Manual of Consumer Services

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Consumer Manual

1912

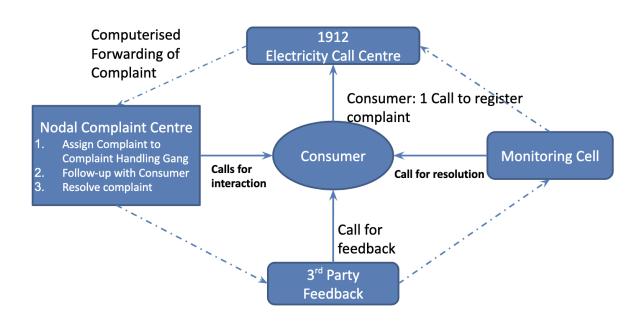
Compiled by: o/o Manager/IT (ACM)

Last Updated: Apr 28, 2025

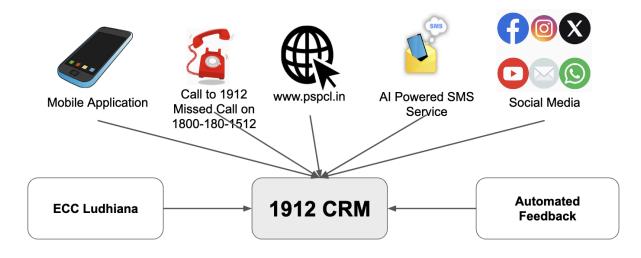
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PSPCL 1912 is Punjab State Power Corporation Limited's unified consumer-care helpline and app platform for all electricity-related services. Through a single number—1912—and channels like IVRS, missed call, SMS, WhatsApp or the PSPCL Consumers App, consumers can register, track and provide feedback on complaints about power supply, billing, meters etc. Every complaint is assigned a unique ID with real-time SMS and Mobile App updates, and the mobile app lets users view complaint history, add accounts, check bills and provide feedback—all to ensure fast, transparent resolution.



Modes to Register Complaint



Punjab State Power Corporation Ltd
The Mall, Patiala

Call Center/ IVRS

Steps to register a complaint through the calling Call center service:

- 1. Consumers can call **1912** to register their complaint through:
 - a. IVRS (Interactive Voice Response System)
 - b. Electricity call center agent
- 2. If the complaint is registered via an agent, the agent will **log the complaint** in the system after asking relevant details
- 3. If the complaint is registered via IVRS, the complaint will be logged to the last registered complaint's address.
- 4. The consumer will receive a unique complaint number on SMS.
- 5. A resolution team will be assigned to address the issue.
- 6. Consumer will receive SMS updates at each stage of the complaint resolution
- 7. The latest complaint status can also be tracked using PSPCL Consumer Services mobile app.

Missed call

Steps to register a complaint through the missed call service:

- 1. Dial PSPCL toll-free number **1800-180-1512** and give a missed call (or call will be automatically disconnected).
- 2. If the consumer has already registered a complaint, the system will automatically register a 'Normal Fuse Off' complaint on its last registered complaint's address.
- 3. An SMS will be received on the consumer mobile regarding the complaint details.
- 4. A resolution team will be assigned to address the issue.
- 5. Consumer will receive SMS updates at each stage of the complaint resolution
- 6. The latest complaint status can also be tracked using PSPCL Consumer Services mobile app.

SMS

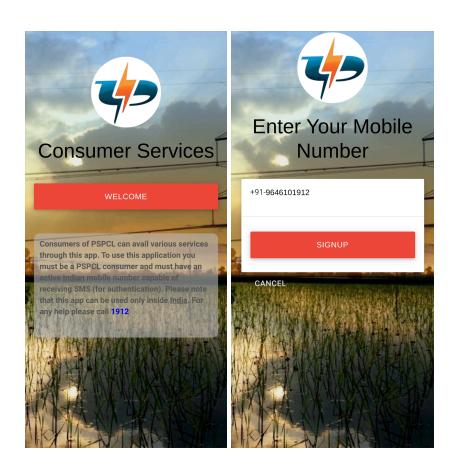
Steps to register a complaint through the SMS service:

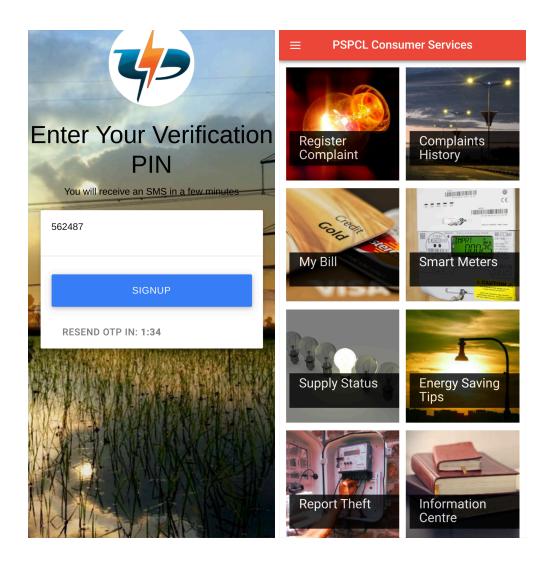
- 1. Consumers can register a complaint via SMS by sending **"No supply"** or "ਸਪਲਾਈ ਨਹੀਂ ਹੈ" to **1912**.
- 2. If the consumer has already registered a complaint, the system will automatically register a 'Normal Fuse Off' complaint on its last registered complaint's address.
- 3. An SMS will be received on the consumer mobile regarding the complaint details.
- 4. A resolution team will be assigned to address the issue.
- 5. Consumer will receive SMS updates at each stage of the complaint resolution
- 6. The latest complaint status can also be tracked using PSPCL Consumer Services mobile app.

PSPCL Consumer Services Mobile App

Sign Up / Registration

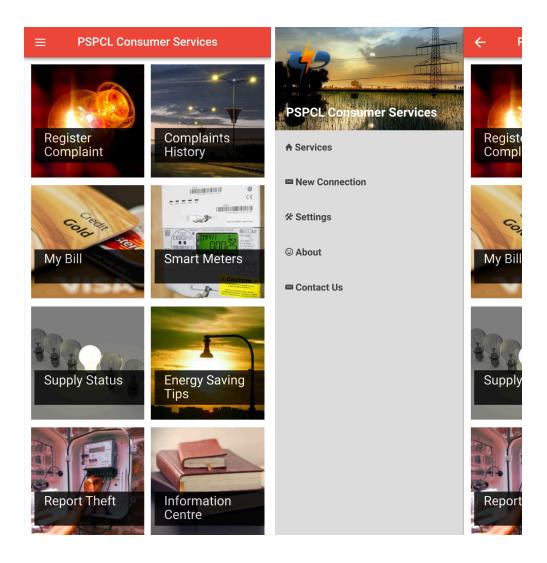
- 1. Download "PSPCL Consumers App" from Apple App Store or Google Play Store
- 2. Click on the **Welcome** button.
- 3. Enter your mobile number (a valid Indian number capable of receiving sms).
- 4. Tap the "Sign Up" button to continue.
- 5. You will receive a **6-digit OTP** on your registered mobile number.
- 6. Enter the OTP in the input field shown.
- 7. Tap "Sign Up" to log in securely.





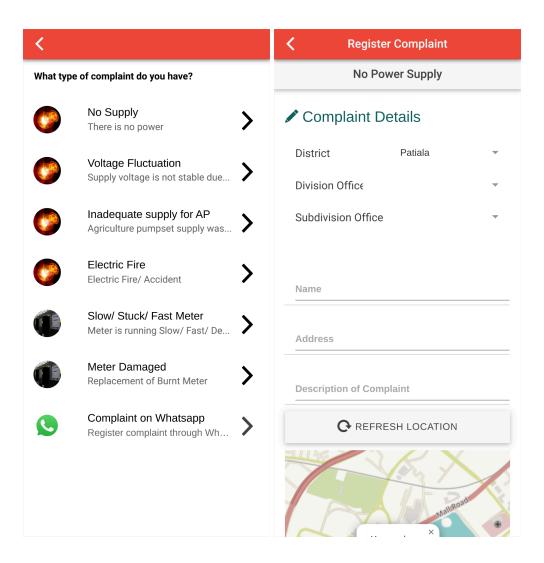
Home Menu Screen

- 1. Tap "Register Complaint" to raise a new complaint.
- 2. Tap "Complaint History" to view your previous complaints.



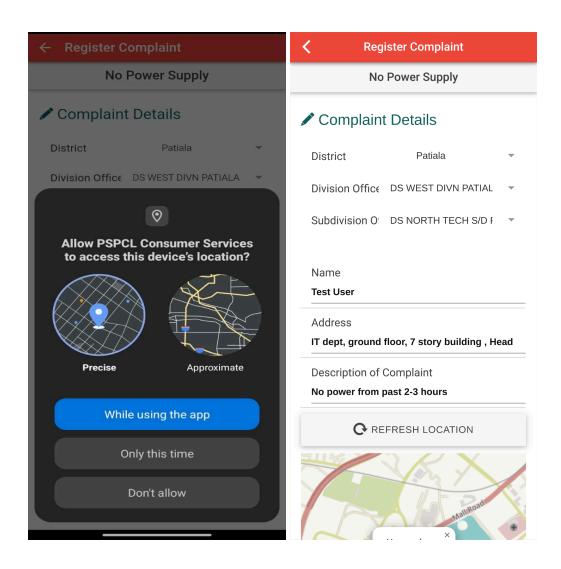
Select Complaint Type

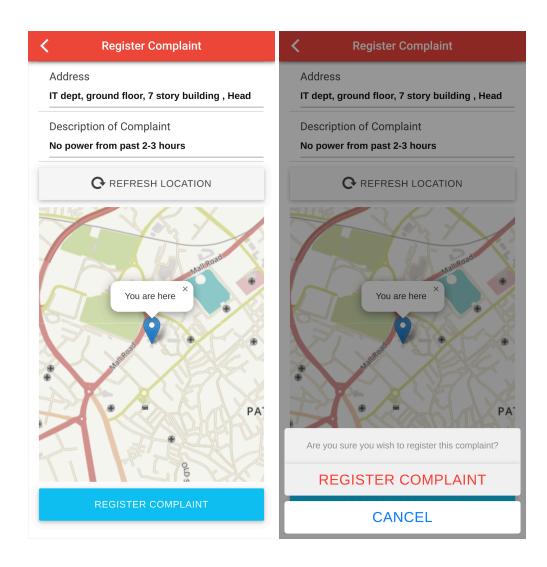
- 1. After tapping "Register Complaint", types of complaints appear.
- 2. Tap on the icon that matches your issue (e.g., **No Supply, Meter Damaged**).
- 3. You will be taken to the complaint form for the selected category.



Fill Complaint Details

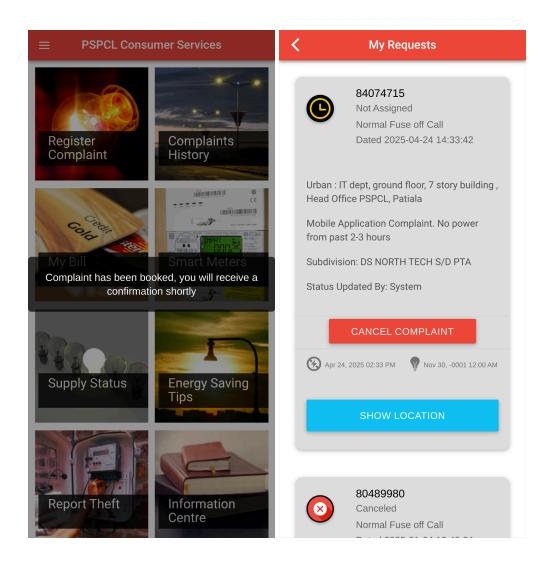
- 1. Here, the app may ask to access your location if permission has not already been given. **Please allow Precise location.**
- 2. Select your **District, Division office, and subdivision office** from the dropdowns given in the same order.
- 3. Provide your **Name and Address** in the text fields.
- 4. Describe your problem briefly in the "Complaint Description" box.
- 5. Review your entered details and location.
- 6. Once confirmed, tap "Register complaint" to register your complaint.





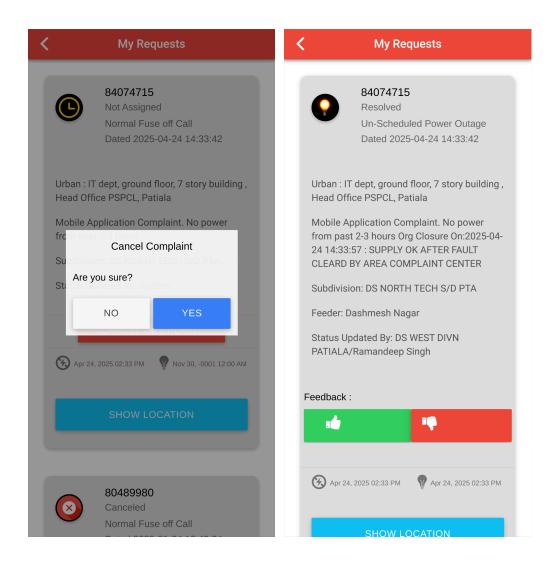
View Complaint History

- 1. You will see a message as shown in the left image here.
- 2. A sms confirmation will also be sent to the registered mobile number.
- 3. From the dashboard, tap "Complaint History" to view complaints.
- 4. Here, you can view all your submitted complaints.
- 5. Check status labels like Not Assigned, Canceled, and Resolved.
- 6. Here you may "Cancel Complaint" too.



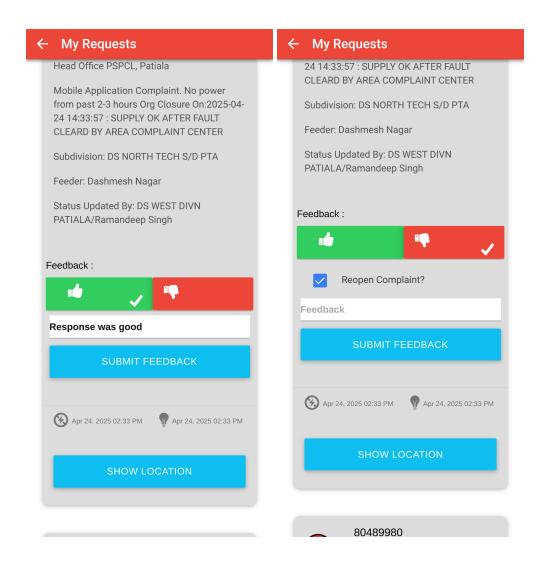
Cancel Complaint

- 1. If you want to cancel a complaint, you need to confirm by tapping YES.
- 2. You can check the status of the complaint in the complaint history as shown in the right image.
- 3. If resolved, you may give feedback as shown on the next page.



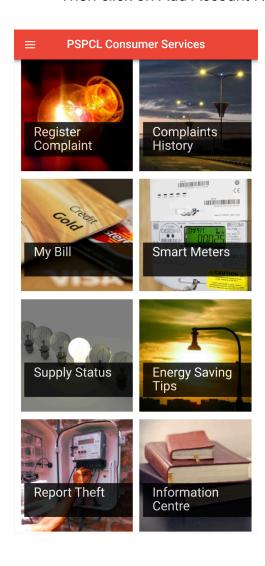
Complaint Feedback

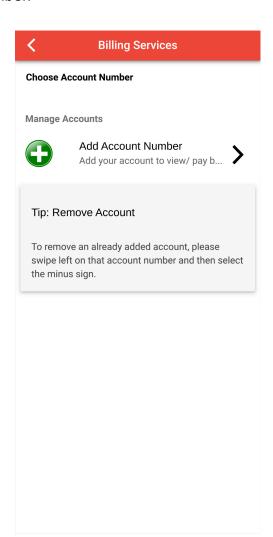
- 1. The consumer may provide feedback if the complaint is resolved.
- 2. If complaint handling was good, click on the green thumbs up and provide your feedback in the text field, then tap on **Submit Feedback**.
- If the experience was not good, click on the red thumbs down and provide feedback.
- 4. You may **reopen the complaint**, too, in negative feedback.

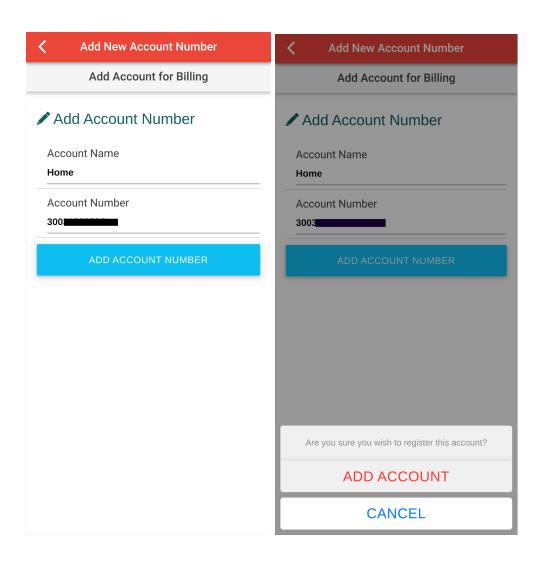


Add Account For Billing Services

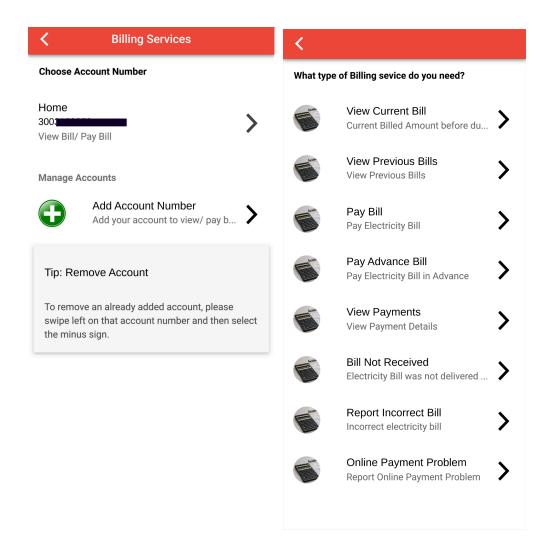
- The consumer can easily add their account to see the current bill, previous bills, and register bill-related complaints.
- Tap "My Bill".
- Here you will see the option to Add Account Number, tap on it.
- Provide details like account name and account number.
- Then click on Add Account Number.





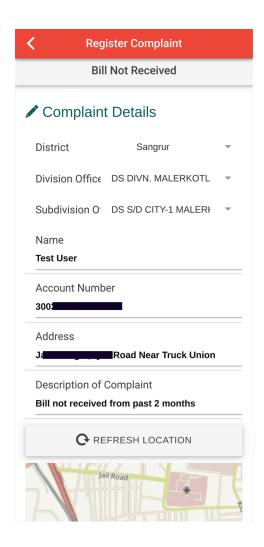


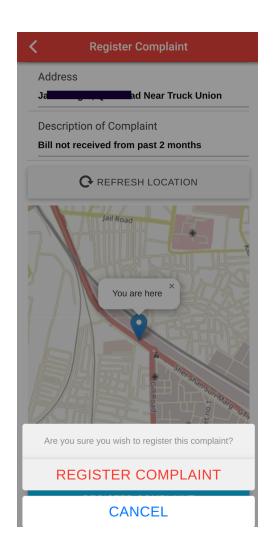
- Now, in the "My Bill" section, you can see your newly added account.
- Tap on it to see a list of various services provided under billing services, like View Current bill, previous bills, register a complaint regarding a bill not received, or an incorrect bill.



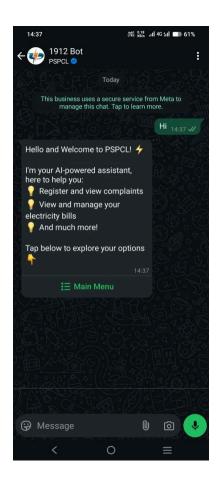
Billing-related complaints

- Select the type of complaint you want to proceed with (suppose we select Bill not received).
- Select your **district**, **division office**, **and subdivision office** from the drop-downs in the same order.
- Provide your Name and Address in the text fields.
- Describe your problem briefly in the "Complaint Description" box.
- Check the location and register a complaint.
- The complaint status can be checked in complaint history.





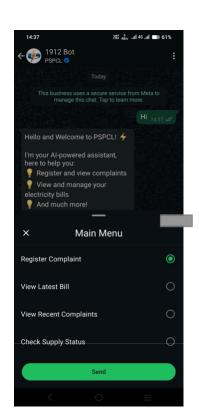
Whatsapp

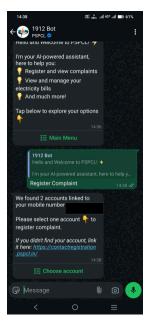


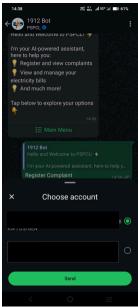
 Say Hi / Hello to start a new conversation with Whatsapp number

+91 96461-01912

- You will be prompted with a Main Menu with options to choose from.
- Choose Register Complaint

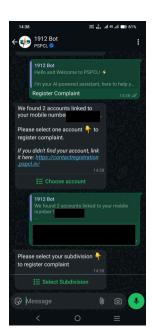




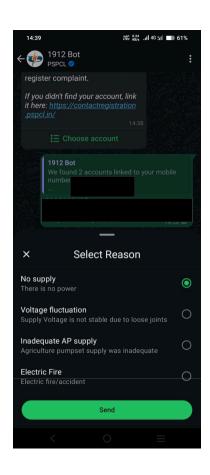


- You will be given a list of PSPCL account numbers linked to your Whatsapp mobile number.
- Choose the account you want to register a complaint on.

- You will get a prompt to select your
 Subdivision office
- Select your subdivision.

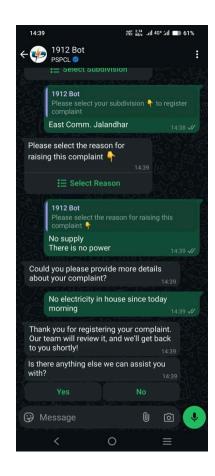






 Next, select Reason for filing the complaint.

- You will be asked to enter a description of the complaint. Type in a few words describing the problem.
- As you send the description, a complaint will be filed immediately by the system.



- You will also receive an SMS, informing that your complaint has been filed.
- You will receive updates about the Registered complaint via SMS.



SINGLE WINDOW
SYSTEM
MANUAL FOR
CONSUMERS FOR
CONNECTIONS
BELOW 100 KVA

APPROVED FORMS/CHARGES

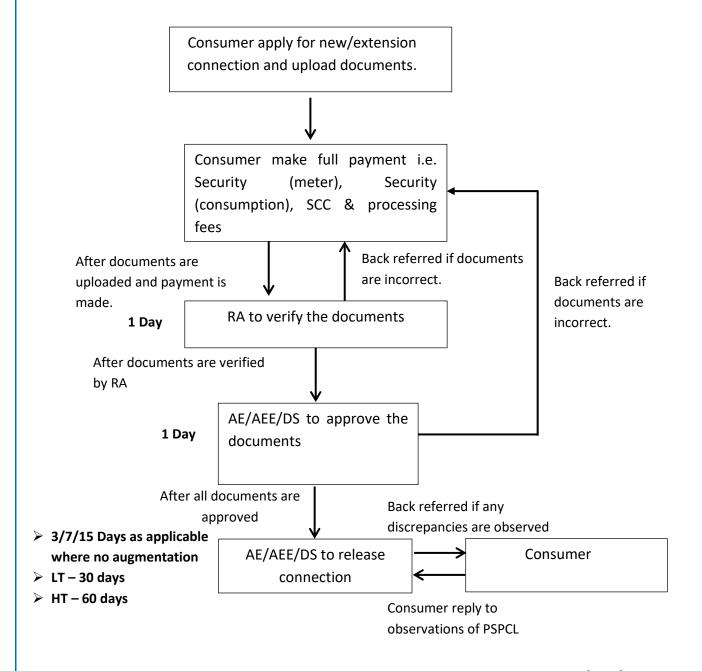
The charges required to be paid by consumer for availing this service is as under:

Sr. No.	Charges		Category	Rate
1	Processing Fee	Single P	hase DS	Rs. 30/-
		Single P	hase supply other than DS	Rs. 70/-
		LT Thre	e phase supply	Rs. 150/-
2	Security		Below 7 kW	Rs. 600/kW
	(Consumption)	DS	7-20 kW	Rs. 300/kW
		טט	20-50 kVA	Rs. 550/kVA
			50-100 kVA	Rs. 500/kVA
			Below 7 kW	Rs. 880/kW
		NRS	7-20 kW	Rs. 470/kW
			20-100 kVA	Rs. 700/kVA
		SP		Rs. 650/kVA
		MS		Rs. 900/kVA
		Bulk Su	pply	Rs. 2100/kVA
3	Meter Security	Single	Meter	Rs. 650
		Phase	MCB	Rs. 550
		Three	Meter	Rs. 1300
		Phase	MCB	Rs. 600
			Meter	Rs. 2450
		LT/CT	LT/CTs	Rs. 2075
			MCB	Rs. 4350
4	SCC		a) upto 2 kW	Rs. 550/kW
		DS	b) Above 2 kW & upto 7 kW	Rs. 1250/kW
		Do	c) Above 7 kW & upto 20 kW	Rs. 1900/kW
			d) Above 20 kW & upto 100 kVA	Rs. 2100/kVA
			a) upto 7 kW	Rs. 1250/kW
		NRS	b) Above 7 kW & upto 20 kW	Rs. 2000/kW
			c) Above 20 kW & upto 100 kVA	Rs. 2300/kVA
		SP		Rs. 3250/kVA
		MS		Rs. 3250/kVA
		Bulk Su	pply	Rs. 2300/kVA

Forms required to be filled by Consumer:

A&A forms required from these consumers are attached at $\underline{\text{Annexure}}$ – $\underline{\text{'1'}}$

LIST OF OFFICERS/OFFICIALS RESPONSIBLE FOR DELIVERING SERVICE.

