfere with the safety or efficient working of the Licensee's electric supply lines or other works or the supply of energy by the Licensee to any

other consumer. It will be the responsibility of the Consumer to ensure that all electrical apparatus being used within the premises shall be as per ISI standards.

(b) All transformers, switchgears and other electrical equipments belonging to the consumer and connected to the mains of the Licensee shall be maintained to the satisfaction of the Licensee.

(c) High voltage consumers shall provide suitable circuit breakers fitted with automatic overload protection devices and of adequate fault current breaking capacity to protect his installation under short circuit conditions. The consumer's protective devices should be so graded to operate that the consumer's circuit breaker would trip off before the protective devices in the RInfra's control switchgear operates.

#### **10. INSPECTION AND TESTING OF INSTALLATION BY THE LICENSEE:**

(a) Upon receipt of the Test Report of the installation, the Licensee shall notify the applicant and his licensed electrical contractor the time and the date when the Licensee's representative proposes to inspect and test the applicant's installation. It will then be the duty of the applicant to arrange to keep the premises open and to see that his Licensed electrical contractor is present at the inspection for facilitating/providing the Licensee's representative any information as may be required concerning the installation.

(b) The Licensee may inspect the premises of the Applicant and no connection may be made until the applicant's installation has been inspected, tested and found to be satisfactory by the Licensee. No charge shall be levied for the first test carried out by the Licensee but subsequent tests if required due to faults disclosed at the initial test shall be charged for in accordance with the Schedule of Charges.

(c) Before taking the insulation test of the installation wiring must be complete in all respects. All fittings, whether incandescent lamps, fans, motors, heating, cooking or other apparatus must be connected to the conductors, and all fuses must be in place and all switches in the 'on' position before the tests are carried out. Temporary wires or fitting or dead ends should not be included in the installation and no part of the work should be left incomplete.

(d) For LT Supply a pressure of 500 volts DC will be applied between the installation and "earth" and the insulation resistance to earth after one minute's electrification shall be such as will not cause a leakage from the installation exceeding one five thousandth part of the maximum current demanded.

(e) For HT Supply a pressure of 2.5 KV DC will be applied between the installation and "earth" and the insulation resistance to earth after one minute's electrification shall be at least 5 Mega Ohm and as such as will not cause a leakage from the installation.

(f) The insulation resistance between the poles should be at least half the insulation resistance from each pole to 'earth'.



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## 11. EXTENSIONS AND ALTERATIONS:

(i) After the supply of energy has commenced, should the consumer desire to increase/reduce the Sanctioned Load/Contract Demand of his premises, he shall apply for such increase/reduction in sanctioned load in the prescribed format (Annexure-A). Thereafter, the Licensee shall submit to the consumer an estimate of the cost to be borne by the consumer for such alterations in the service line, service apparatus, meters, etc. as may be necessary, as per the approved schedule of charges. Failure to apply may derange the supply system and render the supply liable to be summarily discontinued.

After the consumer has deposited the amount of the estimated cost of alterations and has complied with such other conditions as may have been notified to him, the Licensee shall carry out the necessary work of alteration to the service line etc. Meantime the consumer will arrange for his licensed electrical contractor to submit completion report of such alterations in the installation, as may be necessary, a test report of the installation added to or altered. On receipt of this report, the Licensee shall inspect and test the extension/alteration in the consumer's installation prior to switching on power supply to such reduction/ increase of load.

(ii) During such time as alterations, additions or repairs are being executed, the supply to the circuit which is being altered, added to or repaired must be entirely disconnected and it shall remain disconnected until the alterations, additions or repairs have been tested and passed by the licensee.

## 12. LICENSEE'S EQUIPMENT ON CONSUMER'S PREMISES:

The consumer shall take precautions for the safe custody of the Licensee's equipment on his premises and shall not interfere with or allow anyone to interfere with the Licensee's meters or other apparatus in any way. Only the Authorized Representative of the Licensee is permitted to operate/ handle such equipment.

Provided that such authorized representative shall not perform any of the acts mentioned in Regulation 7 of Supply Code except in the presence of the consumer or his representative.

Provided further that the Licensee shall provide prior intimation to the consumer of the visit except where the Licensee has reasons to believe that any person is indulging in unauthorized use of electricity and/or is committing an offence of the nature provided for in Part XIV of the Act on such premises.

If the Licensee's apparatus and the seals placed to protect his apparatus are damaged/ broken, the consumer shall render himself liable to a penalty under provisions of the Act concerning theft and any other Rules and Regulations that may prevail from time to time.

