

**Before the**  
**MAHARASHTRA ELECTRICITY REGULATORY COMMISSION**  
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**Case No. 73 of 2012**

**In the matter of**  
**Petition of M/s. Reliance Infrastructure Ltd – Distribution Business for approval of**  
**Schedule of Charges as per Maharashtra Electricity Regulatory Commission**  
**(Electricity Supply Code and Other Conditions of Supply) Regulations, 2005**

**Shri. V.P. Raja, Chairman**  
**Shri. Vijay L. Sonavane, Member**

**ORDER**

**Dated: 28 December, 2012**

Section 50 of the Electricity Act, 2003 (EA 2003) provides that the State Electricity Regulatory Commission shall specify an Electricity Supply Code to be adhered to by the Distribution Licensees in the State. Accordingly, the Maharashtra Electricity Regulatory Commission (MERC or the Commission) has notified the MERC (Electricity Supply Code and Other Conditions of Supply) Regulations, 2005 (MERC Supply Code Regulations) effective from January 20, 2005.

2. As per Regulation 18 of the MERC Supply Code Regulations, the Distribution Licensees are required to file with the Commission for approval, Schedule of Charges (SoC) for such matters required by the Distribution Licensee to fulfil its obligation to supply electricity to consumers under the EA 2003 and other relevant Regulations.

**MERC Order dated November 2, 2006 in Case No. 25 of 2006**

3. Reliance Infrastructure Ltd. (Distribution) (RInfra-D) had proposed the SoC payable by its consumers vide letter dated March 15, 2005, and subsequently by another letter dated May 24, 2005, further proposed the Terms and Conditions of Supply, for the Commission's

approval. The Commission approved the Schedule of Charges to be recovered from the consumers of RInfra-D's licence area vide its Order dated November 2, 2006 in Case No. 25 of 2006.

#### **Petition for approval of Schedule of Charges**

4. RInfra-D submitted a Petition under affidavit, for approval of Schedule of Charges (SoC) under Section 50 of the Electricity Act, 2003 (EA 2003) and Regulation 18 of the MERC Supply Code Regulations. The Commission, in exercise of the powers vested in it under the provisions of the MERC Supply Code Regulations and all other powers enabling it in this behalf, and after taking into consideration all the submissions made by RInfra-D, all the objections/comments of the public, responses of RInfra-D, issues raised during the Public Hearing, and all other relevant material, hereby determines the Schedule of Charges for various services provided by RInfra-D.

5. RInfra-D, in its Petition, stated that

- 1) The Commission, vide its Order dated November 2, 2006 in Case No. 25 of 2006 approved the SoC to be recovered from the consumers of RInfra-D.
- 2) In response to the Commission's letter intimating about scheduled meeting of the State Advisory Committee on September 30, 2011, RInfra-D by its letter dated September 27, 2011 requested the Commission to include the issues pertaining to (1) Amendment in Supply Code and Standards of Performance Regulations for Distribution Licensees, and (2) Review of SoC for Distribution Licensees since, the prevailing SoC are based on the market data of 2005, in the State Advisory Committee.
- 3) RInfra-D has been recovering prevailing SoC for the various services and activities to its consumers till date. The Commission has itself recognised the impact of the rising economic factors while approving the tariff components (such as Operation and Maintenance expenses) for the Licensee. There has been significant rise in cost of material and services during past six years. The cost of manpower is also impacted by wage revision in year 2009. In view of these, the prevailing SoC has become inadequate to cover the actual cost borne by the Licensee. On the one hand, where the recovery of charges has not happened reflecting the rising cost trend, on other hand, the Licensees are bearing the cost and the same is getting reflected in the ARR components and thus, resulting in marginal rise in tariff borne by all consumers. Hence, RInfra-D has filed the present Petition for the revision of SoC.
- 4) RInfra-D proposed charges for identified five categories of services, viz., (a) Application Registration and Processing Charges, (b) Service Connection Charges for New Connection and Extension of Load, (c) Miscellaneous and General Charges,

(d) Schedule of Charges for Changeover Consumers (Group II & III), and (e) Schedule of Charges for Open Access Consumers.