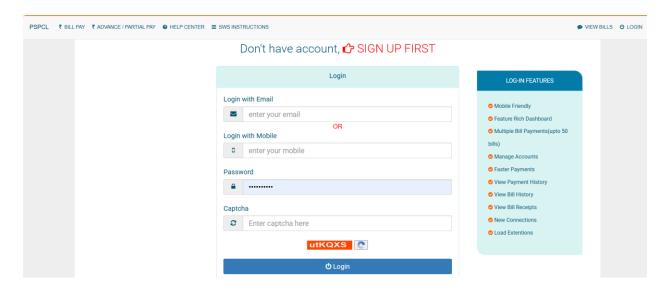


Note: All the Documents of consumer shall be verified by RA and checked by AE/AEE/DS within 1 days each from the date of receiving of case to the concerned S/D. The status of all the cases get automatically reported to the concerned, Addl. SE/Sr. Xen/DS.

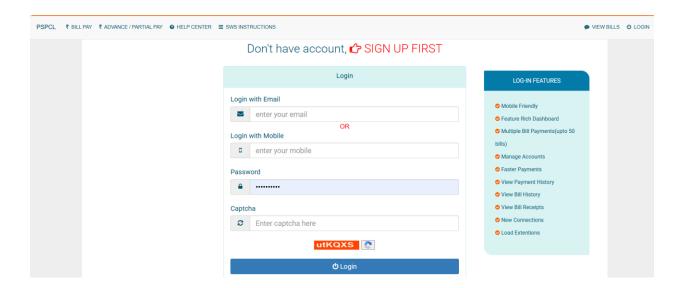
DETAIL AND PROCEDURE FOR AVAILING SERVICE

1. Browse to the following URL:

https://billpayment.pspcl.in



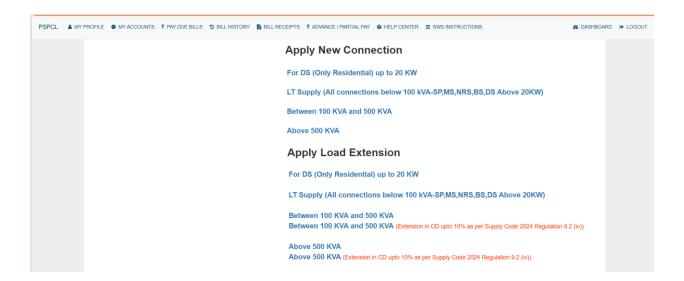
2. Click on Login (top-right corner). Create an account if none already exist using the 'SIGN UP FIRST' link. Then login using the registered credentials.



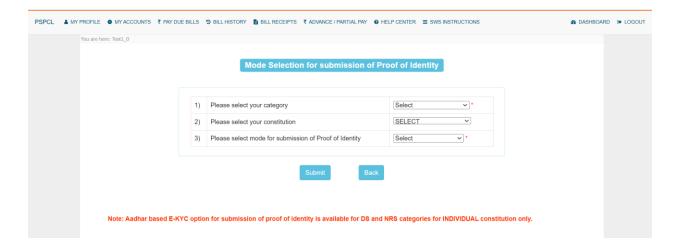
3. Click on the 'NEW CONNECTION / LOAD EXTENSION' button.



4. Click on the appropriate link to apply for new connection or load extension.



5. On clicking one of the two option of New connections below 100 kVA, option for selecting option of Proof of Identity shall be available. In this option you can select whether you want to select the Aadhar based E-KYC as a mode submission of Identity.



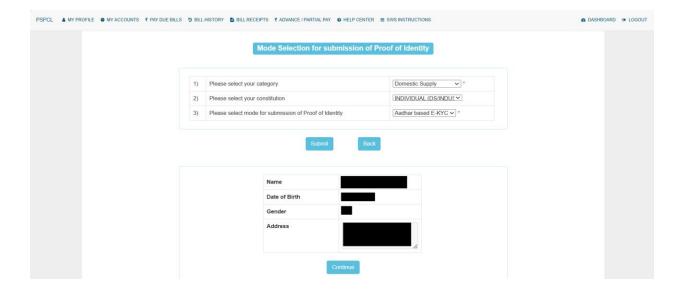
6. If Mode of submission of Identity is selected as Aadhar based E-KYC then system shall ask for your Aadhar No. and after filling the same click of 'Get OTP'. It is also informed that PSPCL doesn't save the Aadhar No. as guided by Aadhar ACT.



7. On clicking 'Get OTP', system will ask for OTP sent on your Phone No. Fill the same and click on 'Submit'.



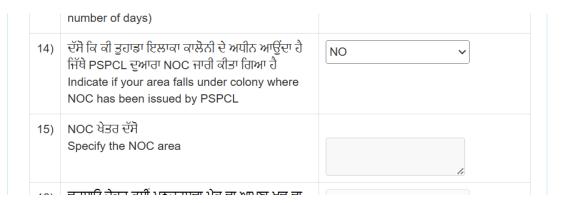
8. On Clicking 'Submit', the system will show you your details and if the same are correct then click on 'Continue'. After clicking on continue the page will move to next step as shown in Sr. No. 9 and you photograph as on Aadhar will be shown on A&A form and you will not be required to sign the A&A form. At present this option of Aadhar is only available for DS and NRS categories for INDIVIDUAL constitution only.



9. If option as shown at Sr. No. 5 is selected as not E-KYC or your case is not currently qualified provision of Aadhar then step mentioned from Sr. No. 5 to 8 will be missed and you will directly land on this page. After getting on this page fill in the all the required details in the A&A form and click on continue. In case of Aadhar based E-KYC your name and DoB will be automatically filled. In case you don't know your Subdivision, option of search village/area wise is also available. Further areas marked * are mandatory to be filled.

)	Account No. (Not mandatory for new connections)	#NA
2)	Name of applicant / organisation / institution	TEST *
	a) Aadhaar No.	123456789101
)	Father Name	TEST *
)	Date of Birth (dd-MM-yyyyy)	
)	Address	
	a) House / Premisis No.	123
	b) Street No.	ABC
	c) Area / Colony	XYZ

10. In this page all the fields are to be filled including connected load and contract demand. In Case a DS/NRS connection below 20 kW is to be applied then you have to mention Contracted load as per Regulation 8 of Supply Code 2024. At Point No. 14 of this page you are asked about whether your case falls under colony where NOC has been issued by PSPCL and if answer is YES then kindly mention the area at Point No. 15. It may be noted that this option may only be selected YES where the developer of the colony has taken NOC from PSPCL and erected the LD system on their level. After filling the form click on 'Continue' Button, in SAP cases the application form will be locked and no more editing would be allowed as such select all the fields responsibly.



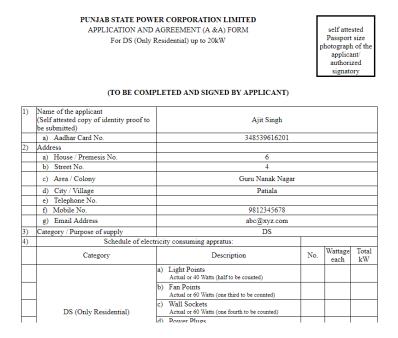
11. If on filling this page an error is shown then that "Order not created. Kindly check that all the inputs are correct" then all the field may be rechecked as it is showing because due to field inputted by you the order is not created in SAP. It mostly occurs because the ID No. filled by you at Point No. 2 (b) is duplicate and has been used previously in another account as such fill a unique ID No. Another reason may be due to long address filled at Point No. 5 as such fill a address of short length.

PSPCL ♣ MY PROFILE ♠ MY ACCOUNTS ₹ PAY	DUE BIL	LS 5 BILL HISTORY B BILL RECEIPTS 7 ADVANCE	/ PARTIAL PAY ₹ PREPAID PAY	HELP CENTER	R ≡ SWS INSTRUCTIONS	
					⚠ DASHBOARD (→ LOGOUT
		Enter Contract Account No. of any neighbourhood Electricity Connection in your area to make sure you are applying to the correct subdivision on this portal.				
	22)	ਸਪਲਾਈ ਵੋਲਟੇਜ Supply voltage	LTV			
	23)	ਲੇਤੀਂਦੇ ਕੁਨੈਕਸ਼ਨ ਦੀ ਪ੍ਰਕਿਰਤੀ (ਜਿਵੇਂ ਕਿ ਰਾਈਸ-ਸੈਲਰ, ਮੈਰਿਜ-ਪੈਲੇਸ, ਹਸਪਤਾਲ ਆਦਿ)[50 ਅੱਖਰ ਅਧਿਕਤਮ] Nature of connection required (eg rice- shellar,marriage-palace,hospital etc.)[50 chars max]	asd	#		
		Order not created. Kindly check	that all the inputs are correct			

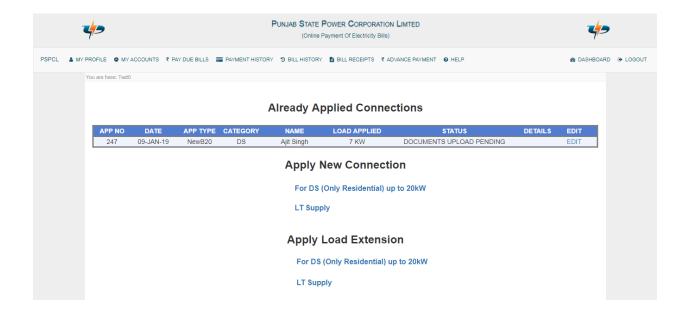
12. If no error is found then the next screen is a option where you can upload your photograph and signature. Click on 'Upload Photo' or 'Upload Signature' to do same. Finally click on Continue to go to A&A form.

Documents Uploa Note: The maximum upload file siz Kindly upload photograph and signature in	e allowed is 4 MB.
1) Select your photograph to upload	Choose File No file chosen Upload Photo
2) Select your signature to upload	Choose File No file chosen Upload Signature
Continue	Back

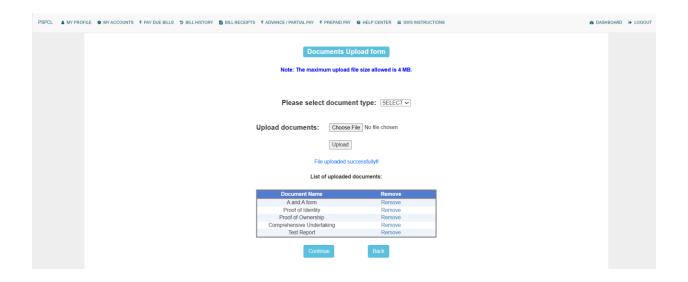
13. Now preview of the filled-out copy of the A&A form with photograph and Signature will be shown. Save a copy of the form by clicking on 'Download PDF' button. If photograph and signature is not clear then take a print out of the form, attach photograph and complete other necessary formalities. Now, scan the form to make it ready to be uploaded in the next step.



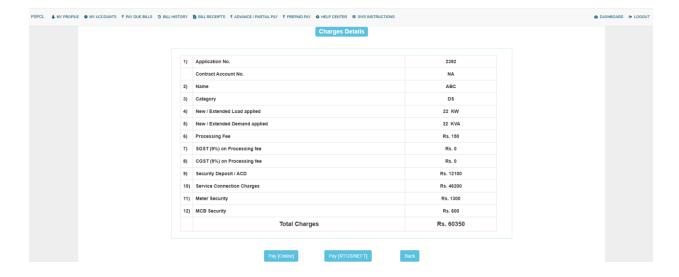
14. Please note that the form has now been saved to the database and the same can now be retrieved at a later time for editing by clicking on the 'EDIT' link in the 'Already Applied Connections' section of the dashboard.



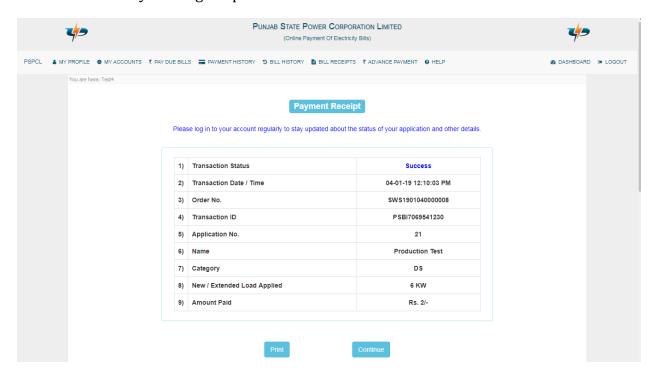
15. After clicking on the continue button in Sr. No. <u>13</u> above, the documents upload form now becomes available. Upload all the required documents by selecting the same from the dropdown given under 'Please select document type'. If wrong document is uploaded, the same can be removed using 'Remove' button. After all documents have been uploaded, click on continue button.



16. Now the 'Charges Details' screen appears. There are two options available to make payment. First is 'Pay [Online]' and Clicking on this button the page will take you to Billdesk site and you will get option to make payment through Credit cards, debit cards, Net banking, UPI mode etc. Please note that after the payment is completed, the application form will be locked and no more editing would be allowed. Any warning related to payment must be seen properly before attempting any re-payment after failed attempt.



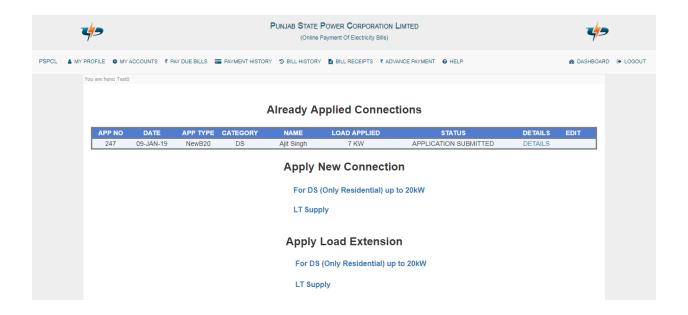
17. Payment receipt is generated after payment process is completed. Print-out of the same can be taken by clicking the print button.



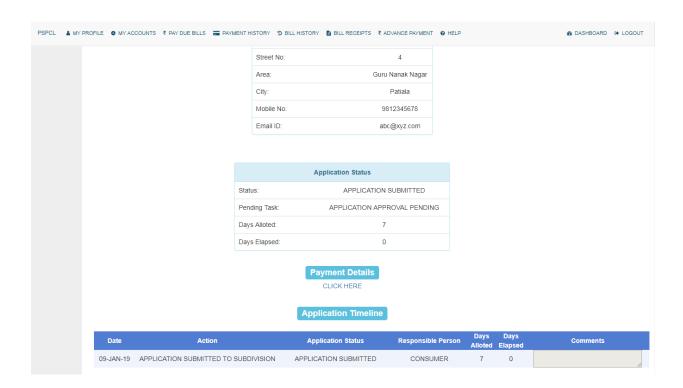
18. Another option is payment through 'Pay [RTGS/NEFT]' on clicking this option, RTGS/NEFT Challan page will open. On this page you can take printout of challan and make payment. After making payment fill the detail of UTR No./Trx. ID in box provide and fill the date of payment then click 'Submit UTR' button. On clicking this button the status of this submission will be shown in the bottom. If payment is rejected then submit the UTR no. again by repeating the process. On Approval of payment case will move to next step.

PSPCL & MY PROFILE MY ACCOUNTS ₹ PA	DUE BILLS 19	BILL HISTORY ■ BILL RECEIPTS ₹ ADVANCE / PARTIAL PAY ₹ PREPAID PAY	/ ● HELP CENTER ■ SWS INSTRUCTIONS	DASHBOARD ⊕
		RTGS / NEFT Challan	Details	
		Important Instruction	ons:	
STEP 2: AI W STEP 3: W	er making pay t for 1-2 busi le making pa	f the Challan and make RTGS payment in the bank. ment, a UTR number is received, fill the same below and submit. ness days for approval of the payment by PSPCL, yment through RTGS in bank, kindly do not make payment in cash, a payment through cash in PSPCL Account mentioned in Challan.		
		1) Application No.	2392	
	:	2) Name	ABC	
	:	3) Category	DS	
		i) Payment Level	1	
		5) Amount	Rs. 60350	
		Reference No.	SWR2504070010003	
	7	7) Deposit Date [dd-mm-yyyy]		
		UTR No. / Txn. ID / Any other info		
		Print Challan Submit UTR	Back	

19. Click on continue button to move to the dashboard where application is shown to be locked for editing. Click on the 'Details' link to show application details.



20. Consumer can keep a track on the application progress by visiting the 'Details' link from time to time. The various application details such as Consumer Details, Application Status, Payment Details, Application Timeline, Document Timeline and SDO Contact Details are displayed.



21. The status of the application must be checked periodically. If the application status is updated to 'APPLICATION BACK REFERRED', then this means that objections have been found by the concerned subdivision and the consumer needs to resubmit the documents. Or if updated to 'ADDITIONAL DOCUMET REQUIRED', then this means that all documents uploaded by you are correct but an additional document are required by the concerned SDO. Therefore you are required to submit this document.



22. The 'DOCUMENTS RE-UPLOAD FORM' link is now shown below the 'Document Timeline' section which can be clicked to view 'Documents Re-Upload Form'. Or if 'UPLOAD ADDITIONAL DOCUMENT' link is now shown below the 'Document Timeline' section which can be clicked to view 'Additional Documents Upload Form'.



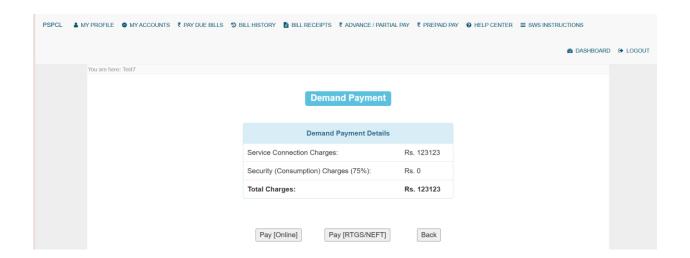
23. All the required corrected documents should be re-uploaded and continue button clicked to submit the same.

	Documents	Re-Uploa	d form	
Please select docu			e No file chosen	
Upload Date		Upload ded successfu paded docume		Remove
10-JAN-19 15:44:51	A and A f		1	Remove
	Comments:			<i>a</i>
	Continue		Back	

24. If no further objections are found, the application is finally approved and the application status shows as 'APPLICATION APPROVAL COMPLETE'. As per new Supply Code 2024 all the case of below 100 kVA applied after 14.11.2024 are directly pending for release of connection after document checking, however for old case the demand notice may be issued. If the Demand Notice has been issued by the concerned subdivision, then the next step may be 'DEMAND PAYMENT'. The Demand Notice can be downloaded by using the 'Download' option in the Document Timeline. The link for 'DEMAND PAYMENT' appears below the 'Document Details' section. Click the same to move to 'Demand Payment' form.



25. The 'Demand Payment' form now appears. There are two options available to make payment as already detailed at Sr. No. <u>16</u> to 18.



26. After the above payment step is completed, the 'Test Report Upload Form' now appears. Upload the test report to finally complete the last required step.



27. If the test report is rejected by the subdivision, then the consumer is asked to re-submit the same otherwise the connection is finally released by the subdivision the status of which should be visible as:



Date	Action	Application Status	Responsible Person	Days Alloted	Days Elapsed	Comments
25-SEP-19	APPLICATION SUBMITTED TO SUBDIVISION	APPLICATION SUBMITTED	CONSUMER	0	0	//
25-SEP-19	APPLICATION PROCESSED BY SUBDIVISION	APPLICATION BACK REFERRED	SDO	7	0	,,
25-SEP-19	DOCUMENTS RESUBMITTED BY CONSUMER	DOCUMENTS RESUBMITTED	CONSUMER	7	0	,,
25-SEP-19	APPLICATION PROCESSED BY SUBDIVISION	ADDITIONAL DOCUMENT DEMANDED	SDO	7	0	
25-SEP-19	ADDITIONAL DOCUMENT UPLOADED BY CONSUMER	ADDITIONAL DOCUMENT UPLOADED	CONSUMER	7	0	[]
25-SEP-19	APPLICATION PROCESSED BY SUBDIVISION	APPLICATION BACK REFERRED	SDO	7	0	//
25-SEP-19	DOCUMENTS RESUBMITTED BY CONSUMER	DOCUMENTS RESUBMITTED	CONSUMER	7	0	
25-SEP-19	APPLICATION PROCESSED BY SUBDIVISION	APPLICATION BACK REFERRED	SDO	7	0	,,
25-SEP-19	DOCUMENTS RESUBMITTED BY CONSUMER	DOCUMENTS RESUBMITTED	CONSUMER	7	0	,,
25-SEP-19	APPLICATION PROCESSED BY SUBDIVISION	APPLICATION APPROVAL COMPLETED	SDO	7	0	
25-SEP-19	CONNECTION RELEASED BY SDO	CONNECTION RELEASED	SDO	30	1	//

28. In addition to above option for cancellation is always available with consumer. Consumer can select this option to apply cancellation. On clicking this option a page will open where consumer can upload the cancellation document and submit his request. On successful approval of this request by SDO DS your application will be cancelled.