## 13. FAILURES AND INTERRUPTION OF SUPPLY:

(a) Should at any time the Licensee's service fuse or fuses fail or H.T. supply switches trip, notice thereof should be sent or telephonic call to be made to the Licensee's Complaints Department in the concerned area. Consumers are not allowed to replace the Licensee's fuses or reset H.T. switches and they will render themselves liable to a penalty if the Licensee's apparatus and the seals placed to protect his apparatus are broken. The



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Licensee does not allow his employees to carry out any repair or replacement of fuses in the consumer's installations.

(b) The Licensee's liability for any claim, loss, damage or compensation including any consequential loss is restricted to the provisions of the MERC (Standards of Performance) Regulations.

(c) The Licensee shall not be liable for any claim for loss, damage or compensation including any consequential loss or damage whatsoever arising out of failure of supply when such failure is due either directly or indirectly to war, mutiny, civil commotion, riot, strike, lockouts, fire, flood, tempest, lightning, earthquake or other occurrence of force majeure events, accident or other causes beyond their control.

(d) The Licensee may temporarily interrupt supply to consumers to enable work to be carried out on his supply system. Due notice of such interruption will be given to the consumers concerned provided that such scheduled outage shall not normally exceed twelve hours on any day.

#### **14. ACCESS TO CONSUMER PREMISES:**

The Authorized Representatives of the Licensee under S163 of the act are entitled at all reasonable times, and on informing the occupier of their intention, to enter upon the premises to which energy is supplied for reading the meters and for inspection, testing, repairing, altering, tapping the electric supply lines and for other purposes connected with the apparatus belonging to the Licensee in accordance to Regulation 8 of Supply Code.

If the consumer fails to give reasonable facilities for such entry and performance or refuses to allow, the Licensee may, after the expiry of twenty-four hours from the service of a notice in writing on the consumer, cut off the supply to the consumer till such failure continues, but for no longer. The consumer shall give all facilities to the Licensee for removing its mains and apparatus from consumer's premises after the supply is discontinued.

#### **15. ACCURACY OF METERS:**

In case of any dispute arising about the accuracy of meters, its resolution would be guided/governed by the provisions of the Supply Code.

#### **16. SECURITY DEPOSIT:**

a) Towards Electricity Supplied

The amount of the security deposit to be paid by the consumer for the electricity supplied shall be an equivalent of the average of three months of billing or the billing cycle period, whichever is lesser. For new consumers, the Security Deposit would be calculated on the basis of tariff category and contract demand/sanctioned load, load factor, diversity factor and number of working shifts of the consumer and the amount so collected would be readjusted by the Licensee based on actual consumption data.



**b) Prepaid Meters**

The applicant/ consumer has an option to avail the facility of prepaid meters, when introduced by the Licensee, as per the provisions of the Act and as per the applicable terms and conditions mutually agreed upon by the Licensee and the Consumer. There would be no Security Deposit payable for energy supplied through pre – paid meters.

**17. METHOD OF CHARGING FOR ELECTRICITY:**

(a) The tariff and method of charging for electricity supplied shall be such as is determined by the Maharashtra Electricity Regulatory Commission (MERC) and would be as per the Tariff Schedule approved by MERC.

When power supply to consumer is released in the middle of the month, then in the first billing month after release of power supply, the “Fixed Charges / Demand Charges” or any other similar fixed charge shall be levied on pro – rata basis, only for such number of days for which the power supply is given during the said billing month.

(b) Unless specified otherwise, all rates refer to one point of supply.

**18. NOTICE OF VACATION OF THE PREMISES:**

(a) Consumers about to vacate their premises should give to the Licensee seven clear day's notice in writing and arrange for facilities to enable the Licensee to disconnect supply to the premises otherwise the Licensee cannot guarantee that the meter reading will be taken on the required date to enable the final accounts to be submitted to the consumer. If the consumer fails to give such notice and/or to provide facilities for disconnecting the installation at the consumer's premises from the mains, he shall be held responsible for all energy consumed at these premises till such time, as the Licensee is able to disconnect the supply. Disconnection of supply shall not absolve the consumer from his liability to pay fixed charges during the period the consumer has undertaken to take supply.