5) RInfrac-D made the following prayers in its Petition:

“

(i) *Admit this petition as submitted herewith;*

(ii) *Approve the Schedule of Charges for RInfrac-D in accordance with MERC (Electricity Supply Code and Other Conditions of Supply) Regulations, 2005;*

(iii) *Allow additions/alterations/changes/modifications to the petition at a future date;*

(iv) *Allow any other Relief, order or direction, which the Honorable Commission deems fit to be issued;*

(v) *Condone any inadvertent Omissions / errors / rounding off difference / shortcomings;*

(vi) *Pass any Order as it deems fit in this matter.”*

#### **Admission of the Petition and Regulatory Process**

6. The Commission held a Technical Validation Session (TVS) on August 22, 2012, in the presence of the Consumer Representatives authorised under Section 94 of the EA 2003 to represent the interest of consumers in the proceedings before the Commission. During the TVS, TPC-D and BEST representatives were also present. During the TVS, the Commission directed as under:

- a) To delink the proposal for approval of SoC from Tariff Petitions.
- b) BEST, TPC-D and RInfrac-D to sit together and arrive at similar charges for various services offered by them.
- c) To complete the exercise in the next 15 days and apprise the Commission to decide the date of common Public Hearing.

The list of individuals, who participated in the TVS, is provided at **Annexure-1**.

7. The Commission forwarded the data gaps on RInfrac-D's Petition on September 28, 2012. The Commission also forwarded additional data gaps on October 1, 2012. RInfrac-D submitted its replies to the data gaps on October 3, 2012. The Commission forwarded additional data gaps on October 4, 2012.

8. The Revised Petition was submitted by RInfrac-D vide its letter dated October 5, 2012. The Commission also directed RInfrac-D to submit the draft Public Notice in the format prescribed by the Commission. The Commission admitted the Petition of RInfrac-D on October 10, 2012.

9. In accordance with Section 64 of the EA 2003, the Commission directed RInfra-D to publish its Petition in the prescribed abridged form and manner, to ensure public participation. The Commission also directed RInfra-D to reply expeditiously to all the objections and/or comments from stakeholders on its Petition. RInfra-D issued the public notices in newspapers inviting objections/comments from stakeholder on its Petition. The Public Notice was published in Hindustan Times (English), The Indian Express (English), Loksatta (Marathi), and Saamna (Marathi), newspapers on October 19, 2012. The copies of RInfra-D's Petition were made available for inspection/purchase to members of public at RInfra's offices and on RInfra's website ([www.rinfra.com](http://www.rinfra.com)). The copy of Public Notice was also available on the website of the Commission ([www.mercindia.org.in](http://www.mercindia.org.in)) in downloadable format. The Public Notice specified that the comments and suggestions, either in English or Marathi, may be filed along with proof of service on RInfra-D.

10. The combined Public Hearing on the Petitions filed by RInfra-D (Case No. 73 of 2012), TPC-D (Case No. 47 of 2012), and BEST (Case No. 90 of 2012) for approval of Schedule of Charges was held on November 29, 2012 at 11:00 hours at CENTRUM HALL, 1<sup>st</sup> Floor, Centre No.1, World Trade Centre, Cuffe Parade, Mumbai. The list of objectors, who participated in the Public Hearing, is provided in **Annexure-2**.

11. The Commission has ensured that the due process contemplated under law to ensure transparency and public participation has been followed at every stage meticulously and adequate opportunity was given to all the persons concerned to file their say in the matter.

12. The Order is organised in the following three Sections:

- a) **Section I** of the Order provides a brief history of the quasi-judicial regulatory process undertaken by the Commission.
- b) **Section II** of the Order provides the issue-wise summary of suggestions and objections received from the stakeholders, RInfra-D's responses to the objections, and the Commission's ruling on the objections.
- c) **Section III** of the Order provides the details of existing charges and charges proposed by RInfra-D for each sub-head of service being provided by RInfra-D, the Commission's analysis and decisions on the item-wise charges, and applicability and validity of the charges.