After removing the objections, please resubmit the document(s) listed above by clicking the below link: DOCUMENTS RE-UPLOAD FORM

Document Timeline

To apply for cancellation of application, please click the below link:

APPLICATION CANCELLATION REQUEST

1)

ਬਿਨੈਕਾਰ/ਸੰਗਠਨ/ਸੰਸਥਾ ਦਾ ਨਾਮ

(Identity proof to be submitted)

(ਪੇਸ਼ ਕੀਤੇ ਜਾਣ ਵਾਲੇ ਪਛਾਣ ਸਬੂਤ ਦੀ ਕਾਪੀ)

Name of applicant/ organization/ institution

(ਪੰਜਾਬ ਰਾਜ ਪਾਵਰ ਕਾਰਪੋਰੇਸ਼ਨ ਲਿਮਿਟਿਡ) PUNJAB STATE POWER CORPORATION LIMITED

ਅਰਜ਼ੀ ਅਤੇ ਇਕਰਾਰਨਾਮਾ (A&A) ਫਾਰਮ

APPLICATION AND AGREEMENT (A&A) FORM (ਐਲ ਟੀ ਸਪਲਾਈ)

(Low Tension Supply)

(ਬਿਨੈਕਾਰ ਦੁਆਰਾ ਭਰੇ ਜਾਣ ਅਤੇ ਦਸਤਖਤ ਕੀਤੇ ਜਾਣ ਲਈ

(TO BE COMPLETED AND SIGNED BY THE APPLICANT)

ਬਿਨੈਕਾਰ/ਅਧਿਕਾਰਿਤ ਹਸਤਾਖਰਕਰਤਾ ਦੀ ਸਵੈ-ਤਸਦੀਕ ਕੀਤੀ ਪਾਸਪੋਰਟ ਆਕਾਰ ਦੀ ਫ਼ੋਟੋ

Self-attested Passport size photograph of the applicant/ Authorized Signatory

	a) ਆਧਾਰ ਕਾਰਡ ਨੰ.				
	a) Aadhaar Card No.				
2)	ਪਤਾ (ਪਛਾਣ ਸਬੂਤ ਪੇਸ਼ ਕੀਤੇ ਜਾਣ)				
۷)	Address (Proof to be submitted)				
	a) ਘਰ/ ਅਹਾਤਾ ਨੰ.				
	a) House/ Premises No.				
	b) ਗਲੀ ਨੰ.				
	b) Street No.				
	c) ਖੇਤਰ/ ਕਲੋਨੀ				
	c) Area/ Colony				
	d) ਸ਼ਹਿਰ⁄ ਪਿੰਡ				
	d) City/ Village				
	e) ਟੈਲੀਫੋਨ ਨੰ.				
	e) Telephone No.				
	f) ਮੋਬਾਇਲ ਨੰ.				
	f) Mobile No.				
	g) ਈਮੇਲ ਐਡਰੈੱਸ (ਅੰਗਰੇਜ਼ੀ ਵਿੱਚ)				
	g) E-mail Address				
3)	ਸ਼੍ਰੇਣੀ ⁄ ਸਪਲਾਈ ਦਾ ਉਦੇਸ਼				
3)	Category/ Purpose of Supply				
4)	ਬਿਜਲੀ ਦੀ ਖਪਤ ਕਰਨ ਵਾਲੇ ਉਪਕਰ	ਾਣਾਂ ਦੀ ਸਾਰਣੀ			
τ)	Schedule of Electricity Consumi	ng apparatus			
	ਸ਼੍ਰੇਣੀ	ਵੇਰਵਾ	ਨੰਬਰ	ਹਰੇਕ ਦੀ ਵਾਟੇਜ	ਕੁੱਲ ਕਿਲੋਵਾਟ
	Category	Description	No.	Wattage each	Total kW
		a) ਲਾਈਟ ਦੇ ਪੁਆਇੰਟ			
		ਅਸਲ ਜਾਂ 40 ਵਾਟ (ਗਿਣਤੀ ਲਈ ਅੱਧਾ)			
		a) Light Points			
		Actual or 40 Watts (half to be counted) b) ਪੱਖੇ ਦੇ ਪੁਆਇੰਟ			
	ਘਰੇਲੁ ਸਪਲਾਈ ∕ ਬਲਕ ਸਪਲਾਈ	ਅਸਲ ਜਾਂ 60 ਵਾਟ (ਗਿਣਿਆ ਜਾਣ ਵਾਲਾ ਇੱਕ ਤਿਹਾਈ)			
	•	b) Fan Points			
	(ਘਰੇਲੂ ਸਪਲਾਈ ਦਾ ਉਦੇਸ਼)	Actual or 60 Watts (one third to be counted)			
	DS/BS (DS purpose)	с) ਵਾਲ ਸਾਕਟ			
		ਅਸਲ ਜਾਂ 60 ਵਾਟ (ਗਿਣਿਆ ਜਾਣ ਵਾਲਾ ਇੱਕ ਚੌਥਾਈ)			
		c) Wall Sockets Actual or 60 Watts (one fourth to be counted)			
		d) ਪਾਵਰ ਪਲੱਗ			
~-				1	

		ਅਸਲ ਜਾਂ 1000 ਵਾਟ (ਗਿਣਿਆ ਜਾਣ ਵਾਲਾ ਇੱਕ		
		ਚੌਥਾਈ)		
		d) Power plugs Actual or 1000 Watts (one fourth to be counted)		
		e) ਏਅਰ ਕੰਡੀਸ਼ਨਰ		
		ਅਸਲ ਜਾਂ 2500 ਵਾਟ (ਗਿਣਤੀ ਲਈ ਅੱਧਾ)		
		e) ACs Actual or 2500 Watts (half to be counted)		
		f) ਹੋਰ/ ਮੋਟਿਵ ਭਾਰ		
		f) Other/ Motive Loads		
		a) ਲਾਈਟ ਦੇ ਪੁਆਇੰਟ		
		ਅਸਲ ਜਾਂ 40 ਵਾਟ (ਸਾਰੇ ਗਿਣਤੀ ਲਈ)		
		a) Light Points Actual or 40 Watts (all to be counted)		
		b) ਪੱਖੇ ਦੇ ਪੁਆਇੰਟ		
		ਅਸਲ ਜਾਂ 60 ਵਾਟ (ਸਾਰੇ ਗਿਣਤੀ ਲਈ)		
	ਗੈਰ-ਰਿਹਾਇਸ਼ੀ ਸਪਲਾਈ/	b) Fan Points		
	ਉਦਯੋਗਿਕ / ਬਲਕ ਸਪਲਾਈ (ਗੈਰ-	Actual or 60 Watts (all to be counted) c) ਵਾਲ ਸਾਕਟ		
		ਅਸਲ ਜਾਂ 60 ਵਾਟ (ਗਿਣਿਆ ਜਾਣ ਵਾਲਾ ਇੱਕ ਤਿਹਾਈ)		
	ਰਿਹਾਇਸ਼ੀ ਸਪਲਾਈ / ਉਦਯੋਗਿਕ	c) Wall Sockets		
	ਉਦੇਸ਼) ⁄ ਖੇਤੀਬਾੜੀ ਉਦੇਸ਼ ∕ ਉੱਚ	Actual or 60 Watts (one third to be counted)		
	ਤਕਨੀਕੀ	d) ਪਾਵਰ ਪਲੱਗ		
	NRS/Industrial/	ਅਸਲ ਜਾਂ 1000 ਵਾਟ (ਗਿਣਤੀ ਲਈ ਅੱਧਾ)		
	BS(NRS/Industrial purposes)/ AP High Tech	d) Power plugs Actual or 1000 Watts (half to be counted)		
	6	e) ਏਅਰ ਕੰਡੀਸ਼ਨਰ		
		ਨਾਮ ਪਲੇਟ ਦੇ ਅਧਾਰ ਤੇ (ਸਾਰੇ ਗਿਣਤੀ ਲਈ)		
		e) ACs		
		As per name plate (all to be counted)		
		f) ਉਦਯੋਗਿਕ/ਮੋਟਿਵ/ਹੋਰ ਲੋਡ		
	× 0	f) Industrial/ Motive/ other loads		
	ਕੁੱਲ ਜੁੜਿਆ ਭਾਰ (kW)			
	Total Connected load (kW)	<u> </u>		
5)	ਬਿਨੈ ਕੀਤਾ ਭਾਰ / ਮੰਗ (kW/kVA	,		
	Load/ Demand applied (kW/kV/a) a) ਮੌਜੂਦਾ ਭਾਰ / ਮੰਗ, ਜੇ ਕੋਈ ਹੈ	Λ)		
	•			
	a) Existing load/ demand, if any b) ਖਾਤਾ ਨੈ:			
	b) Account number			
	c) ਵਾਧੂ ਭਾਰ⁄ ਲੋੜੀਂਦੀ ਮੰਗ			
	c) Additional load/ demand requi	ired		
	d) ਕੁੱਲ ਭਾਰ/ ਮੰਗ			
	d) Total Load/ demand			
6)	ਸਥਾਈ ਅਰਜ਼ੀ ਨੰਬਰ		 	
0)	Permanent Application Number			
7)	ਕਾਰਵਾਈ ਫੀਸ ਰਸੀਦ ਨੰਬਰ ਅਤੇ ਮਿਤ	 डी	 	
")	Processing fee receipt number &			
8)	ਸੁਰੱਖਿਆ (ਖਪਤ) ਰਸੀਦ ਨੰਬਰ ਅਤੇ	ਮਿਤੀ		
<i>-</i> ,	Security (consumption) receipt n			
9)	ਸੁਰੱਖਿਆ (ਮੀਟਰ) ਰਸੀਦ ਨੰਬਰ ਅਤੇ			
ĺ	Security (meter) receipt number	& date		

10)	ਸਪਲਾਈ ਦੀ ਕਿਸਮ (ਸਥਾਈ/ ਅਸਥਾਈ)	
10)	Type of supply (Permanent/ Temporary)	
	a) ਜੇ ਕੋਈ ਅਸਥਾਈ ਸਪਲਾਈ ਹੈ, ਤਾਂ ਮਿਆਦ ਦਰਸਾਓ	
	a) If a temporary supply, specify period	
11)	ਇਹ ਦਰਸਾਓ ਜੇਕਰ ਸਰਵਿਸ ਕਨੈਕਸ਼ਨ ਵਾਸਤੇ ਤੁਹਾਡੇ ਦੁਆਰਾ ਕੰਮ ਕੀਤੇ ਜਾਣੇ ਹਨ	
11)	Indicate if works are to be carried out by you for the service connection.	
	ਦਰਸਾਓ ਜੇਕਰ ਤੁਸੀਂ ਮਨਜ਼ੂਰਸ਼ੁਦਾ ਮੇਕ ਦਾ ਆਪਣਾ ਖੁਦ ਦਾ ਮੀਟਰ ਲਗਾਉਣਾ ਚਾਹੁੰਦੇ	
12)	ਹੋ	
	Indicate if you want to install your own meter of approved make	
	ਖਪਤਕਾਰ ਦੇ ਨਾਮ 'ਤੇ ਪੀਐਸਪੀਸੀਐਲ ਦੇ ਸਪਲਾਈ ਖੇਤਰ ਵਿੱਚ ਕੋਈ ਵੀ ਬਿਜਲੀ ਦਾ	
13)	ਬਕਾਇਆ	ਹਾਂ∕ ਨਹੀਂ
10)	Any electricity dues outstanding in the PSPCL area of supply in the consumer's name	Yes/ No
	ਅਹਾਤੇ ਲਈ ਕੋਈ ਵੀ ਬਿਜਲੀ ਦਾ ਬਕਾਇਆ ਹੈ ਜਿਸ ਲਈ ਕਨੈਕਸ਼ਨ ⁄ਵਾਧੂ ਲੋਡ ਲਈ	
14)	ਅਪਲਾਈ ਕੀਤਾ ਗਿਆ ਹੈ	ਹਾਂ∕ ਨਹੀਂ
1.,	Any electricity dues outstanding for the premises for which connection/additional load applied for	Yes/ No
	ਕਿਸੇ ਵੀ ਅਜਿਹੀ ਫਰਮ ⁄ ਕੰਪਨੀ, ਜਿਸ ਨਾਲ ਖਪਤਕਾਰ ਮਾਲਕ, ਹਿੱਸੇਦਾਰ,	
	ਡਾਇਰੈਕਟਰ ਜਾਂ ਮੈਨੇਜਿੰਗ ਡਾਇਰੈਕਟਰ ਵਜੋਂ ਜੁੜਿਆ ਹੋਇਆ ਹੈ, ਦੇ ਵਿਰੁੱਧ	
15)	ਪੀਐਸਪੀਸੀਐਲ ਦਾ ਕੋਈ ਵੀ ਬਕਾਇਆ	ਹਾਂ∕ ਨਹੀਂ
13)	Any electricity dues outstanding of PSPCL against any firm/ company with which the consumer is associated as an Owner, Partner, Director or Managing Director	Yes/ No

ਨੇਟ: (ਸਵਾਲ 13, 14, ਅਤੇ 15 ਲਈ, ਜੇ ਕਿਸੇ ਵੀ ਸੂਰਤ ਵਿੱਚ ਜਵਾਬ "ਹਾਂ" ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਇੱਕ ਵੱਖਰੀ ਸ਼ੀਟ 'ਤੇ ਵਿਸਥਾਰ ਪ੍ਰਦਾਨ ਕਰੋ)

NOTE: (For questions 13, 14, & 15, if the answer is "Yes" in any case, please provide details on a separate sheet)

16) ਮੈਂ/ਅਸੀਂ ਸਹੁੰ ਚੁੱਕ ਕੇ ਇਹ ਘੋਸ਼ਣਾ ਕਰਦਾ/ਕਰਦੇ ਹਾਂ ਕਿ:

I/We declare on oath that:

a) ਮੈਂ/ਅਸੀਂ ਬਾਲਗ ਹਾਂ

I/ we am/are major

b) ਮੈਂ/ਅਸੀਂ ਅਹਾਤੇ ਦਾ ਮਾਲਕ ਹਾਂ ਜਾਂ ਮੇਰਾ/ਸਾਡਾ/ ਅਹਾਤੇ ਦਾ ਮਾਲਕ ਮੇਰੇ/ਸਾਡੇ ਵੱਲੋਂ ਉਕਤ ਸਪਲਾਈ ਲੈਣ ਨਾਲ ਸਹਿਮਤ ਹਾਂ ਅਤੇ ਉਸਦੀ ⁄ਉਨ੍ਹਾਂ ਦੀ ਲਿਖਤ ਸਹਿਮਤੀ ਏਥੇ ਨੱਥੀ ਹੈ।

I/We am/are owner of the premises or my/our/owner of the premises agrees to my/our taking the said supply and his/their written consent is attached herewith.

Or

ਮੈਂ/ਅਸੀਂ ਅਹਾਤੇ ਦੇ ਕਨੂੰਨੀ ਤੌਰ 'ਤੇ ਰਹਿਣ ਵਾਲੇ ਵਿਅਕਤੀ ਹਾਂ ਪਰ ਮੇਰੇ/ਸਾਡੇ ਵਾਸਤੇ ਅਹਾਤੇ ਦੇ ਮਾਲਕ ਤੋਂ ਸਹਿਮਤੀ ਲੈਣਾ ਸੰਭਵ ਨਹੀਂ ਹੋਇਆ ਹੈ ਅਤੇ ਮੈਂ/ਅਸੀਂ ਏਥੇ ਪੀ.ਐਸ.ਪੀ.ਸੀ.ਐਲ ਨੂੰ ਕੀਤੇ ਗਏ ਸਾਰੇ ਦਾਅਵਿਆਂ ਅਤੇ ਅਹਾਤੇ ਦੇ ਮਾਲਕ ਦੁਆਰਾ ਕੀਤੇ ਗਏ ਸਾਰੇ ਦਾਅਵਿਆਂ ਅਤੇ ਕੀਤੀ ਗਈ ਕਾਰਵਾਈ ਅਤੇ ਕਾਰਵਾਈਆਂ ਦੇ ਖਿਲਾਫ ਜਾਂ ਉਸ ਦੇ ਤਹਿਤ ਦਾਅਵਾ ਕਰਨ ਵਾਲੇ ਕਿਸੇ ਵੀ ਵਿਅਕਤੀ ਦੁਆਰਾ ਇਹ ਬਿਜਲੀ ਕਨੈਕਸ਼ਨ ਦੇਣ ਦੇ ਕਾਰਨ ਪੀ.ਐਸ.ਪੀ.ਸੀ.ਐਲ ਨੂੰ ਹਰਜਾਨਾ ਅਤੇ ਨੁਕਸਾਨ-ਰਹਿਤ ਰੱਖਣ ਲਈ ਸਹਿਮਤ ਹਾਂ।

I/We are the lawful occupier of the premises but it has not been possible for me/us to obtain consent from the owner of the premises and I/We hereby agree to keep the PSPCL indemnified and harmless against all claims made and action and proceedings taken up by the owner of the premises or any person claiming through or under him by reason of giving of this electricity connection by the PSPCL to me/us.

c) ਮੈਂ/ਅਸੀਂ ਏਥੇ ਸਹਿਮਤ ਹਾਂ ਕਿ ਮੈਂ/ਅਸੀਂ ਪਾਵਰ ਕੱਟ ਦੀਆਂ ਪਾਬੰਦੀਆਂ/ਪੀਕ ਲੋਡ ਪਾਬੰਦੀਆਂ ਦੀ ਪਾਲਣਾ ਕਰਾਂਗਾ/ਕਰਾਂਗੀ/ਕਰਾਂਗੇ।

I/We hereby agree that I/We shall abide by the power cut restrictions/ peak load restrictions.

d) ਉਪਰੋਕਤ ਅਹਾਤੇ ਵਿੱਚ ਕੋਈ ਹੋਰ ਬਿਜਲੀ ਕਨੈਕਸ਼ਨ ਨਹੀਂ ਚੱਲ ਰਿਹਾ ਹੈ।

There is no other electric connection running in the above premises.

()r

ਉਪਰੋਕਤ ਅਹਾਤੇ ਵਿੱਚ ਇੱਕ ਨੰਬਰ ਘਰੇਲੂ ਸਪਲਾਈ/ਗੈਰ-ਰਿਹਾਇਸ਼ੀ ਸਪਲਾਈ ਬਿਜਲੀ ਕਨੈਕਸ਼ਨ ਪਹਿਲਾਂ ਹੀ ਮੌਜੂਦ ਹੈ ਅਤੇ ਮੈਂ/ਅਸੀਂ ਦੂਜਾ ਕਨੈਕਸ਼ਨ ਲੈਣਾ ਚਾਹੁੰਦਾ/ਚਾਹੁੰਦੇ ਹਾਂ ਜਿਸ ਲਈ ਮੈਂ/ਅਸੀਂ ਪੀ.ਐਸ.ਪੀ.ਸੀ.ਐਲ ਦੀਆਂ ਸ਼ਰਤਾਂ ਦੀ ਪਾਲਣਾ ਕਰਨ ਲਈ ਤਿਆਰ/ਹਾਂ।

One number DS/NRS electric connection is already existing in the above premises and I/We want to take second connection for which I/We are ready to comply with the conditions of the PSPCL.

e) ਮੈਂ ਇੱਕ ਅਨੁਸੂਚਿਤ ਜਾਤੀ/ਅਨੁਸੂਚਿਤ ਕਬੀਲੇ/ ਪੱਛੜੀ ਸ਼੍ਰੇਣੀ/ ਗਰੀਬੀ ਰੇਖਾ ਤੋਂ ਹੇਠਾਂ ਸ਼੍ਰੇਣੀ ਦਾ ਹਾਂ ਜਿਸ ਲਈ ਸੰਬੰਧਿਤ ਸਰਟੀਫਿਕੇਟ ਦੀ ਕਾਪੀ ਨੱਥੀ ਕੀਤੀ ਗਈ ਹੈ।

I am a Scheduled Caste/ST/BC/BPL for which copy of the relevant certificate is attached.

VERIFICATION:

ਮੈਂ/ਅਸੀਂ ਇਹ ਵੀ ਘੋਸ਼ਣਾ ਕਰਦਾ/ਕਰਦੀ/ਕਰਦੇ ਹਾਂ ਕਿ ਉਪਰੋਕਤ ਜਾਣਕਾਰੀ ਮੇਰੀ/ਸਾਡੀ ਜਾਣਕਾਰੀ ਅਨੁਸਾਰ ਸਹੀ ਹੈ ਅਤੇ ਜੇਕਰ ਮੈਂ/ਅਸੀਂ ਕਿਸੇ ਵੀ ਅੰਡਰਟੇਕਿੰਗ/ਹਿਦਾਇਤਾਂ ਦੀ ਉਲੰਘਣਾ ਕਰਦਾ/ਕਰਦੇ ਹਾਂ ਜਾਂ ਕਿਸੇ ਵੀ ਪੜਾਅ 'ਤੇ ਕੋਈ ਹੋਰ ਜਾਣਕਾਰੀ ਡੂਠੀ ਪਾਈ ਜਾਂਦੀ ਹੈ, ਤਾਂ ਮੇਰਾ/ਸਾਡਾ ਬਿਜਲੀ ਦਾ ਕਨੈਕਸ਼ਨ ਜਾਰੀ ਨਾ ਕੀਤਾ ਜਾਵੇ ਅਤੇ, ਜੇ ਜਾਰੀ ਕੀਤਾ ਜਾ ਚੁਕਿਆ ਹੈ, ਤਾਂ ਬਿਨਾਂ ਕਿਸੇ ਅਗਾਊਂ ਨੇਟਿਸ ਦੇ ਕੱਟ ਦਿੱਤਾ ਜਾਵੇ ਅਤੇ ਮੇਰੇ/ਸਾਡੇ ਵੱਲੋਂ ਜਮ੍ਹਾਂ ਕਰਵਾਏ ਸਾਰੇ ਖ਼ਰਚੇ ਜ਼ਬਤ ਕਰ ਲਏ ਜਾਣ।

I/We also declare that the above information is true to my/our knowledge and in case I/We violate any undertaking /instructions or any other information is found to be false at any stage, my/our electric connection may not be released and, if released, may be disconnected without prior notice and all charges deposited by me/us be forfeited.

ਬਿਨੈਕਾਰ(ਰਾਂ) ਦੇ ਦਸਤਖਤ Signature of the applicant(s)

17) ਮੈਂ/ਅਸੀਂ ਇੱਥੇ ਪੰਜਾਬ ਰਾਜ ਪਾਵਰ ਕਾਰਪੋਰੇਸ਼ਨ ਲਿਮਟਿਡ (ਇੱਥੇ ਪੀ.ਐਸ.ਪੀ.ਸੀ.ਐਲ.) ਨੂੰ ਬੇਨਤੀ ਕਰਦਾ/ਕਰਦੀ/ਕਰਦੇ ਹਾਂ ਕਿ ਉਹ ਉਪਰੋਕਤ ਲੜੀ ਨੰਬਰ 5 ਵਿੱਚ ਜ਼ਿਕਰ ਕੀਤੇ ਭਾਰ/ਡਿਮਾਂਡ ਅਨੁਸਾਰ ਸਪਲਾਈ ਦੇਵੇ। ਮੈਂ/ਅਸੀਂ ਇਸ ਕੁਨੈਕਸ਼ਨ ਲਈ ਸਮੇਂ-ਸਮੇਂ 'ਤੇ ਕਮਿਸ਼ਨ ਦੁਆਰਾ ਮਨਜ਼ੂਰ ਕੀਤੇ ਸਪਲਾਈ ਲਈ ਟੈਰਿਫ ਦੀ ਸਬੰਧਿਤ ਅਨੁਸੂਚੀ ਦੇ ਅਨੁਸਾਰ ਭੁਗਤਾਨ ਕਰਨ ਲਈ ਅਤੇ ਅਜਿਹੇ ਸਾਰੇ ਹੋਰ ਖਰਚਿਆਂ ਦਾ ਭੁਗਤਾਨ ਕਰਨ ਲਈ ਵੀ ਸਹਿਮਤ ਹਾਂ ਜੋ ਮੇਰੇ/ਸਾਡੇ ਵੱਲੋਂ ਬਕਾਇਆ ਹੋ ਸਕਦੇ ਹਨ। ਮੈਂ/ਅਸੀਂ ਸਮੇਂ-ਸਮੇਂ 'ਤੇ ਸੋਧੇ ਗਏ ਸਪਲਾਈ ਕੋਡ-2014, ਟੈਰਿਫ਼ ਅਨੁਸੂਚੀ ਦੀਆਂ ਆਮ ਸ਼ਰਤਾਂ/ਟੈਰਿਫ ਆਦੇਸ਼ਾਂ ਅਤੇ ਬਿਜਲੀ ਐਕਟ-2003 ਦੇ ਪ੍ਰਾਵਧਾਨਾਂ ਦੀ ਪਾਲਣਾ ਕਰਨ ਲਈ ਵੀ ਸਹਿਮਤ ਹਾਂ।

I/We hereby request Punjab State Power Corporation Limited (herein-after referred to as PSPCL) to give supply for load/demand mentioned in Sr. No. 5 above. I/We hereby further agree to pay for the said supply in accordance with the relevant Schedule of Tariff, as approved by the Commission from time to time and also to pay all such other charges as may become due from me/us. I/We also agree to abide by the provisions of the Supply Code-2014, General Conditions of Tariff/ Tariff Schedule/ Tariff Orders and Electricity Act-2003 as amended from time to time.

ਮੈਂ/ਅਸੀਂ ਤੁਹਾਡੇ ਅੱਗੇ ਬੇਨਤੀ ਕਰਦਾ/ਦੀ ਹਾਂ ਕਿ ਤੁਸੀਂ ਮੈਨੂੰ/ਸਾਨੂੰ ਕਨੈਕਸ਼ਨ ਲਈ ਜ਼ਰੂਰੀ ਮੀਟਰ/ਮੀਟਰਿੰਗ ਉਪਕਰਨ ਸਪਲਾਈ ਕੀਤੇ ਜਾਣ। ਮੈਂ/ਅਸੀਂ ਸੁਰੱਖਿਆ ਰਾਸ਼ੀ(ਮੀਟਰ) ਜਮ੍ਹਾਂ ਕਰਵਾਉਣ ਅਤੇ ਮੀਟਰ/ਮੀਟਰਿੰਗ ਉਪਕਰਨ ਲਈ ਮਹੀਨਾਵਾਰ ਕਿਰਾਏ ਦਾ ਭੁਗਤਾਨ ਕਰਨ ਲਈ ਸਹਿਮਤ ਹਾਂ ਜਿਵੇਂ ਕਿ ਆਮ ਖ਼ਰਚਿਆਂ ਦੀ ਅਨੁਸੂਚੀ ਵਿੱਚ ਨਿਰਧਾਰਿਤ ਕੀਤਾ ਗਿਆ ਹੈ।

I/We further request you to supply me/us with the necessary meter/metering equipment. I/We agree to deposit security (meter) and to pay monthly rentals for the meter/metering equipment as prescribed in the Schedule of General Charges.

(ਗਵਾਹ ਦੇ ਦਸਤਖਤ)	(ਬਿਨੈਕਾਰ ਦੇ ਦਸਤਖਤ)					
(Signature of witness)	(Signature of Applicant)					
ਨਾਂ/ Name	ਨਾਂ/ Name					
ਪਤਾ/ Address						
PSPCL Account No ਪੀ.ਐਸ.ਪੀ.ਸੀ.ਐਲ. ਖਾਤਾ ਨੰ						
ਮਿਤੀ/ Dated	(ਅਰਜ਼ੀ ਦੇ ਠੀਕ ਹੋਣ ਦੀ ਪੁਸ਼ਟੀ ਕਰਨ ਵਾਲੇ					
	ਅਧਿਕਾਰੀ /ਕਰਮਚਾਰੀ ਦੇ ਦਸਤਖਤ)					
	(Signature of officer/official verifying the correctness of the application)					
	ਨਾਂ/Name:					
ਲੋਡ ਮਨਜ਼ੂਰੀ ਅਥਾਰਟੀ ਦੇ ਦਸਤਖਤ, ਅਹੁਦੇ ਦੇ ਨਾਲ	ਅਹੁਦਾ/Designation:					
(ਪੀ.ਐਸ.ਪੀ.ਸੀ.ਐਲ. ਲਈ ਅਤੇ ਵਲੋਂ)						
Signature of load Sanctioning Authority, with designation (for and on behalf of the PSPCL) ਮਿਤੀ/ Date:						

ਨੋਟ: ਜੇਕਰ ਇਸ ਫਾਰਮ ਦੇ ਅੰਗਰੇਜੀ ਅਤੇ ਪੰਜਾਬੀ ਅਨੁਵਾਦ ਵਿੱਚ ਕਿਸੇ ਤਰ੍ਹਾਂ ਦੀ ਵਿਆਖਿਆ (interpretation) ਵਿੱਚ ਅਸਮਾਨਤਾ ਪਾਈ ਜਾਂਦੀ ਹੈ ਤਾਂ ਅੰਗਰੇਜੀ ਅਨੁਵਾਦ ਨੂੰ ਪਹਿਲਤਾ ਦਿੱਤੀ ਜਾਵੇ।

ਸਿਰਫ਼ ਦਫ਼ਤਰੀ ਵਰਤੋਂ ਲਈ

FOR OFFICE USE ONLY

ਉਪ ਮੰਡਲ ਦਾ ਨਾਂ 1)

Name of Sub Division

ਬਿਨੈਕਾਰ ਦਾ ਨਾਮ/ਅਹੁਦਾ 2)

Applicant's Name/ Designation

ਕੀ ਬਿਨੈਕਾਰ ਅਨੁਸੂਚਿਤ ਜਾਤੀ/ਅਨੁਸੂਚਿਤ ਕਬੀਲੇ/ ਪੱਛੜੀ ਸ਼੍ਰੇਣੀ/ ਗਰੀਬੀ ਰੇਖਾ ਤੋਂ ਹੇਠਾਂ ਸ਼੍ਰੇਣੀ ਦਾ ਮੈਂਬਰ ਹੈ? 3)

Is the applicant a member of SC/ST/BC/BPL?