(b) Consumers leaving the station for a period exceeding two months and closing their premises while away, or whose premises remain closed and unoccupied owing to non-tenancy for the same period are requested to inform the Licensee before-hand so that the meters installed at the premises may be read, installations disconnected and the Licensee's property removed if agreed to between the Licensee and the consumer, or otherwise to notify the Licensee where the key can be obtained to enable the Licensee's engineer to remove the fuses whenever it is desired to test the distribution mains in the consumer's area.

**19. TRANSFER / CHANGE OF NAME:**

(a) Rlnfra in case of transfer of ownership or occupancy of a premises and upon receipt of application in the standard format (Annexure) by the transferee or the new owner / occupier of the said premises where Rlnfra has already given power supply, shall transfer the electricity connection in the name of the transferee or new owner / occupier of the said premises

(b) In case the transferor has more than one legal heirs/ successors and the transferee being one of the legal heirs / successors, consent letter in the standard format / an affidavit

from all the remaining legal heirs/ successors/Probate/ Letter of Administration clearly stating there no objection for transfer of electricity connection in the name of the transferee or the new owner / occupier of the said premises

(c) Rlnfra shall not entertain change of name application, unless all arrears for the existing supply have been paid in full in accordance to Regulation 10.5 of Supply Code Regulations.

## **20. PAYMENT OF BILLS AND OTHER AMOUNTS:**

(a) Bills shall be paid by the consumer at any of the Licensee's payment centers on or before the due date mentioned on the bill, failing which the consumer shall be liable to pay the Delayed Payment Charge and interest on arrears as per the tariff schedule.

(b) Any complaints with regard to the accuracy of the bills shall be made in writing to the licensee and the amount of such bills or an amount calculated on the basis of average charge for electricity paid by the consumer during the preceding six months, whichever is less, shall be paid under protest within the due date. Consumer may exercise options under S56 of the Act to determine the amount to be paid in such case. The amounts of bills paid under protest will be regarded as advances to the credit of the consumer's account until the bills in dispute have been finally settled. Such advance will not carry interest.

(c) If the consumer neglects to pay any charge for electricity within the due date the Licensee shall be at liberty to take action under the provisions of section 56 of The Act, and to cut off the supply after giving such consumer not less than 15 clear days notice in writing and without prejudice to its right to recover such charge or other sum as provided under the Act together with any expenses incurred by the Licensee towards disconnection and for subsequently reconnecting the supply.

(d) The consumer can pay in cash an amount of upto Rs. 20000/-. The consumer shall be liable to pay a charge as per Schedule of Charges towards bank charges for each event of any cheque being dishonored and the Licensee will be at liberty to file civil or criminal proceedings against the consumer under Negotiable Instruments Act or any other applicable laws as well as Licensee shall be entitled to give such directions to the consumer to ensure that further payments by the consumer are made only by cash/DD/as the case may be.

(e) The Consumer shall use the Electricity supplied only for the purposes as applied for and authorized by the Licensee.

At any point of time if the consumer is found using electricity for any other purpose, other than the applied purpose, which is having a higher tariff rate the consumer shall be liable to pay arrears for the differential rate between the two tariff categories in accordance with the provisions of S126 of the Act.

(f) Upon submitting a request for permanent disconnection or upon permanent disconnection by the Licensee, the Consumer shall ensure that all dues payable by the Consumer / premises are paid. The Licensee reserves the right to recover such unpaid dues prior to providing new connection to such consumer/ premises.

## **21. DISCONTINUANCE OF SUPPLY:**

(a) Where a consumer refuses to allow the Licensee or any person authorised by the Licensee to enter his premises or land for the purpose of inspecting, testing, repairing or altering the electric supply-lines, meters, fittings, works and apparatus for the supply of electricity belonging to the licensee; or ascertaining the amount of electricity supplied or the electrical quantity contained in the supply when such licensee or person has so entered, refuses to allow him to perform any act which he is authorised by sub-sections (1) & (2) of section 163 of the Act to perform, or fails to give reasonable facilities for such entry or performance, the licensee may, after the expiry of twenty-four hours from the service of a notice in writing on the consumer, disconnect the supply to the consumer in accordance with Section 163 of Act,.

(b) The Licensee shall be entitled to disconnect the supply if the amounts due from the Consumer, including the bill amounts and the security deposit in accordance to S56 & S47 of the Act respectively, are not paid within the time permitted for payment including any extension thereof on request by consumer in exceptional circumstances.

## **22. SYSTEM OF SUPPLY AND CLASSIFICATION OF INSTALLATIONS:**

System of Supply and Classification of Installation shall be as per the provisions of the Supply Code and SOP Regulations.