## **II. Issue-wise summary of objections received, RInfra-D's replies and Commission's ruling**

For the sake of public interest and completeness, the Commission has summarised all objections received by the Commission, irrespective of whether the same have been submitted before or after the stipulated deadline and in the stipulated format, in the following paragraphs.

### **1. Legality of the Petition and Order**

Advocate Shri Shirish Deshpande, representing Mumbai Grahak Panchayat, an authorised Consumer Representative, submitted that any revision in SoC may impose avoidable cost burden on consumers and hence, he strongly opposes any such revision. Further, the present practice of the Commission to determine tariff for each of the four Distribution Licensees in Mumbai is illegal as per provisions of the EA 2003, since, the EA 2003 mandates the Commission to fix only the ceiling for the tariff and allow the Distribution Licensees to offer competitive rates, where more than one Distribution Licensee is supplying power in any licence area. He suggested that the Commission should seriously consider fixing such ceiling tariff in Mumbai and usher in competition.

Shri Raksh Pal Abrol representing Bharatiya Udhami Avam Upbhokta Sangh submitted that the Distribution Licensees have neither published the Petition as per Section 64(2) in the newspapers nor sent the details to the consumers along with the monthly bills raised. He further submitted that if the hearing is held despite the above lacuna, it would violate the MERC (Conduct of Business) Regulations, 2004.

Shri N. Ponrathnam submitted that Petitioners are not clear on the methodologies for framing the SoC. This methodology should be the same for all Distribution Licensees in the State including MSEDCL. He added that the Commission has violated Article 14 of the Constitution of India (equality before law) in providing different SoC for each Distribution Licensee in the same area of supply. The methodology has to be explained to the public for better understanding and hence, a fresh hearing is required. He also submitted that price revision should be done along with ARR so that the period of ARR will be reflected in Schedule of Charges.

### **RInfra-D's response**

RInfra-D submitted that the Commission had directed RInfra-D to publish the approved Public Notice under the provisions of Section 64(2) of the EA 2003, in Newspapers in English and Marathi, which have wide circulation in the Mumbai Licence area, in

accordance with Regulation 90 the MERC (Conduct of Business) Regulation, 2004 on or before October 19, 2012. In compliance with the directives, RInfra-D has published the approved Public Notice in the Hindustan Times (English), The Indian Express (English), Loksatta (Marathi), and Saamna (Marathi), newspapers on October 19, 2012.

### **Commission's Ruling**

The charges that are submitted to the Commission for its approval in the present petition are under Section 45 of the EA 2003. On the hand, maximum ceiling of tariff in the proviso to Section 62 (1) (d) of the EA 2003 pertains to retail tariff. However, the present process is undertaken for approval of Schedule of Charges for different services being provided by the Distribution Licensees. The proviso to Section 62 (1) (d) of the EA 2003 reads as under:

*"Provided that in case of distribution of electricity in the same area by two or more distribution licensees, the Appropriate Commission **may**, for promoting competition among distribution licensees, fix only maximum ceiling of tariff **for retail sale of electricity**"(emphasis added)*

Moreover, at the moment the Commission has not exercised its discretion of fixing ceiling retail tariffs. At an appropriate time, the Commission may have to exercise such a discretion.

RInfra-D has submitted the proof of having published the Public Notice in the manner directed by the Commission, and the Commission finds no merit in the objection that the required publicity has not been given to the Proposal. The rationale followed by the Commission has been detailed under the initial paragraphs of Section III of this Order, where in the Commission has clarified the objective in directing all the Distribution Licensees to sit together while framing their Schedule of Charges. Further, all the Licensees were directed to publish the relevant documents, which explains the rationale followed by them while arriving at the proposed charges. The Commission has ensured that the stakeholders have had adequate time to study the documents and give their considered inputs on the same.