ਸੁਰੱਖਿਆ (ਖਪਤ) ਰਸੀਦ ਨੰਬਰ ਅਤੇ ਮਿਤੀ 4)

Security (consumption) Receipt no. and date

a. ਮੌਜੂਦਾ ਲੋਡ / ਮੰਗ, ਜੇ ਕੋਈ ਹੈ (kW/kVA)

Existing Load/demand, if any (kW/kVA)

b. ਬਿਨੈ ਕੀਤਾ ਭਾਰ / ਮੰਗ (kW/kVA)

Load/Demand applied (kW)

c. ਮੰਨਜੂਰ ਕੀਤਾ ਕੁੱਲ ਭਾਰ / ਮੰਗ (kW/kVA)

Total Load/demand Sanctioned (kW/kVA)

- 5) ਸਪਲਾਈ ਵੋਲਟੇਜ / Supply voltage
- ਕੁਨੈਕਸ਼ਨ ਦੀ ਸ਼੍ਰੇਣੀ / Category of connection 6)
- ਖਾਤਾ ਨੰਬਰ / Account no. 7)

ਅਰਜੀ (ਸੇ ਐਂਤ ਸੇ ਟਾਰਮ) ਦਾ

ਲੋਡ ਮਨਜ਼ੂਰਕਰਤਾ ਅਥਾਰਟੀ ਦੇ ਦਸਤਖਤ
Signature of load sanctioning authority
ਮਿਤੀ/Date:

ਲਈ (ਮੰਤਟ) ਨੂੰ ਏਸ਼ੇ

(ਰਸੀਦ)

ACKNOWLEDGEMENT

ਅਰਜ਼ੀ (ਏ ਐਂਡ ਏ ਫਾਰਮ) ਦਾ	(ਬਿਨੈਕਾਰ ਦਾ ਨਾ	ਮ)ਲਈ (ਮੰ	ਤਵ) ਨੂੰ ਏਥੇ	(ਮਿਤੀ)
'ਤੇ ਪ੍ਰਾਪਤ ਕੀਤਾ ਜਾਂਦਾ ਹੈ। ਇਸ ਸਬ	ਬੰਧ ਵਿੱਚ, ਬਿਨੈਕਾਰ ਨੂੰ ਇੱਕ ਸਥਾਈ ਏ ਐਂ <i>ਡ</i>	ਏ ਨੰਬਰ ਦਿੱ	ਤਾ ਜਾਂਦਾ ਹੈ ਜਿਸਨੂੰ ਭਾ	ਵਿੱਖ ਦੇ ਸਾਰੇ
ਪੱਤਰ-ਵਿਹਾਰ ਲਈ ਵਰਤਿਆ ਜਾਵੇ	Ί			
) of (name of appl . In this regard, the applicant			_
used for all future corres	pondence.			

ਪੀ.ਐਸ.ਪੀ.ਸੀ.ਐਲ. ਪ੍ਰਤੀਨਿਧੀ ਦੇ ਦਸਤਖ਼ਤ/ਸੀਲ Signature/ Seal of PSPCL representative

ਏ ਐਂਡ ਏ ਫਾਰਮ ਪ੍ਰਾਪਤ ਕਰਨ ਵਾਲੇ ਕਰਮਚਾਰੀ ਦਾ ਨਾਮ ਅਤੇ ਅਹੁਦਾ Name & Designation of official receiving the A&A Form

SINGLE WINDOW
SYSTEM
MANUAL FOR
CONSUMERS FOR
CONNECTIONS
100-500 KVA

APPROVED FORMS/CHARGES

The charges required to be paid by consumer for availing this service is as under:

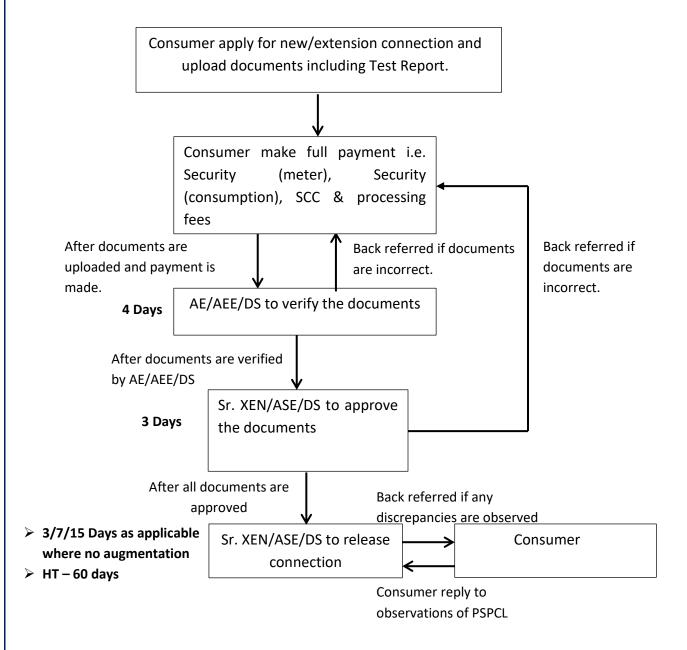
Sr. No.	Charges		Category	Rate
1	Processing Fee	HT and EHT supply having Contract		Rs. 10/- per kVA subject
		Demand upto 500 kVA		to maximum of Rs.
				3,500/-
2	Security	DS abov	re 100 kVA	Rs. 500/kVA
	(Consumption)	NRS abo	ove 100 kVA	Rs. 700/kVA
		General	Industry	Rs. 1900/kVA
		Power I	ntensive	Rs. 2400/kVA
		Bulk Su	pply	Rs. 2100/kVA
3	Meter Security	НТ	Meter	Rs. 7800
		пі	MCB	Rs. 75750
4	SCC		a) Above 100 kVA & upto	Rs. 1400/kVA
		DS	150 kVA	KS. 1400/KVA
			b) Above 150 kVA	Actual as per Reg. 32 & 33
			a) Above 100 kVA & upto	Rs. 1400/kVA
		NRS	150 kVA	KS. 1400/KVA
			b) Above 150 kVA	Actual as per Reg. 32 & 33
			a) Above 100 kVA & upto	Rs. 1400/kVA
		LS	150 kVA	KS. 1400/KVII
			b) Above 150 kVA	Actual as per Reg. 32 & 33
		Bulk	a) Above 100 kVA & upto	Rs. 1400/kVA
			150 kVA	·
		Supply	b) Above 150 kVA	Actual as per Reg. 32 & 33

Forms required to be filled by Consumer:

A&A forms required from these consumers are attached at Annexure - '2'

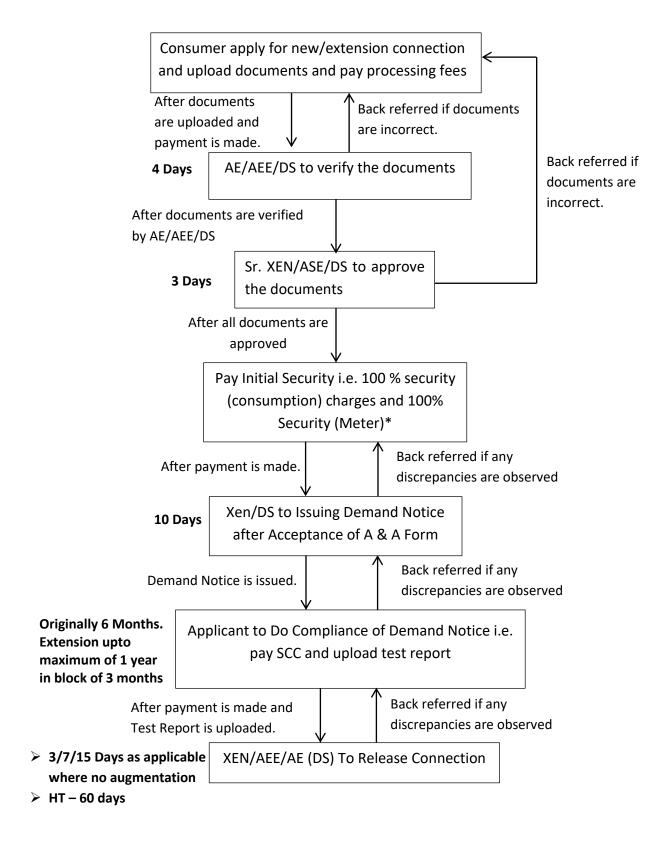
LIST OF OFFICERS/OFFICIALS RESPONSIBLE FOR DELIVERING SERVICE

For all categories of Load between 100 -150 kVA



Note: All the Documents of consumer shall be verified by AE/AEE/DS within 4 days and approved by Sr. XEN/ASE/DS within 3 days each from the date of receiving of case to the concerned S/D. The status of all the cases get automatically reported to the concerned, Dy.CE/ SE/DS.

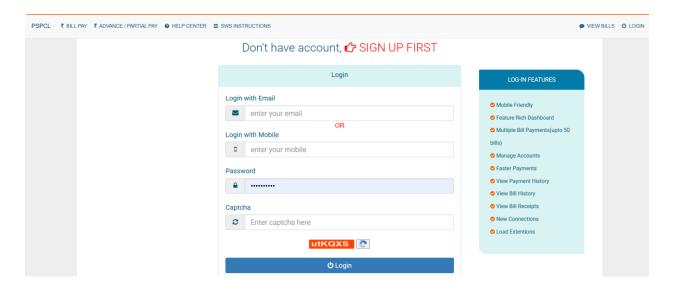
For all categories of Load between 150 -500 kVA



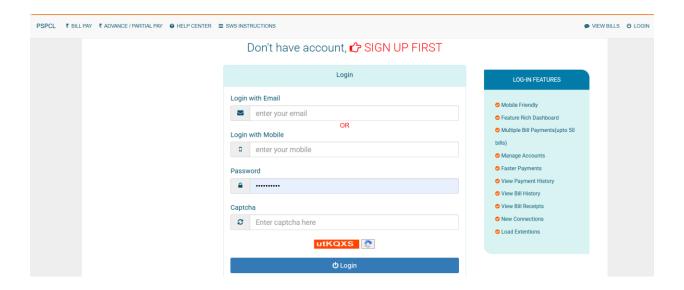
DETAIL AND PROCEDURE FOR AVAILING SERVICE

1. Browse to the following URL:

https://billpayment.pspcl.in



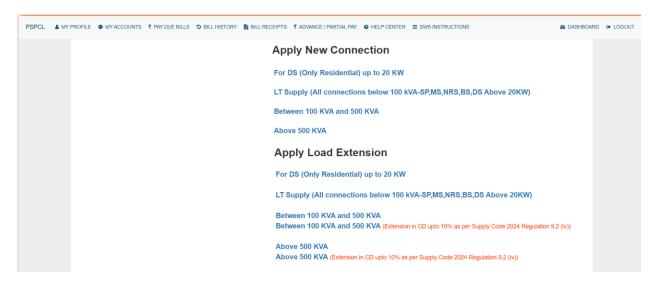
2. Click on Login (top-right corner). Create an account if none already exist using the 'SIGN UP FIRST' link. Then login using the registered credentials.



3. Click on the 'NEW CONNECTION / LOAD EXTENSION' button.

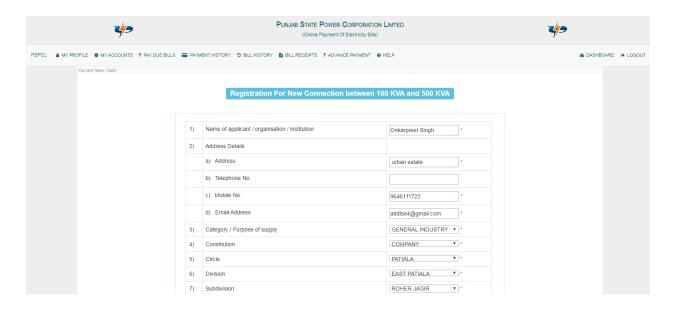


4. Click on the appropriate link to apply for new connection or load extension.



5. As per above screenshot for extension of load between 100-500 kVA there are two options available. First is normal via which you can apply for extension of any amount of demand. In second option Extension upto 10% as per Supply Code 2024 Regulation 9 (2)(iv) can be applied. Kindly choose the option as per your requirement. By clicking on respective link the condition of that provision shall be applicable in next page.

6. After getting on this page fill in the all the required details in the A&A form (for eg. Name, address, category of supply, load applied, demand applied etc.) in the Requisition form and click on continue. Further areas marked * are mandatory to be filled.



7. At Point No. 20 of this page you are asked about whether your case falls under colony where NOC has been issued by PSPCL and if answer is YES then kindly mention the area at Point No. 21. It may be noted that this option may only be selected YES where the developer of the colony has taken NOC from PSPCL and erected the LD system on their level. After filling the form click on 'Continue' Button, in SAP cases the application form will be locked and no more editing would be allowed as such select all the fields responsibly. This option shall only be available to consumer applying for total demand of less than equal to 150 kVA.



8. If on filling this page an error is shown then that "Order not created. Kindly check that all the inputs are correct" then all the field may be rechecked as it is showing because due to field inputted by you the order is not created in SAP. It mostly occurs because the ID No. filled by you at Point No. 2 (b) is duplicate and has been used previously in another account as such fill a unique ID No. Another reason may be due to long address filled at Point No. 3 as such fill a address of short length.

PSPCL ▲ MY PROFILE ♠ MY ACCOUNTS ₹ PAY	DUE BILL	LS 3 BILL HISTORY BILL RECEIPTS 7 ADVANCE	PARTIAL PAY ₹ PREPAID PAY	• HELP CENTER	■ SWS INSTRUCTIONS	
		Enter Contract Account No. of any neighbourhood Electricity Connection in your area to make sure you are applying to the correct subdivision on this portal.				
	22)	ਸਪਲਾਈ ਵੋਲਟੇਜ Supply voltage	LTV			
	23)	ਲੋਤੀਂਦੇ ਕੁਨੈਕਸ਼ਨ ਦੀ ਪ੍ਰਕਿਰਤੀ (ਜਿਵੇਂ ਕਿ ਰਾਈਸ-ਸੈਲਰ, ਮੈਰਿਜ-ਪੈਲੇਸ, ਹਸਪਤਾਲ ਆਦਿ)[50 ਅੱਖਰ ਅਧਿਕਤਮ] Nature of connection required (eg rice- shellar,marriage-palace,hospital etc.)[50 chars max]	asd	#		
		Order not created. Kindly check	that all the inputs are correc	t		
		Continue	Back			

9. If no error is found then the next screen is a preview of the filled out copy of the A&A form. Save a copy of the form by clicking on 'Download PDF' button at bottom of page. Take a print out of the form, attach photograph and complete other necessary formalities. Now, scan the form to make it ready to be uploaded in the next step.

PUNJAB STATE POWER CORPORATION LIMITED

APPLICATION AND AGREEMENT (A &A) FORM FOR HIGH TENSION AND EXTRA HIGH TENSION SUPPLY

self attested Passport size photograph of the applicant/ authorized signatory

1. Registration No. and Date: 528 25-10-19
2. Existing Account No. (if any):

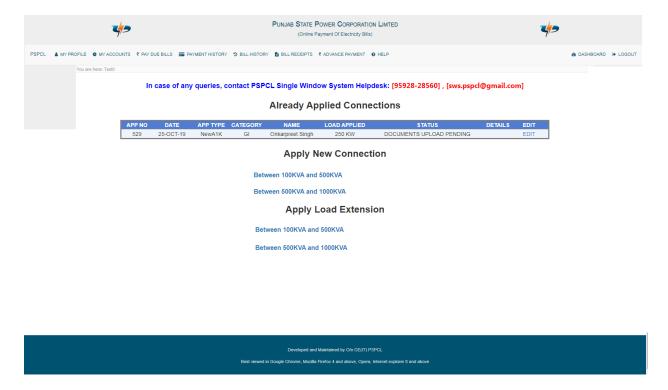
(TO BE COMPLETED AND SIGNED BY APPLICANT)

AGREEMENT FOR HIGH TENSION AND EXTRA HIGH TENSION SUPPLY

THIS AGREEMENT MADE THIS 25 day of October, 2019 between the Punjab State Power Corporation Limited (hereinafter called the 'PSPCL' which expression shall where the context so admits include its successors in office and assigns) having its Head Office at Patiala of the one part and Onkarpreet Singh (hereinafter called 'Consumer' which expression where the context so admits shall include his heirs, executors, administrators, legal representatives successors in business and assigns) of the other part.

Whereas the consumer has requested the PSPCL to supply him with electricity at his premises situated at urban estate and indicated in red ink in the map attached hereto for the purpose of 240 KVA and the PSPCL has agreed to supply to the consumer such electricity upon the terms and conditions hereinafter contained

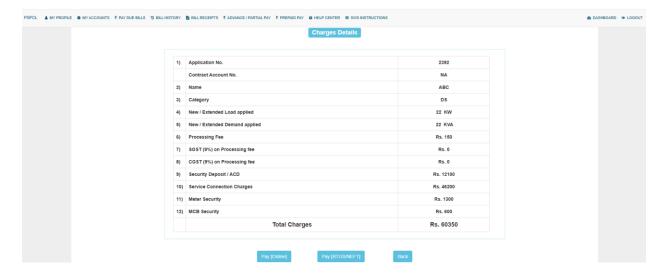
10. Please note that the form has now been saved to the database and the same can now be retrieved at a later time for editing by clicking on the 'EDIT' link in the 'Already Applied Connections' section of the dashboard.



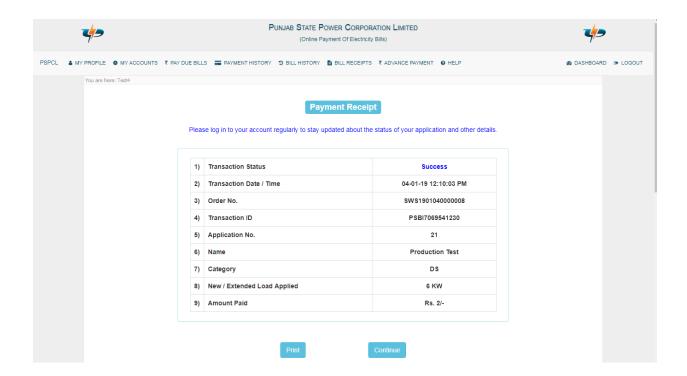
11. After clicking on the continue button in Sr. No. 9 above, the documents upload form now becomes available. Upload all the required documents by selecting the same from the dropdown given under 'Please select document type'. If wrong document is uploaded, the same can be removed using 'Remove' button. After all documents have been uploaded, click on continue button.



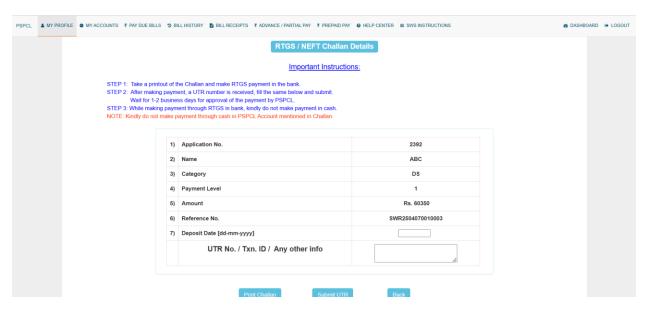
12. Now the 'Charges Details' screen appears. There are two options available to make payment. First is 'Pay [Online]' and Clicking on this button the page will take you to Billdesk site and you will get option to make payment through Credit cards, debit cards, Net banking, UPI mode etc. Please note that after the payment is completed, the application form will be locked and no more editing would be allowed. Any warning related to payment must be seen properly before attempting any re-payment after failed attempt.



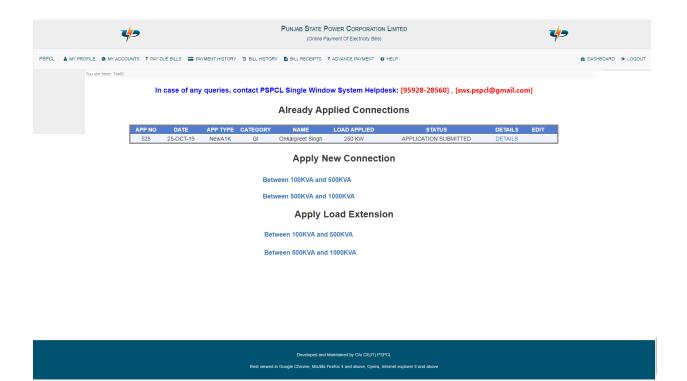
13. Payment receipt is generated after payment process is completed. Print-out of the same can be taken by clicking the print button.



14. Another option is payment through 'Pay [RTGS/NEFT]' on clicking this option, RTGS/NEFT Challan page will open. On this page you can take printout of challan and make payment. After making payment fill the detail of UTR No./Trx. ID in box provide and fill the date of payment then click 'Submit UTR' button. On clicking this button the status of this submission will be shown in the bottom. If payment is rejected then submit the UTR no. again by repeating the process. On Approval of payment case will move to next step.



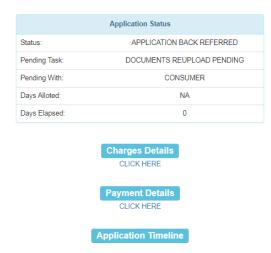
15. Click on continue button to move to the dashboard where application is shown to be Locked for editing. Click on the 'Details' link to show application details.



16. Consumer can keep a track on the application progress by visiting the 'Details' link from time to time. The various application details such as Consumer Details, Application Status, Payment Details, Charges Details, Application Timeline, Document Timeline and XEN Contact Details are displayed.

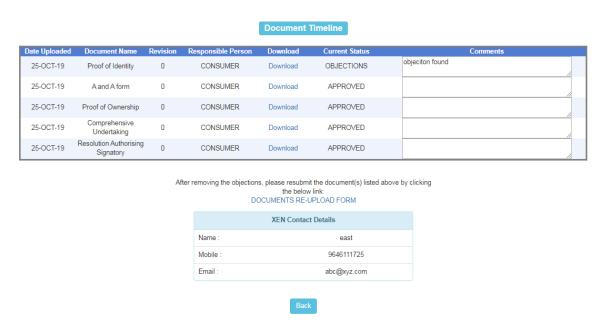


17. The status of the application must be checked periodically. If the application status is updated to 'APPLICATION BACK REFERRED', then this means that objections have been found by the SDO/DS or XEN/DS and the consumer needs to resubmit the documents. Or if updated to 'ADDITIONAL DOCUMET REQUIRED', then this means that all documents uploaded by you are correct but an additional document are required by the concerned SDO/XEN. Therefore you are required to submit this document.

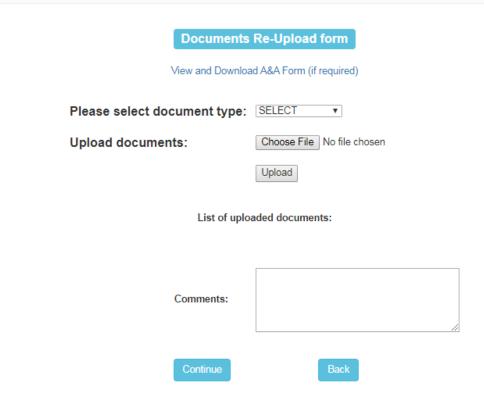


Date	Action	Application Status	Responsible Person	Days Alloted	Days Elapsed	Comments
25-OCT-19	APPLICATION FORWARDED TO XEN	APPLICATION SUBMITTED	CONSUMER	0	0	
25-OCT-19	CATEGORY VERIFICATION COMPLETED	CATEGORY VERIFICATION COMPLETED	XEN	2	0	
25-OCT-19	INITIAL PAYMENT COMPLETED BY CONSUMER	INITIAL PAYMENT COMPLETED	CONSUMER	0	0	
25-OCT-19	APPLICATION PROCESSED BY NODAL OFFICER	APPLICATION BACK REFERRED	NODAL OFFICER	5	0	Case back referred.

18. The 'DOCUMENTS RE-UPLOAD FORM' link is now shown below the 'Document Timeline' section which can be clicked to view 'Documents Re-Upload Form'. Or if 'UPLOAD ADDITIONAL DOCUMENT' link is now shown below the 'Document Timeline' section which can be clicked to view 'Additional Documents Upload Form'.