## **23. THEFT OF ELECTRICITY:**

Theft of Electricity comprises an offence as per provisions under Section 135 of the Electricity Act, 2003 and any regulations prescribed by the Commission.

When any theft of electricity is suspected at a premise, action under S135 shall be initiated. The Licensee's authorized Officer would undertake the assessment for the civil liability on the basis of the Tariff Category applicable and the same shall be payable by the owner / occupier of the said premises, in accordance to the provisions of the Act and Supply Code Regulations.

## **24. RESALE OF ENERGY:**

No consumer shall be permitted to resale energy purchased from RInfra in bulk to any third party, unless authorized under MoP Electricity (Removal of difficulties) (Eight) Order, 2005.

## **25. GENERAL WIRING CONDITION:**

(a) Mains - The consumer's mains shall in all cases be brought back to the Licensee's point of supply, and sufficient cable shall be provided or connecting up with the Licensee's apparatus.

(b) Switches & Fuses - The consumer shall provide linked quick break main switches and a single pole fuse on each conductor except the neutral conductor; the switch and fuse shall be fixed as near as possible to the Licensee's meter board. Single pole switches controlling lamps or fans or other apparatus shall be inserted in the phase wire and not in the neutral wire.

(c) Balance of Installation - If the installation is required to be wired on three phases, wiring will be done on the group system separate neutral wires being brought back in each case to the Licensee's point of supply. An approved type of a double pole linked switch shall control each main circuit. The lamps, fans or any other apparatus of which the installation consists shall be so grouped that under normal working conditions, the current in the three phases would be balanced and no current will flow in the neutral wire.

(d) The Licensee's meter and service cut-outs shall be enclosed in a box suitably ventilated and provided with a hasp, staple and lock. All wires between which a difference of potential over 250 volts exists shall be made inaccessible to unauthorized persons or enclosed in an earthed metallic casing or conduit. A "Caution" Board printed in Hindi/English and Marathi shall be fixed thereto.

(e) Earthing - Gas pipes shall on no account be used for earthing purposes. All wiring shall be kept as far as possible away from gas and water pipes.

(f) Domestic Appliances - A special circuit solely for the use of domestic appliances for heating & cooling shall be run from the Licensee's point of supply. Wall plugs used on these circuits shall be of the three-pin type, the third pin being an earth connection. Two pin plugs or lighting sockets shall not be allowed. All appliances used must be effectively earthed. The minimum size of earth wire permitted is No.14 S.W.G. or 3.0 sq.mm.

(g) Plugs - Single pole switches controlling plugs shall be inserted in the phase wire and not in the neutral wire.

(h) Wiring - Single leads shall not be allowed to be run separately in iron conduit.

(i) A. C. Motor Installations - Motors shall be provided with control gear fitted with a no-volt release and T. P. fuses (overload releases) so as to prevent satisfactorily the maximum starting current from the consumer's installation exceeding the limits given in the following schedule under all possible conditions. It is important that the releases should be maintained in good working order. Failure to comply with these regulations will render the consumer liable to disconnection from the supply on account of disturbance to the power supply to other consumers:-

Nature of Supply	Size of Installation	Limit of Maximum Current Demanded
Single Phase	Upto and including 1 BHP.	Six times the full load current.
Three Phase	Above 1 BHP and upto and including 5 BHP.	Six times the full load current.
	Above 5 BHP and upto and including 15 BHP.	Twice the full load current.
	Above 15 BHP.	One and half time the full load current.

Each three phase motor circuit shall be protected by an iron clad triple pole linked switch. Wiring for motors shall be run with all three phase wires bunched in a single metallic conduit, which shall be efficiently earthed throughout and connected to the frame of the motor from which two separate earth wires of adequate size shall be run. The minimum size of the earth



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wire permitted is No. 14 S.W.G. or 3.0 sq. mm. Motors above 1BHP shall be wound for 3 phases, 415 volts between phases.

**Power factor** - All L.T. & H.T. power consumers are required to maintain monthly average power factor at levels in accordance with the relevant orders of the Commission. When required by the Licensee, the consumer shall, within three months, take such effective steps required to raise the average power factor of installation to a value as mentioned above. In the event of such steps not being taken by the consumer, the Licensee may charge penalty as stipulated in the tariff rates.