19. All the required corrected documents should be re-uploaded and continue button clicked to submit the same.



20. If no further objections are found, the application is finally approved and the application status shows as 'APPLICATION APPROVAL COMPLETE'. As per new Supply Code 2024 all the case of 100 to 150 kVA applied after 14.11.2024 are directly pending for release of connection after document checking, however for old case and that of between 150 to 500 kVA the case will be forwarded to Consumer for making Security payment [i.e 100 % ACD and Meter Security (if any)]. Further consumer can also apply for cancellation of their application (if required) online at this step as illustrated at Sr. No. 27. After paying these charges case will be forwarded to concerned XEN/DS for issuing demand notice.



21. If the Demand Notice has been issued by the concerned subdivision, then the next step may be 'DEMAND PAYMENT'. The Demand Notice can be downloaded by using the 'Download' option in the Document Timeline. The link for 'DEMAND PAYMENT' appears below the 'Document Details' section. Click the same to move to 'Demand Payment' form. After the 'Demand Payment' form appears there are two options available to make payment as already detailed at Sr. No. 12 to 14. Validity of Demand notice is 6 months which can be extended upto 1 year in 2 extensions of 3 months each by clicking on 'DEMAND NOTICE EXTENSION' button. Consumer can also back refer the demand notice if he finds any objections with the demand notice. Further consumer can also apply for cancellation of their application (if required) online at this step as illustrated at Sr. No. 27.



Click on the link below for Demand Payment: DEMAND PAYMENT

In case of any objection, please click the below link to back refer the application: BACK REFER

Click on the link below for Demand Notice Extension:

DEMAND NOTICE EXTENSION

To apply for cancellation of application, please click the below link:

APPLICATION CANCELLATION REQUEST

22. For applying Demand notice extension click on 'DEMAND NOTICE EXTENSION' button and upload extension letter in next form. Now if the Demand notice extension has been approved by Concerned XEN/DS then case will be shown at consumer end for making Demand notice extension payment.

Click on the link below for Demand Notice Extension Payment:

DEMAND NOTICE EXTENSION PAYMENT

23. Concerned XEN/DS rather than issuing demand notice, can also back refer the case with some discrepancies/observations regarding your case. Objections raised by XEN/DS can be viewed in comments section of 'Application Timeline'. XEN/DS can also send objection in document form which can be downloaded in From 'Document Timeline'. In order to reply to these objection consumer can click on 'BACK REFER REPLY' option and can submit the comments/reply and can also upload a document if required. Further consumer can also apply for cancellation of their application (if required) online at this step as illustrated at Sr. No. <u>27</u>.

Application Timeline

Date	Action	Application Status	Responsible Person	Days Alloted	Days Elapsed	Comments
25-OCT-19	APPLICATION FORWARDED TO XEN	APPLICATION SUBMITTED	CONSUMER	0	0	
25-OCT-19	CATEGORY VERIFICATION COMPLETED	CATEGORY VERIFICATION COMPLETED	XEN	2	0	
25-OCT-19	INITIAL PAYMENT COMPLETED BY CONSUMER	INITIAL PAYMENT COMPLETED	CONSUMER	0	0	
25-OCT-19	APPLICATION PROCESSED BY NODAL OFFICER	APPLICATION BACK REFERRED	NODAL OFFICER	5	0	Case back referred.
25-OCT-19	DOCUMENTS RESUBMITTED BY CONSUMER	DOCUMENTS RESUBMITTED	CONSUMER	7	0	
25-OCT-19	APPLICATION PROCESSED BY NODAL OFFICER	APPLICATION APPROVAL COMPLETED	NODAL OFFICER	5	0	
25-OCT-19	SECURITY PAYMENT COMPLETED BY CONSUMER	SECURITY PAYMENT COMPLETED	CONSUMER	0	0	
25-OCT-19	APPLICATION BACK REFERRED BY XEN	APPLICATION BACK REFERRED	XEN	15	0	back refereed with some objections.

Date Uploaded	Document Name	Revision	Responsible Person	Download	Current Status	Comments
25-OCT-19	Proof of Identity	0	CONSUMER	Download	OBJECTIONS	objection found
25-OCT-19	A and A form	0	CONSUMER	Download	APPROVED	
25-OCT-19	Proof of Ownership	0	CONSUMER	Download	APPROVED	
25-OCT-19	Comprehensive Undertaking	0	CONSUMER	Download	APPROVED	
25-OCT-19	Resolution Authorising Signatory	0	CONSUMER	Download	APPROVED	
25-OCT-19	Proof of Identity	1	CONSUMER	Download	APPROVED	
25-OCT-19	Misc Document	0	XEN	Download	MISC DOCUMENT UPLOADED	

Document Timeline

To apply for cancellation of application, please click the below link:

APPLICATION CANCELLATION REQUEST

XEN Contact Details

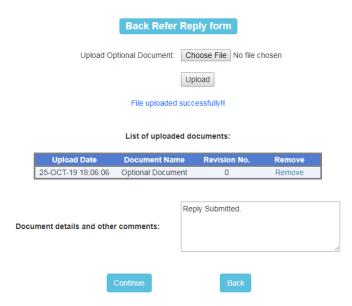
Name: east

Mobile: 9646111725

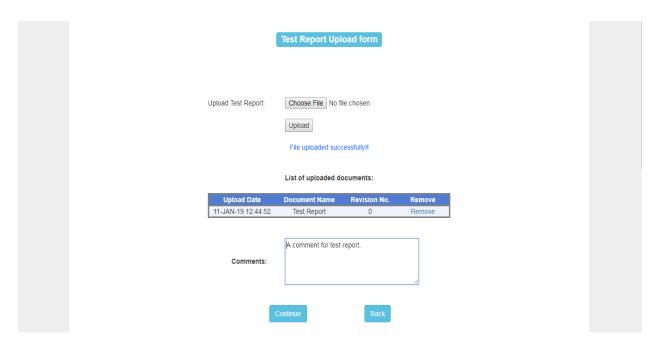
Email: abc@xyz.com

Click on the link below to reply to back refer.

24. In order to reply to these objection consumer can click on 'BACK REFER REPLY' option and can submit the comments/reply and can also upload a document if required.



25. After the demand payment step is completed, the 'Test Report Upload Form' now appears. Upload the test report to finally complete the last required step.



26. After the test report has been uploaded by the consumer then connection will be pending with Concerned XEN/DS for release of connection. Concerned XEN/DS can beck refer the case with some discrepancies as illustrated at Sr No. 23. Reply to which can be submitted by the Consumer as illustrated at Sr No. 24. If No objection is raised by the XEN/DS and the connection is finally released by the subdivision the status of which will be visible as:

	Application Status
Status:	CONNECTION RELEASED
Pending Task:	NIL
Pending With:	NIL
Days Alloted:	NA
Days Elapsed:	0

Charges Details

CLICK HERE

Payment Details
CLICK HERE

Application Timeline

Date	Action	Application Status	Responsible Person	Days Alloted D	ays Elapsed	Comments
30-OCT-19	APPLICATION FORWARDED TO XEN	APPLICATION SUBMITTED	CONSUMER	0	0	
30-OCT-19	CATEGORY VERIFICATION COMPLETED	CATEGORY VERIFICATION COMPLETED	XEN	2	0	
30-OCT-19	INITIAL PAYMENT COMPLETED BY CONSUMER	INITIAL PAYMENT COMPLETED	CONSUMER	0	0	1
30-OCT-19	APPLICATION PROCESSED BY NODAL OFFICER	APPLICATION APPROVAL COMPLETED	NODAL OFFICER	5	0	11
30-OCT-19	SECURITY PAYMENT COMPLETED BY CONSUMER	SECURITY PAYMENT COMPLETED	CONSUMER	0	0	11
31-OCT-19	APPLICATION BACK REFERRED BY XEN	APPLICATION BACK REFERRED	XEN	15	0	back referred with observations.
31-OCT-19	APPLICATION CANCELLATION REQUEST APPLIED BY CONSUMER	APPLICATION CANCELLATION REQUEST APPLIED	CONSUMER	30	0	Please cancel the case.
31-OCT-19	APPLICATION CANCELLATION REQUEST DENIED BY XEN	APPLICATION CANCELLATION REQUEST DENIED	XEN	2	0	Request denied.
31-OCT-19	DEMAND NOTICE ISSUED BY XEN	DEMAND NOTICE ISSUED	XEN	15	0	Demand notice uploeded.
31-OCT-19	DEMAND NOTICE EXTENSION APPLIED BY CONSUMER	DEMAND NOTICE EXTENSION APPLIED	CONSUMER	30	0	Extension Applied.
31-OCT-19	DEMAND NOTICE EXTENSION ALLOWED BY XEN	DEMAND NOTICE EXTENSION ALLOWED	XEN	2	0	Allowed //
31-OCT-19	DEMAND NOTICE EXTENSION PAYMENT COMPLETED BY CONSUMER	DEMAND NOTICE EXTENSION PAYMENT COMPLETED	CONSUMER	0	0	li.
31-OCT-19	DEMAND PAYMENT COMPLETED BY CONSUMER	DEMAND PAYMENT COMPLETED	CONSUMER	0	0	11
31-OCT-19	TEST REPORT UPLOADED BY CONSUMER	TEST REPORT UPLOADED	CONSUMER	30	0	Test Report uploaded.
31-OCT-19	CONNECTION RELEASED BY XEN	CONNECTION RELEASED	XEN	30	0	Connection Released

Documents' Details

Date Uploaded	Document Name	Revision	Responsible Person	Download	Current Status	Comments
30-OCT-19	A and A form	0	CONSUMER	Download	APPROVED	
30-OCT-19	Proof of Identity	0	CONSUMER	Download	APPROVED	
30-OCT-19	Comprehensive Undertaking	0	CONSUMER	Download	APPROVED	,
30-OCT-19	Resolution Authorising Signatory	0	CONSUMER	Download	APPROVED	li li
30-OCT-19	Proof of Ownership	0	CONSUMER	Download	APPROVED	
31-OCT-19	Application Cancellation Request Document	0	CONSUMER	Download	APPLICATION CANCELLATION REQUEST DOCUMENT UPLOADED	//
31-OCT-19	Demand Notice	0	XEN	Download	DEMAND NOTICE ISSUED	
31-OCT-19	Demand Notice Extension Application	0	CONSUMER	Download	DEMAND NOTICE EXTENSION APPLICATION UPLOADED	
31-OCT-19	Test Report	0	CONSUMER	Download	TEST REPORT UPLOADED	//
31-OCT-19	Connection Order	0	XEN	Download	CONNECTION RELEASED	

27. In addition to above option for cancellation is always available with consumer. Consumer can select this option to apply cancellation. On clicking this option a page will open where consumer can upload the cancellation document and submit his request. On successful approval of this request by XEN DS your application will be cancelled.

Document Timeline

Date Uploaded	Document Name	Revision	Responsible Person	Download	Current Status	Comments
27-NOV-24	A and A form	0	CONSUMER	Download	VERIFIED	
27-NOV-24	Proof of Identity	0	CONSUMER	Download	OBJECTIONS	123

After removing the objections, please resubmit the document(s) listed above by clicking the below link:

DOCUMENTS RE-UPLOAD FORM

To apply for cancellation of application, please click the below link:

APPLICATION CANCELLATION REQUEST

Annexure-'2'

PUNJAB STATE POWER CORPORATION LIMITED

ਅਰਜ਼ੀ ਅਤੇ ਇਕਰਾਰਨਾਮਾ (A&A) ਫਾਰਮ APPLICATION AND AGREEMENT (A&A) FORM (ਐਚ ਟੀ/ ਈ ਐਚ ਟੀ ਸਪਲਾਈ) (HT/ EHT Supply)

ਬਿਨੈਕਾਰ/ਅਧਿਕਾਰਿਤ ਹਸਤਾਖਰਕਰਤਾ ਦੀ ਸਵੈ-ਤਸਦੀਕ ਕੀਤੀ ਪਾਸਪੋਰਟ ਆਕਾਰ ਦੀ ਫ਼ੋਟੋ

Self-attested Passport size photograph of the applicant/ Authorized Signatory

(ਬਿਨੈਕਾਰ ਦੁਆਰਾ ਭਰੇ ਜਾਣ ਅਤੇ ਦਸਤਖਤ ਕੀਤੇ ਜਾਣ ਲਈ) (TO BE COMPLETED AND SIGNED BY THE APPLICANT)

1)	ਬਿਨੈਕਾਰ / ਸੰਗਠਨ ਦਾ ਨਾਮ (ਪੇਸ਼ ਕੀਤੇ ਜਾਣ ਵਾਲੇ ਪਛਾਣ ਸਬੂਤ
	ਦੀ ਕਾਪੀ)
	Name of applicant/Organization/institution (Identity
	proof to be submitted)
	a) ਆਧਾਰ ਕਾਰਡ ਨੰ.
	a) Aadhaar Card No.
2)	ਪਤਾ (ਪਛਾਣ ਸਬੂਤ ਪੇਸ਼ ਕੀਤੇ ਜਾਣ)
	Address (Proof to be submitted)
	a) ਘਰ/ਅਹਾਤਾ ਨੰ.
	a) House/Premises No.
	b) ਗਲੀ ਨੰ.
	b) Street No.
	c) ਖੇਤਰ/ਕਲੋਨੀ
	c) Area /Colony
	d) ਸ਼ਹਿਰ/ਪਿੰਡ
	d) City/Village e) දීහිਫੋਨ ਨੰ.
	'
	e) Telephone No. f) ਮੋਬਾਇਲ ਨੰ.
	f) Mobile No. g) ਈਮੇਲ ਐਡਰੈੱਸ (ਅੰਗਰੇਜ਼ੀ ਵਿੱਚ)
	g) E-mail Address
3)	ਸ਼੍ਰੇਣੀ/ਸਪਲਾਈ ਦਾ ਉਦੇਸ਼
2)	Category/ Purpose of Supply
4)	ਭਾਰ/ਡਿਮਾਂਡ ਮੰਗ ਕੀਤਾ (kW/kVA)
,	Load/Demand applied (kW/kVA)
	a) ਮੌਜੂਦਾ ਭਾਰ ⁄ ਮੰਗ, ਜੇ ਕੋਈ ਹੈ
	a) Existing load/demand, if any
	b) ਖਾਤਾ ਨੰਬਰ
	b) Account Number
	c) ਵਾਧੂ ਭਾਰ ⁄ ਚਾਹੀਦੀ ਮੰਗ
	c) Additional load/demand required
	d) ਕੁੱਲ ਭਾਰ/ਮੰਗ
	d) Total Load/demand
5)	ਸਥਾਈ ਅਰਜ਼ੀ ਨੰਬਰ
	Permanent Application Number
6)	ਕਾਰਵਾਈ ਫੀਸ ਰਸੀਦ ਨੰਬਰ ਅਤੇ ਮਿਤੀ
	Processing fee receipt number & date
7)	ਸੁਰੱਖਿਆ (ਖਪਤ) ਰਸੀਦ ਨੰਬਰ ਅਤੇ ਮਿਤੀ
	Security (consumption) receipt number & date

8)	ਸੁਰੱਖਿਆ (ਮੀਟਰ) ਰਸੀਦ ਅਤੇ ਮਿਤੀ	
	Security (meter) receipt & date	

ਨੋਟ: ਜੁੜਿਆ ਲੋਡ ਦਾ ਵੇਰਵਾ ਡਿਮਾਂਡ ਨੋਟਿਸ ਦੀ ਪਾਲਣਾ ਵਿੱਚ ਸਪੂਰਦ ਕੀਤੀ ਜਾਣ ਵਾਲੀ ਟੈਸਟ ਰਿਪੋਰਟ ਵਿੱਚ ਦਿੱਤਾ ਜਾਵੇ।

Note: The details of the connected load shall be furnished in the test report to be submitted in compliance with the demand notice.

9)	ਸਪਲਾਈ ਦੀ ਕਿਸਮ (ਸਥਾਈ / ਅਸਥਾਈ)	
	Type of supply (Permanent/ Temporary)	
	a) ਜੇ ਕੋਈ ਅਸਥਾਈ ਸਪਲਾਈ ਹੈ, ਤਾਂ ਸਮਾਂ-ਸੀਮਾਂ ਦਰਸਾਓ	
	a) If a temporary supply, specify period	
10)	ਇਹ ਦਰਸਾਓ ਜੇਕਰ ਸਰਵਿਸ ਕੁਨੈਕਸ਼ਨ ਵਾਸਤੇ ਤੁਹਾਡੇ ਦੁਆਰਾ	
	ਕੰਮ ਕੀਤੇ ਜਾਣੇ ਹਨ	
	Indicate if works are to be carried out by you for the service connection.	
11)	ਦਰਸਾਓ ਜੇਕਰ ਤੁਸੀਂ ਮਨਜ਼ੂਰਸ਼ੁਦਾ ਮੇਕ ਦਾ ਆਪਣਾ ਖੁਦ ਦਾ ਮੀਟਰ	
	ਲਗਾਉਣਾ ਚਾਹੁੰਦੇ ਹੋ	
	Indicate if you want to install your own meter of approved make	
12)	ਖਪਤਕਾਰ ਦੇ ਨਾਮ 'ਤੇ ਪੀਐਸਪੀਸੀਐਲ ਦੇ ਸਪਲਾਈ ਖੇਤਰ ਵਿੱਚ	
	ਕੋਈ ਵੀ ਬਿਜਲੀ ਦਾ ਬਕਾਇਆ	ਹਾਂ∕ ਨਹੀਂ
	Any electricity dues outstanding in the PSPCL area of supply in the consumer's name	Yes/ No
13)	ਅਹਾਤੇ ਲਈ ਕੋਈ ਵੀ ਬਿਜਲੀ ਦਾ ਬਕਾਇਆ ਹੈ ਜਿਸ ਲਈ	
	ਕਨੈਕਸ਼ਨ ⁄ ਵਾਧੂ ਲੋਡ ਲਈ ਅਪਲਾਈ ਕੀਤਾ ਗਿਆ ਹੈ	ਹਾਂ∕ ਨਹੀਂ
	Any electricity dues outstanding for the premises for which connection/ additional load applied for	Yes/ No
14)	ਕਿਸੇ ਵੀ ਅਜਿਹੀ ਫਰਮ ⁄ ਕੰਪਨੀ, ਜਿਸ ਨਾਲ ਖਪਤਕਾਰ ਮਾਲਕ,	
	 ਹਿੱਸੇਦਾਰ, ਡਾਇਰੈਕਟਰ ਜਾਂ ਮੈਨੇਜਿੰਗ ਡਾਇਰੈਕਟਰ ਵਜੋਂ ਜੁੜਿਆ	
	ਹੋਇਆ ਹੈ, ਦੇ ਵਿਰੁੱਧ ਪੀਐਸਪੀਸੀਐਲ ਦਾ ਕੋਈ ਵੀ ਬਕਾਇਆ।	ਹਾਂ ∕ ਨਹੀਂ
	Any electricity dues outstanding of PSPCL against any firm/ company with which the consumer is associated as an Owner, Partner, Director or Managing Director	Yes/ No

ਨੋਟ: (ਸਵਾਲ 12, 13 ਅਤੇ 14 ਲਈ ਜੇ ਕਿਸੇ ਵੀ ਸੂਰਤ ਵਿੱਚ ਜਵਾਬ "ਹਾਂ" ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਇੱਕ ਵੱਖਰੀ ਸ਼ੀਟ ਤੇ ਵਿਸਥਾਰ ਨਾਲ ਦੱਸਿਆ ਜਾਵੇ) Note: (For questions 12, 13 & 14, if the answer is "Yes" in any case, please provide details on a separate sheet).

VERIFICATION:

ਮੈਂ/ਅਸੀਂ ਇਹ ਵੀ ਘੋਸ਼ਣਾ ਕਰਦਾ/ਕਰਦੀ/ਕਰਦੇ ਹਾਂ ਕਿ ਉਪਰੋਕਤ ਮੇਰੀ/ਸਾਡੀ ਜਾਣਕਾਰੀ ਅਨੁਸਾਰ ਸਹੀ ਹੈ ਅਤੇ ਜੇਕਰ ਮੈਂ/ਅਸੀਂ ਕਿਸੇ ਵੀ ਅੰਡਰਟੇਕਿੰਗ/ਹਿਦਾਇਤਾਂ ਦੀ ਉਲੰਘਣਾ ਕਰਦਾ/ਕਰਦੀ/ਕਰਦੇ ਹਾਂ ਜਾਂ ਕਿਸੇ ਵੀ ਪੜਾਅ 'ਤੇ ਕੋਈ ਹੋਰ ਜਾਣਕਾਰੀ ਝੂਠੀ ਪਾਈ ਜਾਂਦੀ ਹੈ, ਤਾਂ ਮੇਰਾ/ਸਾਡਾ ਬਿਜਲੀ ਦਾ ਕਨੈਕਸ਼ਨ ਜਾਰੀ ਨਾ ਕੀਤਾ ਜਾਵੇ ਅਤੇ, ਜੇ ਜਾਰੀ ਕੀਤਾ ਜਾ ਚੁਕਿਆ ਹੈ, ਤਾਂ ਬਿਨਾਂ ਕਿਸੇ ਅਗਾਊਂ ਨੋਟਿਸ ਦੇ ਕੱਟ ਦਿੱਤਾ ਜਾਵੇ ਅਤੇ ਮੇਰੇ/ਸਾਡੇ ਵੱਲੋਂ ਜਮ੍ਹਾਂ ਕਰਵਾਏ ਸਾਰੇ ਖ਼ਰਚੇ ਜ਼ਬਤ ਕਰ ਲਏ ਜਾਣ।

I/We also declare that the above information is true to my/our knowledge and in case I/We violate any undertaking/ instructions or any other information is found to be false at any stage, my/our electric connection may not be released and, if released, may be disconnected without prior notice and all charges deposited by me/us be forfeited.

ਬਿਨੈਕਾਰ(ਰਾਂ) ਦੇ ਦਸਤਖਤ Signature of the applicant(s)

15) AGREEMENT FOR HIGH-TENSION AND EXTRA HIGH-TENSION SUPPLY

THIS AGREEMENT MADE THIS _____ day of _____ 20__ between the Punjab State Power

	Corporation Limited (hereinafter called the 'PSPCL' which expression shall where the context so require include its successors in office and assigns) having its Head Office at Patiala of the one part and (hereinafter called 'Consumer' which expression where the context so require shall include his/ her heirs, executors, administrators, legal representatives, successors in business and assigns) of the other part.
	Whereas the consumer has requested the PSPCL to supply him with electricity at his/her premises situated (address) and indicated in red ink in the map attached hereto for the purpose of and the PSPCL has agreed to supply to the consumer such electricity upon the term and conditions hereinafter contained.
	NOW IT IS HEREBY DECLARED AND AGREED AS FOLLOWS:
1.	Subject to the provisions hereinafter contained and during the continuance of this agreement, the PSPCL shall give electricity supply to the consumer at one point for (category to be mentioned) supply purpose, at his/her premises referred to above for a maximum demand of kVA (hereinafter called contract demand) and connected load of the kW.
2.	The electricity so supplied shall be of single/ two/ three phase, alternating current, at a declared pressure (voltage) of thousand volts between phases and at a frequency of 50 cycles per second at the terminals. The frequency and pressure of the electricity at the point of supply shall be subject to fluctuations that are ordinary, usual, and incidental to the generation and transmission of electricity, but such fluctuations shall not except owing to extraordinary reasons beyond the control of the PSPCL, exceed the tolerance limits permitted under or Regulations notified by CEA.
3.	a) The consumer shall be liable to pay the cost of service connection/ proportionate cost of the common line (including breaker/ bay)/ at the feeding sub-station (if applicable) and other equipment as per Regulation 9 of the Supply Code.
	b) Notwithstanding that the cost of the full or a part of the service line has been paid for by the consumer, the ownership thereof shall vest in the PSPCL and will be maintained by the PSPCL at its cost. The PSPCL shall have a right to utilize the aforesaid service line and substation in the consumer's premises, place apparatus other than those required to control the supply to the consumer and to lay overhead or underground feeders in the property of the consumer with a view to connect the same with the apparatus installed in any other consumer's premises.

- 4. Unless otherwise agreed upon, the point of supply shall be the outgoing terminals of the metering equipment/circuit breaker or the control switch gear of the PSPCL installed at the consumer's/PSPCL premises from which the electricity is supplied to the consumer.
- 5. The electricity supply taken from the PSPCL by the consumer under this agreement shall be measured by the meter or meters installed by the PSPCL at suitable point or points. The PSPCL shall be entitled to charge rent on account of the such metering equipment at such rates as prescribed in the Schedule of General Charges.
- 6. The consumer shall provide and maintain at his own cost an accommodation suitable as per the requirement of the PSPCL both in size and construction (to be approved by the PSPCL) for the purpose of housing PSPCL metering equipment nearest to the main gate with independent access to the PSPCL and also any other equipment including measuring devices as may be considered necessary by the PSPCL.
- 7. The meter shall be properly sealed by the authorized representative of the PSPCL in the presence of the consumer or his representative and shall not be interfered with by the consumer.
- 8. The load on the three phases of supply under the agreement shall be kept so balanced by the consumer that the difference in current between any two phases at the time of maximum demand shall not exceed 5% without the prior approval of the PSPCL in writing.
- 9. The duly authorized employees of the PSPCL shall be entitled at all reasonable times, to enter the premises of the consumer for the purpose of inspecting and testing his (Consumer) installation and/ or for reading meter and inspecting and testing any of apparatus belonging to the PSPCL on consumer's premises or for doing all things necessary or incidental to the proper giving or maintaining supply to the consumer.
- 10. The consumer shall be solely responsible for and shall pay for any loss or damage to any supply lines, main fuses, meter and/or other apparatus belonging to the PSPCL on the premises of the consumer, whether caused maliciously or through culpable negligence or default on the part of the consumer or any of his employees.
- 11. The PSPCL shall not be liable for any claim for loss, damage or compensation whatsoever arising out of failure or shortage of supply when such failure or shortage is either directly or indirectly due to war, mutiny, civil commotion, riot, strike, lockout, fire, flood, tempest, lightning, earthquake, or other force majeure causes or occurrences beyond the control of the PSPCL.
- 12. The consumer shall pay to the PSPCL every month charges for electricity supplied to the consumer in accordance with the provisions of General Conditions of Tariff and relevant Schedule of Tariff as approved by the Commission.
- 13. The consumer shall, when required by the PSPCL, pay Security (consumption) for the performance of the terms and conditions of this agreement as per Regulation No. 14 & 16 of the Supply Code.

- 14. a) The consumer shall agree to restrict or regulate the consumption of electricity under this agreement during peak hours as may be directed by the Commission/ State Government or any other appropriate authority.
 - b) The consumer shall agree to the supply of electricity under this agreement being curtailed, staggered, or cut off altogether by the PSPCL if the power position or any other emergency in the power system warrants such a course of action.
 - c) The PSPCL would have the right to temporarily discontinue power to the consumer at any time, whenever it becomes necessary for the purpose of testing plant, equipment, etc., and for this, no compensation will be payable to the consumer.
- 15. a) The consumer shall comply with Supply Code-2014 Regulations as approved by the Commission, which shall be deemed to be a part of the agreement and shall govern the parties hereto in so far as same is applicable.
 - b) The consumer shall supply to the PSPCL on demand all reasonable information, including certified copies of monthly returns of production of goods being submitted by him to the Central/ State Excise and Sales Tax Authorities to enable the PSPCL to keep a watch over the consumption of electricity.
 - c) If any of the information supplied or undertaking given by the consumer is found to be incorrect or false or shows that he had obtained a connection by misrepresentation, he will be liable to face the consequences.
- 16. The consumer shall not, without the previous consent/approval and execution of new agreement, assign, transfer or part with the benefit of this agreement and shall not in any manner part with or create any partial or separate interest in it.
- 17. Any levy such as GST, Electricity Duty, Octroi, and Cess, etc. imposed by the State Government or any other competent authority on electricity purchased by the consumer from the PSPCL shall be payable by the consumer.
- 18. This agreement shall be read and construed as subject in all respect to the provisions of the Electricity Act, 2003 or any statutory modifications thereof for the time being in force and the Rules, Regulations made there under.
- 19. The consumer has agreed to bear stamp duty on this agreement, if applicable.

have here to set the signatures and the common seals the day, month, and year first written

above.

Signed by the above-named in the presence of

(Signature of load Sanctioning Authority with Designation & Seal on behalf of the PSPCL)

Address

PSPCL Account No.

.....

ਨੋਟ: ਜੇਕਰ ਇਸ ਫਾਰਮ ਦੇ ਅੰਗਰੇਜੀ ਅਤੇ ਪੰਜਾਬੀ ਅਨੁਵਾਦ ਵਿੱਚ ਕਿਸੇ ਤਰ੍ਹਾਂ ਦੀ ਵਿਆਖਿਆ (interpretation) ਵਿੱਚ ਅਸਮਾਨਤਾ ਪਾਈ ਜਾਂਦੀ ਹੈ ਤਾਂ ਅੰਗਰੇਜੀ ਅਨੁਵਾਦ ਨੂੰ ਪਹਿਲਤਾ ਦਿੱਤੀ ਜਾਵੇ।

ਸਿਰਫ਼ ਦਫ਼ਤਰੀ ਵਰਤੋਂ ਲਈ

FOR OFFICE USE ONLY

- 1) ਸਬ-ਡਿਵੀਜ਼ਨ ਦਾ ਨਾਂ Name of Sub Division
- 2) ਬਿਨੈਕਾਰ ਦਾ ਨਾਮ/ਅਹੁਦਾ
 - Applicant's Name/ Designation
- 3) ਉਦਯੋਗ/ਇਮਾਰਤਾਂ ਦੀ ਕਿਸਮ Type of Industry/premises
- 4) ਮੌਸਮੀ ਜਾਂ ਗੈਰ-ਮੌਸਮੀ ਉਦਯੋਗ Seasonal or Non-Seasonal Industry
- 5) ਕੁਨੈਕਸ਼ਨ ਦੀ ਸ਼੍ਰੇਣੀ

Category of connection

6) ਸੁਰੱਖਿਆ (ਖਪਤ) ਰਸੀਦ ਨੰਬਰ ਅਤੇ ਮਿਤੀ

Security (consumption) Receipt no. and date

- a. ਮੌਜੂਦਾ ਮੰਗ, ਜੇ ਕੋਈ ਹੈ (kVA) Existing Demand, if any (kVA)
- b. ਬਿਨੈ ਕੀਤੀ ਕੰਟ੍ਰੈਕਟ ਡਿਮਾਂਡ kVA)

Contract Demand applied (kVA)

c. ਮੰਨਜੂਰ ਕੀਤੀ ਕੁੱਲ ਕੰਟ੍ਰੈਕਟ ਡਿਮਾਂਡ (kVA)

Total Contract Demand Sanctioned (kVA)

- 7) ਸਪਲਾਈ ਵੋਲਟੇਜ Supply voltage
- 8) Category of Connection ਕੁਨੈਕਸ਼ਨ ਦੀ ਸ਼੍ਰੇਣੀ
- 9) ਖਾਤਾ ਨੰਬਰ

Account no.

10) ਟ੍ਰਾਂਸਫਾਰਮਰ ਸਮਰੱਥਾ/ ਵੋਲਟੇਜ ਰੇਟਿੰਗ Transformer Capacity/ Voltage rating

> ਲੋਡ ਮਨਜ਼ੂਰਕਰਤਾ ਅਥਾਰਟੀ ਦੇ ਦਸਤਖਤ Signature of load sanctioning authority ਮਿਤੀ/Date: _____

	ਰਸੀਦ	
ਐਪਲੀਕੇਸ਼ਨ (ਏ ਅਤੇ ਏ) ਦਾ ਫਾਰਮ		(ਬਿਨੈਕਾਰ ਦਾ ਨਾਮ)
ਐਪਲੀਕੇਸ਼ਨ (ਏ ਅਤੇ ਏ) ਦਾ ਫਾਰਮਲਈ (ਉਦੇਸ਼) ਨੂੰ ਏਥੇ	. (ਮਿਤੀ) 'ਤੇ ਪ੍ਰਾਪਤ ਕੀਤਾ ਜਾਂਦਾ ਹੈ। ਇਸ ਸਬੰਧ	ਵਿੱਚ, ਬਿਨੈਕਾਰ ਨੂੰ ਇੱਕ
ਸਥਾਈ ਏ ਐਂਡ ਏ ਨੰਬਰ ਦਿੱਤਾ ਜ	ਾਂਦਾ ਹੈ ਜਿਸਨੂੰ ਭਵਿੱਖ ਦੇ ਸਾਰੇ ਪੱਤਰ-ਵਿਹਾਰ ਲਈ	ੀ ਵਰਤਿਆ ਜਾਵੇ।

ਪੀਐਸਪੀਸੀਐਲ ਪ੍ਰਤੀਨਿਧੀ ਦੇ ਦਸਤਖਤ/ਸੀਲ

ਏ ਐਂਡ ਏ ਫਾਰਮ ਪ੍ਰਾਪਤ ਕਰਨ ਵਾਲੇ ਅਧਿਕਾਰੀ ਦਾ ਨਾਮ ਅਤੇ ਅਹੁਦਾ

ACKNOWLEGEMENT

Signature/ Seal of PSPCL Representative

Name & Designation of official receiving the A&A Form

SINGLE WINDOW
SYSTEM
MANUAL FOR
CONSUMERS FOR
CONNECTIONS
ABOVE 500 KVA

APPROVED FORMS/CHARGES

The charges required to be paid by consumer for availing this service is as under:

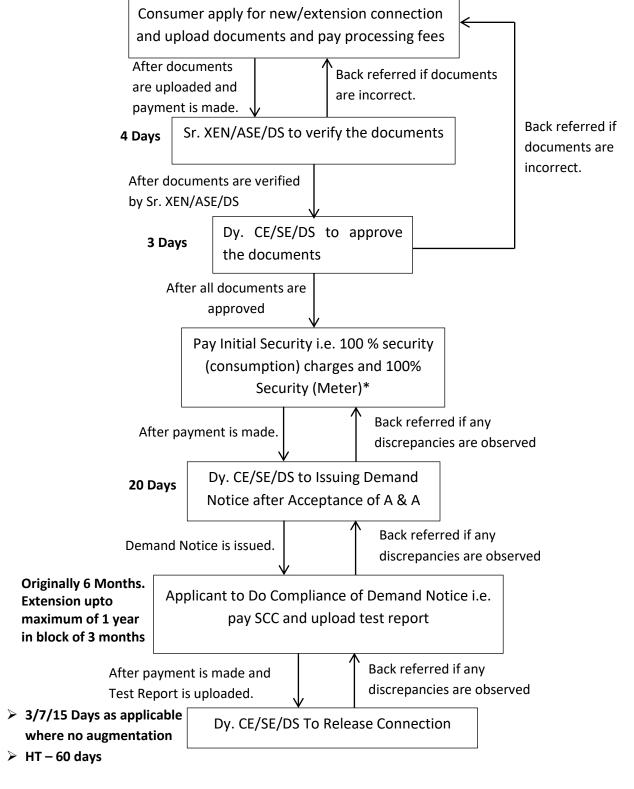
Sr. No.	Charges		Category	Rate
1	Processing Fee	HT and	EHT supply having	Rs. 10/- per kVA subject
		Contrac	t Demand above 500 kVA	to maximum of Rs. 7500/-
2	Security	DS abov	ve 100 kVA	Rs. 500/kVA
	(Consumption)	NRS abo	ove 100 kVA	Rs. 700/kVA
		General	Industry	Rs. 1900/kVA
		Power I	ntensive	Rs. 2400/kVA
		Bulk Su	pply	Rs. 2100/kVA
		Railway Traction		Rs. 2200/kVA
3	Meter Security	НТ	Meter	Rs. 7800
		пі	MCB	Rs. 75750
		HT/EHT whose rate not available		Actual Procurement cost of
		H1/EH1 whose rate not available		Meter/ Metering Equipment]
4	SCC	DS above 500 kVA		Actual as per Reg. 32 & 33
		NRS above 500 kVA		Actual as per Reg. 32 & 33
		LS abov	e 500 kVA	Actual as per Reg. 32 & 33
		Bulk Su	pply DS above 500 kVA	Actual as per Reg. 32 & 33
		Railway	Traction	Actual as per Reg. 32 & 33

Forms required to be filled by Consumer:

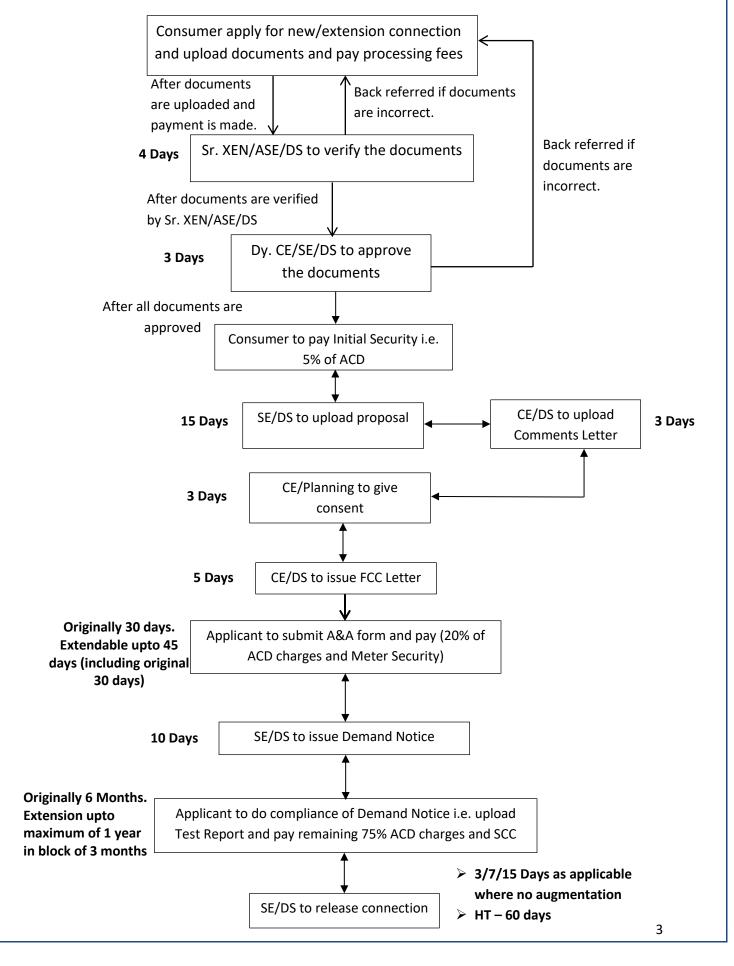
A&A forms required from these consumers are attached at Annexure - '2'

LIST OF OFFICERS/OFFICIALS RESPONSIBLE FOR DELIVERING SERVICE

For all categories of Load between 500 -2000 kVA



For all categories of Load between 2000 - 4000 kVA

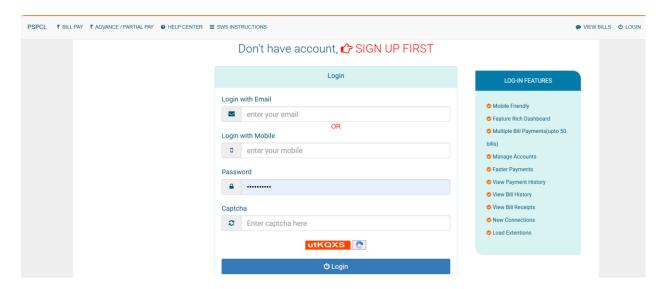


For all categories of Load above 4000 kVA Consumer apply for new/extension connection and upload documents and pay processing fees After documents Back referred if documents are uploaded and are incorrect. payment is made. Back referred if Sr. XEN/ASE/DS to verify the documents 4 Days documents are incorrect. After documents are verified by Sr. XEN/ASE/DS 3 Days the documents After all documents are approved SE/DS to upload Consumer to pay Initial Security i.e. 15 Days proposal 5% of ACD Nodal Officer (i.e. Officer of Commercial CE/DS to submit 5 Days 3 Days organization) to prepare agenda comments CE/Commercial to Circulate Agenda Release of 15 Days 4 Days and Fix FCC Meeting Date. Minutes Nodal Officer (i.e. ASE/Sales-4) to issue 5 Days FCC Letter Originally 30 days. Applicant to submit A&A form and pay 20% of ACD charges Extendable upto 45 along with copy of route plan (if feasible at this stage) days (including original 30 days) SE/DS to issue Demand Notice as per approved Route plan and ➤ HT – 10 days in case of delay it will be issued based on standard cost data ➤ EHT – 20 days Originally 6 Months. Applicant to do compliance of Demand Notice i.e. upload **Extension upto** Test Report and pay remaining 75% ACD charges and SCC maximum of 1 year in block of 3 months \triangleright 3/7/15 Days as applicable where no augmentation SE/DS to release connection ➤ HT – 60 days ➤ EHT – 90 days

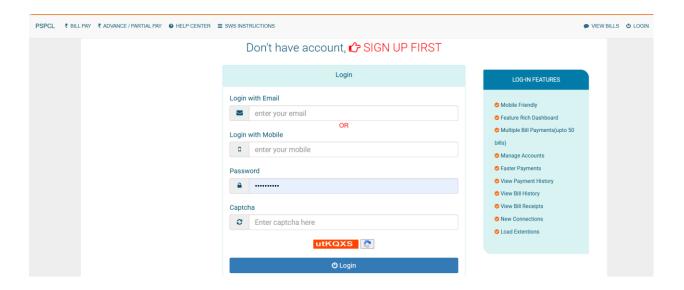
DETAIL AND PROCEDURE FOR AVAILING SERVICE

1. Browse to the following URL:

https://billpayment.pspcl.in



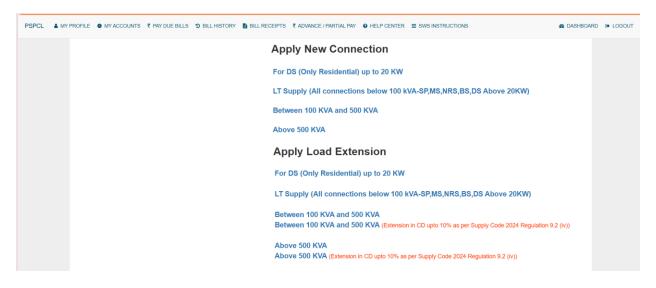
2. Click on Login (top-right corner). Create an account if none already exist using the 'SIGN UP FIRST' link. Then login using the registered credentials.



3. Click on the 'NEW CONNECTION / LOAD EXTENSION' button.



4. Click on the appropriate link to apply for new connection or load extension.



5. As per above screenshot for extension of load above 500 kVA there are two options available. First is normal via which you can apply for extension of any amount of demand. In second option Extension upto 10% as per Supply Code 2024 Regulation 9 (2)(iv) can be applied. Kindly choose the option as per your requirement. By clicking on respective link the condition of that provision shall be applicable in next page.

6. After getting on this page fill in the all the required details in the A&A form (for eg. Name, address, category of supply, load applied, demand applied, details of transformer, distance from Sub-station etc.) in the Requisition form and click on continue. Further areas marked * are mandatory to be filled.

Registration For New Connection between 500 KVA and 2000 KVA

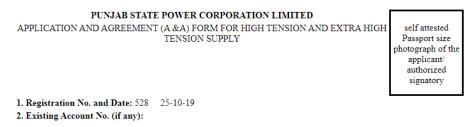
1)	Account No. (Not applicable for new connections)	#
2)	Name of applicant / organisation / institution	Test *
	a) Aadhaar No.	
3)	Address Details	
	a) Address	Test
	b) Telephone No.	
	c) Mobile No.	9646111725 *
	d) Email Address	addlse4@gmail.com *
4)	Category / Purpose of supply	GENERAL INDUSTRY ▼ *
5)	Constitution	[COMPANY ▼ *
6)	Circle	[PATIALA ▼]*
7)	Division	DS EAST DIVN PATIAL ▼ *
8)	Subdivision	DS S/D ROHAR JAGIR ▼ *
9)	Load applied (kW)	600
	a) Existing load if any	0
	b) Additional load required	0 *
	c) Total load	600 *
10)	Demand applied (kVA)	550 #
	a) Existing demand if any	0 #
	b) Additional demand required	0 #
	c) Total demand	550 #
11)	Type of supply (Permanent/Temporary)	PERMANENT ▼ *
12)	Authorised Person	Test *
13)	Total Transformer Capacity (KVA)	1600
	a) Auxiliary Transformer Capacity (KVA)	1600 *
	b) Furnace Transformer Capacity (KV/A)	#
14)	Distance from substation (KM)	1.2 kM
15)	Remarks	Remarks

7. If on filling this page an error is shown then that "Order not created. Kindly check that all the inputs are correct" then all the field may be rechecked as it is showing because due to field inputted by you the order is not created in SAP. It mostly occurs because the ID No. filled by you at Point No. 2 (b) is duplicate and has been used previously in another account as such fill a unique ID No. Another reason may be due to long address filled at Point No. 3 as such fill a address of short length.

PSPCL MY PROFILE MY ACCOUNTS PAY I	DUE BIL	LS [®] BILL HISTORY BBILL RECEIPTS ₹ ADVANCE	/ PARTIAL PAY ₹ PREPAID PAY	HELP CENTER	≡ sws instructions
					B DASHBOARD → LOGOUT
		Enter Contract Account No. of any neighbourhood Electricity Connection in your area to make sure you are applying to the correct subdivision on this portal.			
	22)	ਸਪਲਾਈ ਵੋਲਟੇਜ Supply voltage	LTV		
	23)	ਲੇਤੀਂਦੇ ਕੁਨੈਕਸ਼ਨ ਦੀ ਪ੍ਰਕਿਰਤੀ (ਜਿਵੇਂ ਕਿ ਰਾਈਸ-ਸੈਲਰ, ਮੈਰਿਜ-ਪੈਲੇਸ, ਹਸਪਤਾਲ ਆਦਿ)[50 ਅੱਖਰ ਅਧਿਕਤਮ] Nature of connection required (eg rice- shellar,marriage-palace,hospital etc.)[50 chars max]	asd	#	
		Order not created. Kindly check	that all the inputs are correct		

8. As per new Supply Code 2024 all the case of 500 to 2000 kVA where application is submitted by 14.11.2024 then they have to upload A&A form and in these cases if no error is found then the next screen is a preview of the filled out copy of the A&A form. Save a copy of the form by clicking on 'Download PDF' button at bottom of page. Take a print out of the form, attach photograph and complete other necessary formalities. Now, scan the form to make it ready to be uploaded in the next step.

PCL -(HT/EHT)



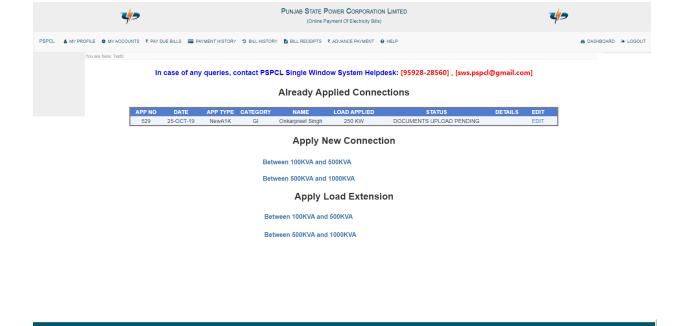
(TO BE COMPLETED AND SIGNED BY APPLICANT)

AGREEMENT FOR HIGH TENSION AND EXTRA HIGH TENSION SUPPLY

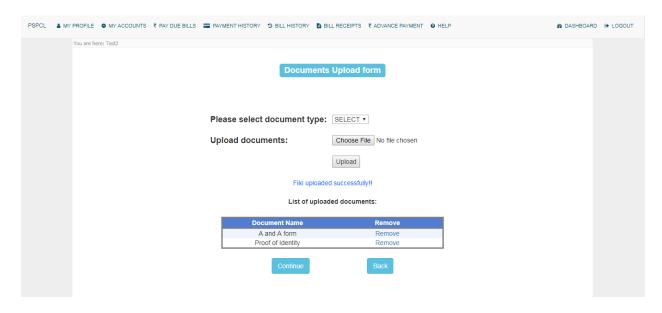
THIS AGREEMENT MADE THIS 25 day of October, 2019 between the Punjab State Power Corporation Limited (hereinafter called the 'PSPCL' which expression shall where the context so admits include its successors in office and assigns) having its Head Office at Patiala of the one part and Onkarpreet Singh (hereinafter called 'Consumer' which expression where the context so admits shall include his heirs, executors, administrators, legal representatives successors in business and assigns) of the other part.

Whereas the consumer has requested the PSPCL to supply him with electricity at his premises situated at urban estate and indicated in red ink in the map attached hereto for the purpose of 240 KVA and the PSPCL has agreed to supply to the consumer such electricity upon the terms and conditions hereinafter contained

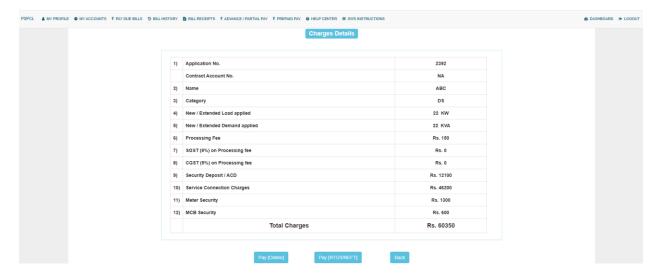
9. Please note that the form has now been saved to the database and the same can now be retrieved at a later time for editing by clicking on the 'EDIT' link in the 'Already Applied Connections' section of the dashboard.



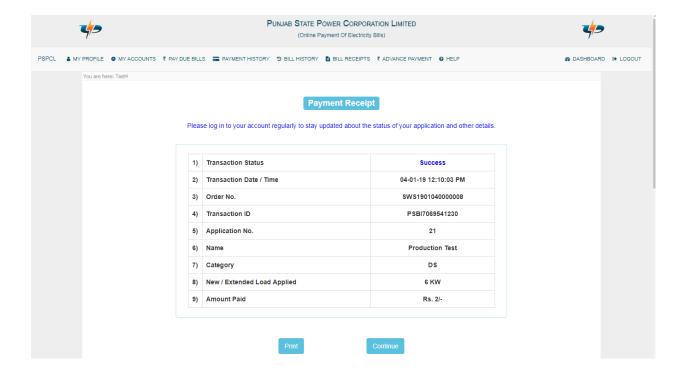
10. After clicking on the continue button in 500 to 2000 kVA case as per Sr. No. 8 above and for other cases as per Sr. No. 7, the documents upload form now becomes available. Upload all the required documents by selecting the same from the dropdown given under 'Please select document type'. If wrong document is uploaded, the same can be removed using 'Remove' button. After all documents have been uploaded, click on continue button.