**Harmonics** - All HT & LT Consumers must take necessary steps to ensure that harmonic currents at the point of supply are maintained below the limits specified in accordance with the IEEE Standard 519-1992 'Recommended Practices and Requirements for Harmonic Control in Electrical Power Systems'

Ratio of Short circuit current/ Load current	Total Harmonic Distortion
20	5%
20-50	8%
50-100	12%
100-1000	15%
above 1000	20%

**26. SAVING OF RIGHTS OF LICENSEE AND CONSUMERS:**

Nothing in these Conditions of supply shall abridge or prejudice the rights or remedies of the Licensee and the consumer under the License, the Act, and rules and regulations there under.



## **ANNEXURE**

The Annexures are available through the following link →

[http://www.relianceenergy.in/html/quick\\_access\\_form\\_need.html](http://www.relianceenergy.in/html/quick_access_form_need.html)



**MAHARASHTRA ELECTRICITY REGULATORY COMMISSION**

13th Floor, Centre No. 1, World Trade Centre, Cuffe Parade, Colaba, Mumbai - 400 005.  
 Tel. : 022-2216 3964 / 2216 3965 / 2216 3969 • Fax : 022-2216 3976 • Website : www.mercindia.com  
 E-mail: mercindia@mercindia.com

*Handwritten notes:*  
 Market Share  
 All India  
 July 19/2007

*Handwritten:* 12.11.06

No. MERC/Supply Code/Terms & Conditions of Supply/2201 November 9, 2006

The Executive Vice Chairman,  
 Reliance Energy Limited-(Distribution),  
 Reliance Energy Centre,  
 Santacruz (East), Mumbai 400 055.

**Subject: Supply Code Regulations - Terms and Conditions of Supply.**

**Reference: MERC Supply Code and Standards of Performance Regulations, 2005**

Sir,

This has reference to the draft Terms and Conditions of Supply submitted by the Distribution Licensees [MSEDCL (erstwhile MSEB), REL, TPC and BEST Undertaking] for review by the Commission in accordance with Regulation 19 of the MERC (Electricity Supply Code and other Terms & Conditions of Supply) Regulations, 2005.

In terms of Section 174 of the Electricity Act, 2003 ("EA 2003"), the EA 2003 and rules and Regulations made thereunder have an overriding effect. Keeping in view the aforesaid provision of EA 2003, I am directed to convey that the Commission, having notified the MERC (Electricity Supply Code and other Terms & Conditions of Supply) Regulations, 2005, and MERC (Standards of Performance of Distribution Licensees, period for giving supply and determination of compensation) Regulations, 2005, which apply to all distribution licensees, is not required to give any specific approval to the draft Terms and Conditions of Supply under Regulation 19.3 of the Supply Code.

The documents submitted by the respective Distribution Licensees, have, however, been reviewed by the Commission, in accordance with the said Regulation 19.3, to ensure consistency with various provisions of the EA 2003 and rules and Regulations made thereunder. Track-changed and commented version of the draft 'Terms & Conditions of Supply' of Reliance Energy Limited-(Distribution) is enclosed herewith for information. The Distribution Licensee is expected to amend/modify the clauses contained therein in the light of the comments of the Commission before using the same for administrative purpose.

The onus is on the Licensee not to issue or apply any such terms and conditions, which violate or run contrary to or is inconsistent with the EA 2003, rules and Regulations made thereunder and any order or direction passed by the Commission. In case of any violation or inconsistency, the Commission will have suo

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motu powers under several provisions of the EA 2003 to (1) verify, check, restrain such provisions from being applied; and (2) impose penalty and other penal consequences.

You are directed to ensure that the provisions of the EA 2003, Electricity Supply Code, SoP and other rules and Regulations are fully adhered to at the implementation level.

With regards,

Yours faithfully,  
9/11/06  
(Ms Malini Shankar)  
Secretary, MERC

Encl: 1. Track changed \_Commented version of the draft Terms & Conditions of Supply (along with soft copy, PDF and word version, in CD)

Cc: Mumbai Grahak Panchayat,  
Grahak Bhavan,  
Sant Dyaneshwar Marg,  
Behind Cooper Hospital,  
Vile Parle (West),  
Mumbai 400 056

Cc: Prayas (Energy Group),  
Amrita Clinic, Athawale corner,  
Lakdipool-Karve Road junction,  
Deccan Gymkhana, Karve Road,  
Pune 411 004

Cc: Thane Belapur Industries Association,  
Plot No. P-14, MIDC,  
Rabale Village, PO Ghansoli,  
Navi Mumbai 400 701

Cc: Vidarbha Industries Association,  
1st floor, Udyog Bhavan,  
Civil Lines, Nagpur 440 001.