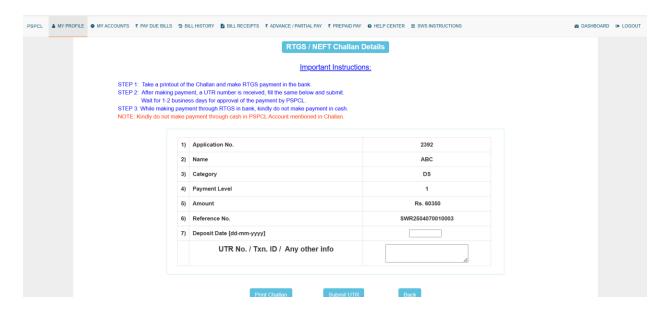
11. Now the 'Charges Details' screen appears. There are two options available to make payment. First is 'Pay [Online]' and Clicking on this button the page will take you to Billdesk site and you will get option to make payment through Credit cards, debit cards, Net banking, UPI mode etc. Please note that after the payment is completed, the application form will be locked and no more editing would be allowed. Any warning related to payment must be seen properly before attempting any re-payment after failed attempt.



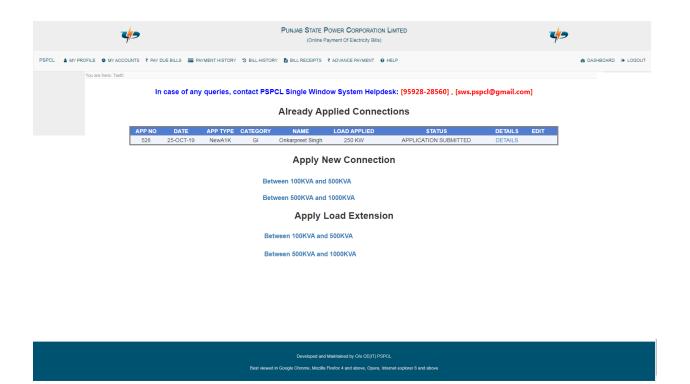
12. Payment receipt is generated after payment process is completed. Print-out of the same can be taken by clicking the print button.



13. Another option is payment through 'Pay [RTGS/NEFT]' on clicking this option, RTGS/NEFT Challan page will open. On this page you can take printout of challan and make payment. After making payment fill the detail of UTR No./Trx. ID in box provide and fill the date of payment then click 'Submit UTR' button. On clicking this button the status of this submission will be shown in the bottom. If payment is rejected then submit the UTR no. again by repeating the process. On Approval of payment case will move to next step.



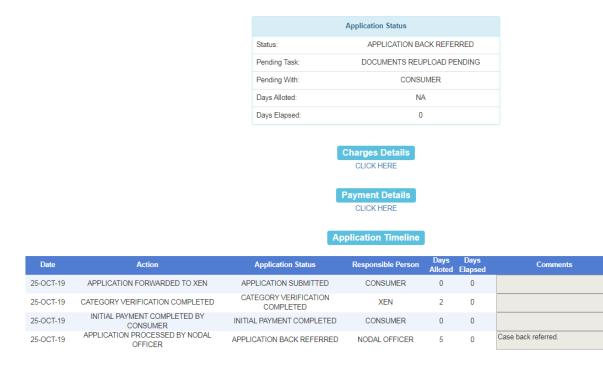
14. Click on continue button to move to the dashboard where application is shown to be Locked for editing. Click on the 'Details' link to show application details.



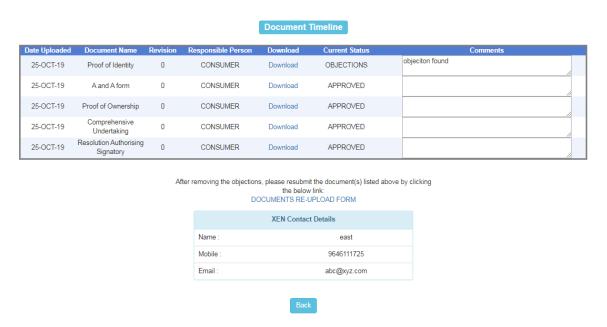
15. Consumer/Applicant can keep a track on the application progress by visiting the 'Details' link from time to time. The various application details such as Consumer Details, Application Status, Payment Details, Charges Details, Application Timeline, Document Timeline and SE Contact Details are displayed.



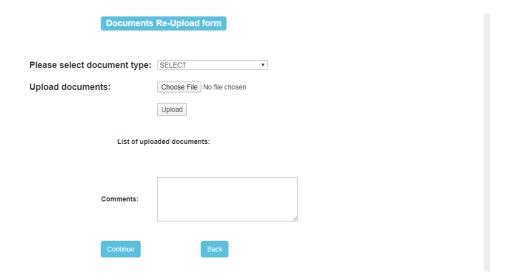
16. The status of the application must be checked periodically. If the application status is updated to 'APPLICATION BACK REFERRED', then this means that objections have been found by the XEN/DS or SE/DS and the Consumer/Applicant needs to resubmit the documents. Or if updated to 'ADDITIONAL DOCUMET REQUIRED', then this means that all documents uploaded by you are correct but an additional document are required by concerned XEN/SE. Therefore you are required to submit this document.



17. The 'DOCUMENTS RE-UPLOAD FORM' link is now shown below the 'Document Timeline' section which can be clicked to view 'Documents Re-Upload Form'. Or if 'UPLOAD ADDITIONAL DOCUMENT' link is now shown below the 'Document Timeline' section which can be clicked to view 'Additional Documents Upload Form'.



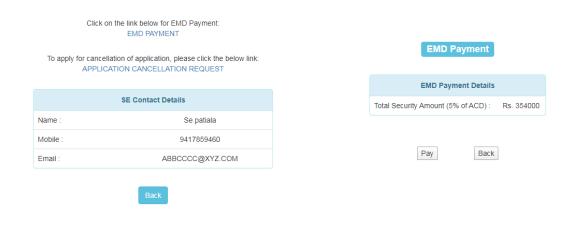
18. All the required corrected documents should be re-uploaded and continue button Clicked to submit the same.



19. If no further objections are found, the application is finally approved and the application status shows as 'APPLICATION APPROVAL COMPLETE'. As per new Supply Code 2024 all the case of 500 to 2000 kVA where EMD payment is not made by 14.11.2024 are directly pending for full Security payment after document checking and no feasibility step is to included after document checking. These case will be forwarded to Consumer for making Security payment [i.e 100 % ACD and Meter Security (if any)]. The link for 'SECURITY PAYMENT' appears below the 'Document Details' section. Click the same to move to 'Security payment' form. After the 'Security payment' form appears there are two options available to make payment as already detailed at Sr. No. 11 to 13. Further consumer can also apply for cancellation of their application (if required) online at this step as illustrated at Sr. No. 30. After paying these charges case will be forwarded to concerned SE/DS for issuing demand notice. In this case next few steps may be skipped and directly Sr. No. 24 may be read.



20. In other case that is above 2000 kVA if no further objections are found, the application is finally approved and the application status shows as 'APPLICATION APPROVAL COMPLETE'. The case will be forwarded to Consumer/Applicant for making 'EMD payment' [i.e 5 % ACD]. The link for 'EMD PAYMENT' appears below the 'Document Details' section. Click the same to move to 'EMD payment' form. After the 'EMD payment' form appears there are two options available to make payment as already detailed at Sr. No. 11 to 13. Further Consumer/Applicant can also apply for cancellation of their application (if required) online at this step as illustrated at Sr. No. 30. After paying these charges case will be forwarded to concerned SE/DS for Granting feasibility clearance.



21. After case is forwarded to SE, in case any observation by SE the case will be Back referred to you with Status "APPLICATION BACK REFERRED BY SE". Please Click on 'BACK REFER REPLY' to reply to observations pointed by SE as explained at Sr. No. <u>27</u>.

				A	pplication	Timeline				
Date		Action		Application Status	Responsil	ole Person	Days Alloted	Days Elapsed		Comments
26-FEB-20		ENT COMPLETED BY DNSUMER	INITI	AL PAYMENT COMPLETED	CONS	UMER	0	0		
26-FEB-20		ROCESSED BY NODAL OFFICER	Al	PPLICATION APPROVAL COMPLETED	NODAL (OFFICER	5	0		
26-FEB-20	EMD PAYMENT CO	MPLETED BY CONSUME	R EM	D PAYMENT COMPLETED	CONS	UMER	0	0		
26-FEB-20	APPLICATION B.	ACK REFERRED BY SE	APPL	ICATION BACK REFERRED	S	E	15	0	123	
	Date Uploaded	Document Name	Revision		Document 1	Timeline Current	Status			Comments
	26-FEB-20	Proof of Identity	0	•	Download	APPRO				Comments
	26-FEB-20	Proof of Ownership	0	CONSUMER	Download	APPRO	OVED			
	26-FEB-20	Comprehensive Undertaking	0	CONSUMER	Download	APPRO	OVED			
	26-FEB-20	Resolution Authorising Signatory	0	CONSUMER	Download	APPRO	OVED			

Click on the link below to reply to back refer: BACK REFER REPLY

To apply for cancellation of application, please click the below link:

APPLICATION CANCELLATION REQUEST

22. In case there is no objection and Feasibility letter is uploaded by SE/DS or Nodal Officer then following three no. options will be shown in your portal. The FCC letter can be downloaded by using the 'Download' option in the Document Timeline. The link for 'SECURITY PAYMENT' appears below the 'Document Details' section. Click the same to move to 'Security payment' form. After the 'Security payment' form appears there are two options available to make payment as already detailed at Sr. No. 11 to 13. Option of submitting A&A form shall be available after submitting Security payment. Validity of submitting security payment and A&A form is 30 Days which can be extended upto 45 days by clicking on 'A&A FORM EXTENSION' button. For applying A&A form extension click on 'A&A FORM EXTENSION' button and upload extension letter in next form. Now if the A&A extension has been approved by Concerned SE/DS then days allotted will automatically be changed to 45 days. Further Consumer/Applicant can also apply for cancellation of their application (if required) online at this step as illustrated at Sr. No. 30

Click on the link below for Security Payment: SECURITY PAYMENT

Click on the link below for A&A Form Extension: A&A FORM EXTENSION

To apply for cancellation of application, please click the below link: APPLICATION CANCELLATION REQUEST

23. After the Security payment has been deposited then the 'UPLOAD A&A FORM' now appears. After clicking on this option following window appears. Click on 'Download A&A form' option to download you're A&A form. Then Upload this form after pasting

photograph and signatures to complete this step. After uploading this A&A form the case will be forwarded to SE/DS to check this A&A form and in case of any objection in this form the window will be pending at your end with option of 'RE-UPLOAD A&A FORM'. Kindly re-upload A&A form for processing this case. If there is no further objection case will go to SE/DS for uploading Demand notice.

A&A Form Upload
Download A&A Form
Upload A&A Form: Choose File No file chosen
Upload
List of uploaded documents:
Comments:
Continue

24. If the Demand Notice has been issued by the concerned subdivision, then the next step may be 'DEMAND PAYMENT'. The Demand Notice can be downloaded by using the 'Download' option in the Document Timeline. The link for 'DEMAND PAYMENT' appears below the 'Document Details' section. Click the same to move to 'Demand Payment' form. After the 'Demand Payment' form appears there are two options available to make payment as already detailed at Sr. No. 11 to 13. Validity of Demand notice is 6 months which can be extended upto 1 year in 2 extensions of 3 months each by clicking on 'DEMAND NOTICE EXTENSION' button. Consumer/Applicant can also back refer the demand notice if he finds any objections with the demand notice. Further they can also apply for cancellation of their application (if required) online at this step.



Click on the link below for Demand Payment:

DEMAND PAYMENT

In case of any objection, please click the below link to back refer the application: BACK REFER

Click on the link below for Demand Notice Extension:

DEMAND NOTICE EXTENSION

To apply for cancellation of application, please click the below link: APPLICATION CANCELLATION REQUEST 25. For applying Demand notice extension click on 'DEMAND NOTICE EXTENSION' button and upload extension letter in next form. Now if the Demand notice extension has been approved by Concerned XEN/DS then case will be shown at Consumer/Applicant end for making Demand notice extension payment.

Click on the link below for Demand Notice Extension Payment:

DEMAND NOTICE EXTENSION PAYMENT

26. Concerned SE/DS rather than issuing demand notice, can also back refer the case with some discrepancies/observations regarding your case. Objections raised by SE/DS can be viewed in comments section of 'Application Timeline'. SE/DS can also send objection in document form which can be downloaded in From 'Document Timeline'. In order to reply to these objection Consumer/Applicant can click on 'BACK REFER REPLY' option and can submit the comments/reply and can also upload a document if required as explained at Sr. No. <u>27</u>. Further they can also apply for cancellation of their application (if required) online at this step as illustrated at Sr. No. <u>30</u>.

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Date	Action	Application Status	Responsible Person	Days Alloted	Days Elapsed	Comments
25-OCT-19	APPLICATION FORWARDED TO XEN	APPLICATION SUBMITTED	CONSUMER	0	0	
25-OCT-19	CATEGORY VERIFICATION COMPLETED	CATEGORY VERIFICATION COMPLETED	XEN	2	0	
25-OCT-19	INITIAL PAYMENT COMPLETED BY CONSUMER	INITIAL PAYMENT COMPLETED	CONSUMER	0	0	//
25-OCT-19	APPLICATION PROCESSED BY NODAL OFFICER	APPLICATION BACK REFERRED	NODAL OFFICER	5	0	Case back referred.
25-OCT-19	DOCUMENTS RESUBMITTED BY CONSUMER	DOCUMENTS RESUBMITTED	CONSUMER	7	0	
25-OCT-19	APPLICATION PROCESSED BY NODAL OFFICER	APPLICATION APPROVAL COMPLETED	NODAL OFFICER	5	0	
25-OCT-19	SECURITY PAYMENT COMPLETED BY CONSUMER	SECURITY PAYMENT COMPLETED	CONSUMER	0	0	
25-OCT-19	APPLICATION BACK REFERRED BY XEN	APPLICATION BACK REFERRED	XEN	15	0	back refereed with some objections.

Document Timeline

Date Uploaded	Document Name	Revision	Responsible Person	Download	Current Status	Comments
25-OCT-19	Proof of Identity	0	CONSUMER	Download	OBJECTIONS	objeciton found
25-OCT-19	A and A form	0	CONSUMER	Download	APPROVED	
25-OCT-19	Proof of Ownership	0	CONSUMER	Download	APPROVED	
25-OCT-19	Comprehensive Undertaking	0	CONSUMER	Download	APPROVED	
25-OCT-19	Resolution Authorising Signatory	0	CONSUMER	Download	APPROVED	
25-OCT-19	Proof of Identity	1	CONSUMER	Download	APPROVED	
25-OCT-19	Misc Document	0	XEN	Download	MISC DOCUMENT UPLOADED	

Click on the link below to reply to back refer:
BACK REFER REPLY

To apply for cancellation of application, please click the below link: APPLICATION CANCELLATION REQUEST

XEN Contact Details					
Name :	east				
Mobile :	9646111725				
Email:	abc@xyz.com				

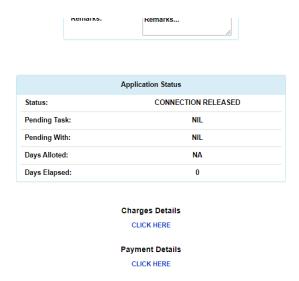
27. In order to reply to these objection Consumer/Applicant can click on 'BACK REFER REPLY' option and can submit the comments/reply and can also upload a document if required.



28. After the demand payment step is completed, the 'Test Report Upload Form' now appears. Upload the test report to finally complete the last required step.



29. After the test report has been uploaded by the Consumer/Applicant then connection will be pending with Concerned SE/DS for release of connection. Concerned SE/DS can back refer the case with some discrepancies as illustrated at Sr No. 26. Reply to which can be submitted by the Consumer/Applicant as illustrated at Sr No. 27. If No objection is raised by the SE/DS and the connection is finally released by the subdivision the status of which will be visible as:



30. In addition to above option for cancellation is always available with consumer. Consumer can select this option to apply cancellation. On clicking this option a page will open where consumer can upload the cancellation document and submit his request. On successful approval of this request by SE DS your application will be cancelled.



After removing the objections, please resubmit the document(s) listed above by clicking the below link DOCUMENTS RE-UPLOAD FORM

Document Timeline

To apply for cancellation of application, please click the below link:

APPLICATION CANCELLATION REQUEST

Annexure-'2'

PUNJAB STATE POWER CORPORATION LIMITED

ਅਰਜ਼ੀ ਅਤੇ ਇਕਰਾਰਨਾਮਾ (A&A) ਫਾਰਮ APPLICATION AND AGREEMENT (A&A) FORM (ਐਚ ਟੀ/ ਈ ਐਚ ਟੀ ਸਪਲਾਈ) (HT/ EHT Supply)

ਬਿਨੈਕਾਰ/ਅਧਿਕਾਰਿਤ ਹਸਤਾਖਰਕਰਤਾ ਦੀ ਸਵੈ-ਤਸਦੀਕ ਕੀਤੀ ਪਾਸਪੋਰਟ ਆਕਾਰ ਦੀ ਫ਼ੋਟੋ

Self-attested Passport size photograph of the applicant/ Authorized Signatory

(ਬਿਨੈਕਾਰ ਦੁਆਰਾ ਭਰੇ ਜਾਣ ਅਤੇ ਦਸਤਖਤ ਕੀਤੇ ਜਾਣ ਲਈ) (TO BE COMPLETED AND SIGNED BY THE APPLICANT)

1)	ਬਿਨੈਕਾਰ / ਸੰਗਠਨ ਦਾ ਨਾਮ (ਪੇਸ਼ ਕੀਤੇ ਜਾਣ ਵਾਲੇ ਪਛਾਣ ਸਬੂਤ
	ਦੀ ਕਾਪੀ)
	Name of applicant/Organization/institution (Identity
	proof to be submitted)
	a) ਆਧਾਰ ਕਾਰਡ ਨੰ.
	a) Aadhaar Card No.
2)	ਪਤਾ (ਪਛਾਣ ਸਬੂਤ ਪੇਸ਼ ਕੀਤੇ ਜਾਣ)
	Address (Proof to be submitted)
	a) ਘਰ/ਅਹਾਤਾ ਨੰ.
	a) House/Premises No.
	b) ਗਲੀ ਨੰ.
	b) Street No.
	c) ਖੇਤਰ/ਕਲੋਨੀ
	c) Area /Colony
	d) ਸ਼ਹਿਰ/ਪਿੰਡ
	d) City/Village e) දීහිਫੋਨ ਨੰ.
	'
	e) Telephone No. f) ਮੋਬਾਇਲ ਨੰ.
	f) Mobile No. g) ਈਮੇਲ ਐਡਰੈੱਸ (ਅੰਗਰੇਜ਼ੀ ਵਿੱਚ)
	g) E-mail Address
3)	ਸ਼੍ਰੇਣੀ/ਸਪਲਾਈ ਦਾ ਉਦੇਸ਼
2)	Category/ Purpose of Supply
4)	ਭਾਰ/ਡਿਮਾਂਡ ਮੰਗ ਕੀਤਾ (kW/kVA)
,	Load/Demand applied (kW/kVA)
	a) ਮੌਜੂਦਾ ਭਾਰ ⁄ ਮੰਗ, ਜੇ ਕੋਈ ਹੈ
	a) Existing load/demand, if any
	b) ਖਾਤਾ ਨੰਬਰ
	b) Account Number
	c) ਵਾਧੂ ਭਾਰ ⁄ ਚਾਹੀਦੀ ਮੰਗ
	c) Additional load/demand required
	d) ਕੁੱਲ ਭਾਰ/ਮੰਗ
	d) Total Load/demand
5)	ਸਥਾਈ ਅਰਜ਼ੀ ਨੰਬਰ
	Permanent Application Number
6)	ਕਾਰਵਾਈ ਫੀਸ ਰਸੀਦ ਨੰਬਰ ਅਤੇ ਮਿਤੀ
	Processing fee receipt number & date
7)	ਸੁਰੱਖਿਆ (ਖਪਤ) ਰਸੀਦ ਨੰਬਰ ਅਤੇ ਮਿਤੀ
	Security (consumption) receipt number & date

8)	ਸੁਰੱਖਿਆ (ਮੀਟਰ) ਰਸੀਦ ਅਤੇ ਮਿਤੀ	
	Security (meter) receipt & date	

ਨੋਟ: ਜੁੜਿਆ ਲੋਡ ਦਾ ਵੇਰਵਾ ਡਿਮਾਂਡ ਨੋਟਿਸ ਦੀ ਪਾਲਣਾ ਵਿੱਚ ਸਪੂਰਦ ਕੀਤੀ ਜਾਣ ਵਾਲੀ ਟੈਸਟ ਰਿਪੋਰਟ ਵਿੱਚ ਦਿੱਤਾ ਜਾਵੇ।

Note: The details of the connected load shall be furnished in the test report to be submitted in compliance with the demand notice.

9)	ਸਪਲਾਈ ਦੀ ਕਿਸਮ (ਸਥਾਈ / ਅਸਥਾਈ)	
	Type of supply (Permanent/ Temporary)	
	a) ਜੇ ਕੋਈ ਅਸਥਾਈ ਸਪਲਾਈ ਹੈ, ਤਾਂ ਸਮਾਂ-ਸੀਮਾਂ ਦਰਸਾਓ	
	a) If a temporary supply, specify period	
10)	ਇਹ ਦਰਸਾਓ ਜੇਕਰ ਸਰਵਿਸ ਕੁਨੈਕਸ਼ਨ ਵਾਸਤੇ ਤੁਹਾਡੇ ਦੁਆਰਾ	
	ਕੰਮ ਕੀਤੇ ਜਾਣੇ ਹਨ	
	Indicate if works are to be carried out by you for the service connection.	
11)	ਦਰਸਾਓ ਜੇਕਰ ਤੁਸੀਂ ਮਨਜ਼ੂਰਸ਼ੁਦਾ ਮੇਕ ਦਾ ਆਪਣਾ ਖੁਦ ਦਾ ਮੀਟਰ	
	ਲਗਾਉਣਾ ਚਾਹੁੰਦੇ ਹੋ	
	Indicate if you want to install your own meter of approved make	
12)	ਖਪਤਕਾਰ ਦੇ ਨਾਮ 'ਤੇ ਪੀਐਸਪੀਸੀਐਲ ਦੇ ਸਪਲਾਈ ਖੇਤਰ ਵਿੱਚ	
	ਕੋਈ ਵੀ ਬਿਜਲੀ ਦਾ ਬਕਾਇਆ	ਹਾਂ∕ ਨਹੀਂ
	Any electricity dues outstanding in the PSPCL area of supply in the consumer's name	Yes/ No
13)	ਅਹਾਤੇ ਲਈ ਕੋਈ ਵੀ ਬਿਜਲੀ ਦਾ ਬਕਾਇਆ ਹੈ ਜਿਸ ਲਈ	
	ਕਨੈਕਸ਼ਨ ⁄ ਵਾਧੂ ਲੋਡ ਲਈ ਅਪਲਾਈ ਕੀਤਾ ਗਿਆ ਹੈ	ਹਾਂ∕ ਨਹੀਂ
	Any electricity dues outstanding for the premises for which connection/ additional load applied for	Yes/ No
14)	ਕਿਸੇ ਵੀ ਅਜਿਹੀ ਫਰਮ ⁄ ਕੰਪਨੀ, ਜਿਸ ਨਾਲ ਖਪਤਕਾਰ ਮਾਲਕ,	
	 ਹਿੱਸੇਦਾਰ, ਡਾਇਰੈਕਟਰ ਜਾਂ ਮੈਨੇਜਿੰਗ ਡਾਇਰੈਕਟਰ ਵਜੋਂ ਜੁੜਿਆ	
	ੋ ਹੋਇਆ ਹੈ, ਦੇ ਵਿਰੁੱਧ ਪੀਐਸਪੀਸੀਐਲ ਦਾ ਕੋਈ ਵੀ ਬਕਾਇਆ।	ਹਾਂ∕ ਨਹੀਂ
	Any electricity dues outstanding of PSPCL against any firm/ company with which the consumer is associated as an Owner, Partner, Director or Managing Director	Yes/ No

ਨੋਟ: (ਸਵਾਲ 12, 13 ਅਤੇ 14 ਲਈ ਜੇ ਕਿਸੇ ਵੀ ਸੂਰਤ ਵਿੱਚ ਜਵਾਬ "ਹਾਂ" ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਇੱਕ ਵੱਖਰੀ ਸ਼ੀਟ ਤੇ ਵਿਸਥਾਰ ਨਾਲ ਦੱਸਿਆ ਜਾਵੇ) Note: (For questions 12, 13 & 14, if the answer is "Yes" in any case, please provide details on a separate sheet).

VERIFICATION:

ਮੈਂ/ਅਸੀਂ ਇਹ ਵੀ ਘੋਸ਼ਣਾ ਕਰਦਾ/ਕਰਦੀ/ਕਰਦੇ ਹਾਂ ਕਿ ਉਪਰੋਕਤ ਮੇਰੀ/ਸਾਡੀ ਜਾਣਕਾਰੀ ਅਨੁਸਾਰ ਸਹੀ ਹੈ ਅਤੇ ਜੇਕਰ ਮੈਂ/ਅਸੀਂ ਕਿਸੇ ਵੀ ਅੰਡਰਟੇਕਿੰਗ/ਹਿਦਾਇਤਾਂ ਦੀ ਉਲੰਘਣਾ ਕਰਦਾ/ਕਰਦੀ/ਕਰਦੇ ਹਾਂ ਜਾਂ ਕਿਸੇ ਵੀ ਪੜਾਅ 'ਤੇ ਕੋਈ ਹੋਰ ਜਾਣਕਾਰੀ ਝੂਠੀ ਪਾਈ ਜਾਂਦੀ ਹੈ, ਤਾਂ ਮੇਰਾ/ਸਾਡਾ ਬਿਜਲੀ ਦਾ ਕਨੈਕਸ਼ਨ ਜਾਰੀ ਨਾ ਕੀਤਾ ਜਾਵੇ ਅਤੇ, ਜੇ ਜਾਰੀ ਕੀਤਾ ਜਾ ਚੁਕਿਆ ਹੈ, ਤਾਂ ਬਿਨਾਂ ਕਿਸੇ ਅਗਾਊਂ ਨੋਟਿਸ ਦੇ ਕੱਟ ਦਿੱਤਾ ਜਾਵੇ ਅਤੇ ਮੇਰੇ/ਸਾਡੇ ਵੱਲੋਂ ਜਮ੍ਹਾਂ ਕਰਵਾਏ ਸਾਰੇ ਖ਼ਰਚੇ ਜ਼ਬਤ ਕਰ ਲਏ ਜਾਣ।

I/We also declare that the above information is true to my/our knowledge and in case I/We violate any undertaking/ instructions or any other information is found to be false at any stage, my/our electric connection may not be released and, if released, may be disconnected without prior notice and all charges deposited by me/us be forfeited.

ਬਿਨੈਕਾਰ(ਰਾਂ) ਦੇ ਦਸਤਖਤ Signature of the applicant(s)

15) AGREEMENT FOR HIGH-TENSION AND EXTRA HIGH-TENSION SUPPLY

THIS AGREEMENT MADE THIS _____ day of _____ 20__ between the Punjab State Power

	Corporation Limited (hereinafter called the 'PSPCL' which expression shall where the context so require include its successors in office and assigns) having its Head Office at Patiala of the one part and (hereinafter called 'Consumer' which expression where the context so require shall include his/ her heirs, executors, administrators, legal representatives, successors in business and assigns) of the other part.
	Whereas the consumer has requested the PSPCL to supply him with electricity at his/her premises situated (address) and indicated in red ink in the map attached hereto for the purpose of and the PSPCL has agreed to supply to the consumer such electricity upon the term and conditions hereinafter contained.
	NOW IT IS HEREBY DECLARED AND AGREED AS FOLLOWS:
1.	Subject to the provisions hereinafter contained and during the continuance of this agreement, the PSPCL shall give electricity supply to the consumer at one point for (category to be mentioned) supply purpose, at his/her premises referred to above for a maximum demand of kVA (hereinafter called contract demand) and connected load of the kW.
2.	The electricity so supplied shall be of single/ two/ three phase, alternating current, at a declared pressure (voltage) of thousand volts between phases and at a frequency of 50 cycles per second at the terminals. The frequency and pressure of the electricity at the point of supply shall be subject to fluctuations that are ordinary, usual, and incidental to the generation and transmission of electricity, but such fluctuations shall not except owing to extraordinary reasons beyond the control of the PSPCL, exceed the tolerance limits permitted under or Regulations notified by CEA.
3.	a) The consumer shall be liable to pay the cost of service connection/ proportionate cost of the common line (including breaker/ bay)/ at the feeding sub-station (if applicable) and other equipment as per Regulation 9 of the Supply Code.
	b) Notwithstanding that the cost of the full or a part of the service line has been paid for by the consumer, the ownership thereof shall vest in the PSPCL and will be maintained by the PSPCL at its cost. The PSPCL shall have a right to utilize the aforesaid service line and substation in the consumer's premises, place apparatus other than those required to control the supply to the consumer and to lay overhead or underground feeders in the property of the consumer with a view to connect the same with the apparatus installed in any other consumer's premises.

- 4. Unless otherwise agreed upon, the point of supply shall be the outgoing terminals of the metering equipment/circuit breaker or the control switch gear of the PSPCL installed at the consumer's/PSPCL premises from which the electricity is supplied to the consumer.
- 5. The electricity supply taken from the PSPCL by the consumer under this agreement shall be measured by the meter or meters installed by the PSPCL at suitable point or points. The PSPCL shall be entitled to charge rent on account of the such metering equipment at such rates as prescribed in the Schedule of General Charges.
- 6. The consumer shall provide and maintain at his own cost an accommodation suitable as per the requirement of the PSPCL both in size and construction (to be approved by the PSPCL) for the purpose of housing PSPCL metering equipment nearest to the main gate with independent access to the PSPCL and also any other equipment including measuring devices as may be considered necessary by the PSPCL.
- 7. The meter shall be properly sealed by the authorized representative of the PSPCL in the presence of the consumer or his representative and shall not be interfered with by the consumer.
- 8. The load on the three phases of supply under the agreement shall be kept so balanced by the consumer that the difference in current between any two phases at the time of maximum demand shall not exceed 5% without the prior approval of the PSPCL in writing.
- 9. The duly authorized employees of the PSPCL shall be entitled at all reasonable times, to enter the premises of the consumer for the purpose of inspecting and testing his (Consumer) installation and/ or for reading meter and inspecting and testing any of apparatus belonging to the PSPCL on consumer's premises or for doing all things necessary or incidental to the proper giving or maintaining supply to the consumer.
- 10. The consumer shall be solely responsible for and shall pay for any loss or damage to any supply lines, main fuses, meter and/or other apparatus belonging to the PSPCL on the premises of the consumer, whether caused maliciously or through culpable negligence or default on the part of the consumer or any of his employees.
- 11. The PSPCL shall not be liable for any claim for loss, damage or compensation whatsoever arising out of failure or shortage of supply when such failure or shortage is either directly or indirectly due to war, mutiny, civil commotion, riot, strike, lockout, fire, flood, tempest, lightning, earthquake, or other force majeure causes or occurrences beyond the control of the PSPCL.
- 12. The consumer shall pay to the PSPCL every month charges for electricity supplied to the consumer in accordance with the provisions of General Conditions of Tariff and relevant Schedule of Tariff as approved by the Commission.
- 13. The consumer shall, when required by the PSPCL, pay Security (consumption) for the performance of the terms and conditions of this agreement as per Regulation No. 14 & 16 of the Supply Code.

- 14. a) The consumer shall agree to restrict or regulate the consumption of electricity under this agreement during peak hours as may be directed by the Commission/ State Government or any other appropriate authority.
 - b) The consumer shall agree to the supply of electricity under this agreement being curtailed, staggered, or cut off altogether by the PSPCL if the power position or any other emergency in the power system warrants such a course of action.
 - c) The PSPCL would have the right to temporarily discontinue power to the consumer at any time, whenever it becomes necessary for the purpose of testing plant, equipment, etc., and for this, no compensation will be payable to the consumer.
- 15. a) The consumer shall comply with Supply Code-2014 Regulations as approved by the Commission, which shall be deemed to be a part of the agreement and shall govern the parties hereto in so far as same is applicable.
 - b) The consumer shall supply to the PSPCL on demand all reasonable information, including certified copies of monthly returns of production of goods being submitted by him to the Central/ State Excise and Sales Tax Authorities to enable the PSPCL to keep a watch over the consumption of electricity.
 - c) If any of the information supplied or undertaking given by the consumer is found to be incorrect or false or shows that he had obtained a connection by misrepresentation, he will be liable to face the consequences.
- 16. The consumer shall not, without the previous consent/approval and execution of new agreement, assign, transfer or part with the benefit of this agreement and shall not in any manner part with or create any partial or separate interest in it.
- 17. Any levy such as GST, Electricity Duty, Octroi, and Cess, etc. imposed by the State Government or any other competent authority on electricity purchased by the consumer from the PSPCL shall be payable by the consumer.
- 18. This agreement shall be read and construed as subject in all respect to the provisions of the Electricity Act, 2003 or any statutory modifications thereof for the time being in force and the Rules, Regulations made there under.
- 19. The consumer has agreed to bear stamp duty on this agreement, if applicable.

have here to set the signatures and the common seals the day, month, and year first written

above.

Signed by the above-named in the presence of

(Signature of load Sanctioning Authority with Designation & Seal on behalf of the PSPCL)

Address

PSPCL Account No.

.....

ਨੋਟ: ਜੇਕਰ ਇਸ ਫਾਰਮ ਦੇ ਅੰਗਰੇਜੀ ਅਤੇ ਪੰਜਾਬੀ ਅਨੁਵਾਦ ਵਿੱਚ ਕਿਸੇ ਤਰ੍ਹਾਂ ਦੀ ਵਿਆਖਿਆ (interpretation) ਵਿੱਚ ਅਸਮਾਨਤਾ ਪਾਈ ਜਾਂਦੀ ਹੈ ਤਾਂ ਅੰਗਰੇਜੀ ਅਨੁਵਾਦ ਨੂੰ ਪਹਿਲਤਾ ਦਿੱਤੀ ਜਾਵੇ।

ਸਿਰਫ਼ ਦਫ਼ਤਰੀ ਵਰਤੋਂ ਲਈ

FOR OFFICE USE ONLY

- 1) ਸਬ-ਡਿਵੀਜ਼ਨ ਦਾ ਨਾਂ Name of Sub Division
- 2) ਬਿਨੈਕਾਰ ਦਾ ਨਾਮ/ਅਹੁਦਾ
 - Applicant's Name/ Designation
- 3) ਉਦਯੋਗ/ਇਮਾਰਤਾਂ ਦੀ ਕਿਸਮ Type of Industry/premises
- 4) ਮੌਸਮੀ ਜਾਂ ਗੈਰ-ਮੌਸਮੀ ਉਦਯੋਗ Seasonal or Non-Seasonal Industry
- 5) ਕੁਨੈਕਸ਼ਨ ਦੀ ਸ਼੍ਰੇਣੀ

Category of connection

6) ਸੁਰੱਖਿਆ (ਖਪਤ) ਰਸੀਦ ਨੰਬਰ ਅਤੇ ਮਿਤੀ

Security (consumption) Receipt no. and date

- a. ਮੌਜੂਦਾ ਮੰਗ, ਜੇ ਕੋਈ ਹੈ (kVA) Existing Demand, if any (kVA)
- b. ਬਿਨੈ ਕੀਤੀ ਕੰਟ੍ਰੈਕਟ ਡਿਮਾਂਡ kVA)

Contract Demand applied (kVA)

c. ਮੰਨਜੂਰ ਕੀਤੀ ਕੁੱਲ ਕੰਟ੍ਰੈਕਟ ਡਿਮਾਂਡ (kVA)

Total Contract Demand Sanctioned (kVA)

- 7) ਸਪਲਾਈ ਵੋਲਟੇਜ Supply voltage
- 8) Category of Connection ਕੁਨੈਕਸ਼ਨ ਦੀ ਸ਼੍ਰੇਣੀ
- 9) ਖਾਤਾ ਨੰਬਰ

Account no.

10) ਟ੍ਰਾਂਸਫਾਰਮਰ ਸਮਰੱਥਾ/ ਵੋਲਟੇਜ ਰੇਟਿੰਗ Transformer Capacity/ Voltage rating

> ਲੋਡ ਮਨਜ਼ੂਰਕਰਤਾ ਅਥਾਰਟੀ ਦੇ ਦਸਤਖਤ Signature of load sanctioning authority ਮਿਤੀ/Date: _____

	ਰਸੀਦ	
ਐਪਲੀਕੇਸ਼ਨ (ਏ ਅਤੇ ਏ) ਦਾ ਫਾਰਮ		(ਬਿਨੈਕਾਰ ਦਾ ਨਾਮ)
ਐਪਲੀਕੇਸ਼ਨ (ਏ ਅਤੇ ਏ) ਦਾ ਫਾਰਮਲਈ (ਉਦੇਸ਼) ਨੂੰ ਏਥੇ	. (ਮਿਤੀ) 'ਤੇ ਪ੍ਰਾਪਤ ਕੀਤਾ ਜਾਂਦਾ ਹੈ। ਇਸ ਸਬੰਧ	ਵਿੱਚ, ਬਿਨੈਕਾਰ ਨੂੰ ਇੱਕ
ਸਥਾਈ ਏ ਐਂਡ ਏ ਨੰਬਰ ਦਿੱਤਾ ਜ	ਾਂਦਾ ਹੈ ਜਿਸਨੂੰ ਭਵਿੱਖ ਦੇ ਸਾਰੇ ਪੱਤਰ-ਵਿਹਾਰ ਲਈ	ੀ ਵਰਤਿਆ ਜਾਵੇ।

ਪੀਐਸਪੀਸੀਐਲ ਪ੍ਰਤੀਨਿਧੀ ਦੇ ਦਸਤਖਤ/ਸੀਲ

ਏ ਐਂਡ ਏ ਫਾਰਮ ਪ੍ਰਾਪਤ ਕਰਨ ਵਾਲੇ ਅਧਿਕਾਰੀ ਦਾ ਨਾਮ ਅਤੇ ਅਹੁਦਾ

ACKNOWLEGEMENT

Signature/ Seal of PSPCL Representative

Name & Designation of official receiving the A&A Form

5. Detail Procedure for Availing Shifting of Meters

Shifting of meters, particularly to outside consumer premises, is a common theme, with a focus on improving meter accessibility and potentially reducing losses

To shift an electricity meter within the premises, you need to apply to the concerned Sub Divisional Office (SDO) of PSPCL, providing necessary documents, and pay the applicable charges.

Required Documents: Documents required as below:

- Electricity bill (latest copy)
- o Proof of identity (photo ID)
- Proof of address
- o Application form duly filled

Submission:

Submit the completed application form and required documents to the SDO.

Approved fees/Charges

• **Fees:** Applicant need to pay the applicable charges for shifting the meter, as per the PSPCL schedule of general charges.

Approved A&A form

Obtain the necessary application form from the SDO or download it from the PSPCL website

List of Designated Officers/Officials for delivering this service

Approach the Sub Divisional Office (SDO) of PSPCL that serves your area. Time limit for shifting of meter within premises is 3 days.

Charges:-

S. No.	Description	Charges
1	Single Phase	400/-
2	Poly phase, whole current i.e. without CTs	700/-
3	LT Meter with CTs	2000/-
4	HT metering equipment (11kV)	4000/-
5	EHT meter Without CTs & PTs	5000/-

The processing fee for shifting of service line is Rs. 200/-

6. Detail Procedure for Availing Shifting of Service Connections

To shift a PSPCL service connection, applicant need to follow the guidelines of PSPCL, which vary depending on the type of connection and the load requirements. For example, shifting agricultural tubewell connections may be allowed on LT if technically feasible, but if augmentation is needed, it will be under HVDS.

General Guidelines for Shifting Connections:

• Technical Feasibility:

Shifting a connection is generally allowed if it's technically feasible to release the connection at the new site without requiring significant infrastructure upgrades.

• Load Capacity:

The feeding transformer at the new site must be able to handle the load

7 <u>Detail Procedure for Availing Change of Title/Name& transfer of title:</u>

The applicant may submit request in Commercial S/Divn.

New A/c No. generated in Commercial S/Divn. after verification and Old data (Readings and others) migrated to new A/c No. by Commercial S/Divn. and old A/c No. must be closed by Commercial S/Divn. and final billing should also be carried out at the same time.

(i) CASE 1- Death of AP Consumer(s): - In this regard, Supply Code 2024 regulation 27 (1) (ii) says that

In the event of death of an AP supply consumer, the heir(s) may apply for the connection to be transferred in the name of one or more of the heirs. The application (A&A form) shall be accompanied by the following documents:

- a) Deathcertificate
- b) Succession certificate. Alternatively, Sajjra Nasad certified by the officers beacceptablein shall also revenue successioncertificate. The officer of the distribution licensee shall issue a notice to arrange for a gathering of the villagers of the concerned village for seeking objections from all claimants/legal heirs of the deceased consumer as appearing in Sajjra Nasad. The certification on plain paper regarding the death of the consumer by his/her legal heirs/claimants duly authenticated by GramPanchayat/ Nambadar will be prepared in front of villagers and there will be no need of an affidavit. The distribution licensee shall on the basis of certification, transfer the connection in the name of the legal heir(s) subject to payment of charges as per Schedule of General Charges.
- c) No objection from other heirs for transferring the connection in the name of one or more of the heirs.
- d) Authorization from all the heirs to appoint one of the heirs as 'principal heir' to represent all of them for signing A&A form, payment of charges/dues and other matters relating to the electricity supply to the tube well connection.
- e) In the absence of documents at (a) and (b) above, all the heirs may submit an affidavit duly attested by a Magistrate confirming the death of the consumer, identification of the legal heirs and their consent to the connection being transferred in the name of heir(s).

- f) The distribution licensees hall on the submission of above documents, transfer the AP supply connection subject to the condition that all outstanding duesare cleared and charges, as indicated in the Schedule of General Charges approved by the Commission and/or the actual cost of providing service as applicable, have been deposited by the transferee.
- (ii) CASE 2- Due to Purchase/Sale of Property: -Applicable regulation of Supply Code 27(1) (iv) (d) and ESIM clause 30.11 is as under: -

In the event of transfer of a property due to sale/purchase, the transferee shall submit an application on A&A forms along with the following documents:

- a) As per supply code regulation 10 (1) (ii) the transferee shall provide documentary proof of ownership of premises i.e. copy of sale deed and latest fard of the land.
- b) Letter of consent of the previous owner for transfer of connection;
 - Note-In case of purchase of land, if in the land registry submitted by the new applicant (for change of name) it is indicated that the land along with tube well electric connection has been purchased by him from the original owner, the consent of original consumer for change of name shall not be insisted upon.
- c) To give an undertaking on (non-judicial stamp paper) duly attested indicating the right over the premises as the owner of the land and the motor pump set as a result of its purchase from the original consumer;
- d) In case of partition, details thereof or a family partition deed, if any, may be submitted;
- e) The applicant shall deposit Security (consumption) and Security(meter) at the prevailing rates. In case the previous owner submits consent either through sale/transfer deed or otherwise for transfer of the existing Security (consumption) and Security (meter) to the transferee then such amount shall be adjusted against the new securities. The transferee shall also be liable to pay the outstanding dues, if any of the previous consumer;
- f) In the case of land having an AP/AP-High-tech connection being jointly owned by more than one person and a part of the land along with the AP/AP-High-tech connection thereon being sold by the owner(s), the connection may be transferred in the name of the purchaser after execution of an indemnity bond in favour of the distribution licensee by the purchaser.

(iii) CASE 3- Simultaneous shifting and Change of name of AP Connection: (ESIM Instruction 29.2.4)

Any agriculture tube-well connection in the state can be shifted to any other place in the state only in the name of existing consumer or his family members provided the original consumer or his family has got minimum one acre of agriculture land at the new site and as a proof the copy of the 'Fard' authenticating the ownership of the land shall be submitted. The word family includes the consumer, his/her wife/husband, children, grandchildren and parents.

(Note: Shifting /change of name in respect of tube well connection released under priority category shall be governed as per conditions applicable.)

(iii) Transfer of connection due to purchase/sale of property or partition

In the event of transfer of a property due to sale/purchase, the transferee shall submit an application on A&A forms along with the following documents:

- a) Letter of consent of the previous owner for transfer of connection;
- b) In the absence of a letter of consent, the transferee shall provide proof of ownership of premises. In case of partition, details thereof or a family partition deed, if any, may be submitted;
- c) The applicant shall deposit Security (consumption) and Security(meter) at the prevailing rates. In case the previous owner submits consent either through sale/transfer deed or otherwise for transfer of the existing Security (consumption) and Security (meter) to the transferee then such amount shall be adjusted against the new securities. The transferee shall also be liable to pay the outstanding dues, if any of the previous consumer;
- d) In case of change in partnership of a firm, a certified copy of the new partnership deed and execution of new agreement shall be submitted. In case of change in the name of company, a certified copy of the new memorandum of Association/Article of Association and other relevant documents along with execution of new agreement shall be submitted.

Charges:-

The processing fee for the said service is as follows:-

Single Phase DS	40/-
Single Phase supply other than DS	100/-
LT Three phase supply	200/-
HT supply	4,000/-
EHT supply	4,000/-

8. Detail Procedure for Availing Change of Meter:

PSPCL shall replace a burnt out or stolen meter within 24 hours in urban areas and 72 hours in rural areas of the receipt of a complaint. Supply to the consumer shall, however, be immediately restored even by bypassing the meter till such time a new meter is installed. All the MCO's against Defective Meters, burnt, M&T seal broken of key exception should be issued by Commercial S/Divn. after charging the meter cost where applicable.

- Other MCO issued against checking of connection should be issued by the RA after following due procedure as per
 ESIM for different categories of consumers i.e. on the reports of Enforcement/MMTS if applicable, as per orders of AE/AEE operation.
- The MCO should be sent to JE/MCO for compliance of MCO.
- JE shall affect MCO and enter all meter particulars and readings of old and new meters installed.
- The completed MCO after compliance should be sent online to RA/'Op & AEE/Op who after checking shall send to zonal CBC online for billing purpose.
- Key Exception and other reports as per legacy system (DOEACC/NIELIT) to be generated by SAP system.

9. <u>Detail Procedure for Availing Shifting of LT/HT Lines and</u> Distribution Transformer.

Consumers/persons seeking shifting of LT/HT/EHT line or Distribution Transformer shall submit their application and the prescribed documents along with processing fee as specified in Schedule of General Charges.

Consumers/persons seeking services as per Regulation shall pay charges as indicated in the Schedule of General Charges approved by the Commission or the actual cost of providing service within the time limit as specified below:-

Sr.No.	Description of service	Timelines
1	Shifting of LT line	20 days
2	Shifting of 11 kV line	30 days
3	Shifting of 33 kV line	45 days
4	Shifting of EHT line	90 days
5	Shifting of distribution transformer	30 days

PSPCL shall prepare the estimate and issue demand notice to the consumer within 10 days of the receipt of request. After compliance of the demand notice, PSPCL shall accomplish the job within the time limits specified.

Provided that a consumer/person can also carry out the works of shifting of LT/HT/EHT line or Distribution Transformer at his own cost as per provision specified in Regulation .He shall get the same carried out through A class Licensed Electrical Contractor as per layout plan approved by the distribution licensee and subject to payment of supervision charges to the distribution licensee@ 15% of labour charges only.

Provided further that a HT/EHT consumer carrying out shifting of HT/EHT line or any other work shall furnish a BG equivalent to cost of the material to be dismantled calculated at 50% of the stock issue rates. The BG shall be returned after material is handed over to the distribution licensee.

10. <u>Detail Procedure for Non-monetary Complaints and Claim for</u> compensation:

Complaints of general nature such as delay in release of service connection, delay in issue of first bill/ subsequent bills, defects in meter/metering equipments, delay in replacement of defective/dead stop meters, failure of power supply, voltage variations, non-restoration of supply in case of interruption or outage/ breakdown and other miscellaneous complaints relating to quality of supply/deficiencies in service will be disposed of primarily by the AE/AEE incharge of the sub-division or Sr.XEN/Spl Division, as the case may be. In case the complainant is not satisfied with the response or service is not rendered within the time frame stipulated in Minimum Standards of Performance specified in Annexure-1 of the Supply Code, 2014(Now Annrexure-4 of Supply Code 2024) and/or is deficient or seeks payment of compensation on account of failure on the part of the Licensee to meet the Standards of Performance, he/she shall have the right to approach the Appropriate Forum for non-monetary complaintsand/or to lodge claim for compensation as under;

All LT supply consumers/complainants------Divisional Forum

All HT/EHT supply consumers/complainants----- Circle Forum.

Provided that the aggrieved consumer(s) may submit the claim for compensation to the Nodal Officer of the Divisional or Circle Forum, as the case may be, within one month from the date of cause of action. Provided further that an aggrieved consumer(s), not satisfied with the resolution of his/her grievance and/or award of compensation by the Divisional or Circle Forum, may approach the Corporate Forum within 2 months of the receipt of order of the Divisional or Circle Forum

Provided also that **the claim for compensation** on account of the failure of the distribution licensee to meet Standards of Performance specified by the Commission shall be in accordance with PSERC(Electricity Supply Code and Related Matters) Regulations, 2014, as amended from time to time. Provided also that an aggrieved consumer(s), **not satisfied with the resolution of his/her grievance and/or award of compensation by the Corporate Forum, may approach the Ombudsman within 30 days of the receipt of the order of Corporate Forum.** Provided also that the Appropriate Forum may, for reasons to be recorded in writing, entertain a complaint and/or claim for compensation which does not meet the aforesaid requirements in case of genuine difficulty.