The Commission has attempted to rationalise the SoC to the extent possible as elaborated in Section III irrespective of whether the methodologies followed by the Distribution Licensees are same or different. The present Petition has been dealt in accordance with the MERC Supply Code Regulations.

As regards the issue of revision in SoC along with the ARR, the Commission directed the Distribution Licensees to submit the Petition for approval of Schedule of Charges separately, in order to expedite the matter, since, the tariff determination based on the Multi Year Tariff Petitions filed/to be filed by the Distribution Licensees will take some more time.

## **2. Awareness of Public Hearing**

Shri N. Ponrathnam submitted that most of the electricity consumers are not aware of the public hearing, hence, consumer representation is very poor. Further, the summary of the SoC should have been circulated along with the bills to the consumers. He further submitted that the link in most of the cases could not be traced easily in internet. Further, the Commission's website should have a link between the detailed Petitions and the Public Notice.

### **Commission's Ruling**

While the Commission has taken care to ensure that the due regulatory process has been followed, as elaborated under Section I of this Order, the Commission has noted the comments and suggestions regarding the website links. The Commission is in the process of upgrading and streamlining its website to make it more user friendly and informative.

## **3. Approach for Determination of Charges**

Shri K K Chopra submitted that none of the Petitioners have provided the exact scientific basis for the proposed SoC. He suggested that an Expert Committee should be formed for formulating the Schedule of Charges. He added that the Licensees have proposed SoC for various services provided by them, however, there is a need for delivery of such services in a time-bound manner.

Shri George John submitted that while finalising the Order, the Commission should arrive at a competitive rate, and the lowest rate amongst that proposed by the three Distribution Licensees should be approved. He further emphasized the need for time bound delivery of services for which SoC are being collected.

Shri Sandeep Ohri submitted that, while finalising the charges, the Commission should keep the following calculations in perspective:

- The All India Consumer Price Index (CPI) (General) for Industrial Workers for September 2011 is 215, while the same for September 2006 is 125, i.e., an increase of 72%.
- The point to point Inflation in CPI for Industrial Workers for September 2012 is 9.14, while the same for September 2006 is 6.83, i.e., an increase of about 34%.
- Though the standard prices appear to have risen, the increase is only 72% in case the All India CPI is considered and only 34% if the point to point rate of inflation in CPI is taken into consideration.

### **Commission's Ruling**

The Commission has noted the suggestions given by the objectors. The approach followed and the rationale adopted by the Commission while determining the Schedule of Charges has been elaborated in Section III of this Order. As regards delivery of services in time bound manner, the required framework has been stipulated under MERC (Standards of Performance of Distribution Licensee, Period of Giving Supply and Determination of Compensation) Regulations, 2005.

#### **4. Service Connection Charges**

Shri P.V. Sujay Kumar submitted that SoC approved for different Distribution Licensees does not have a separate SoC for BPL category. For a BPL family, the minimum charges of Rs. 1500 per connection and application fees are unaffordable. He requested the Commission to introduce and approve separate SoC and application charges for BPL category while finalising the Petition. Shri N. Ponrathnam enquired whether charges applicable for BPL category are the same as that applicable for other categories, or any cross-subsidy is envisaged for 100 watts connected load.

### **RInfra-D's response**

RInfra-D submitted that it would follow the Commission's directions in this regard, however, if the suggestion is accepted and separate SoC for BPL category is specified, then to prevent possibility of arbitrage, RInfra-D requested the Commission to specify that in case consumption exceeds more than 30 units at any time within two years from date of connection, RInfra-D will be entitled to debit the difference of normal SoC charges and BPL SoC charges in the consumer's bill.

### **Commission's Ruling**

The Commission has not distinguished between BPL consumers and other consumers, while determining the SoC, and all Charges are either same across all categories or

different depending on whether the consumer is a LT consumer or HT consumers, or has a single-phase or three-phase connection, etc. Further, the number of BPL consumers in the licence area of RInfra are quite small.

## **5. Assumptions and Computations submitted by RInfra-D**

Shri P. V. Sujay Kumar, Shri. Ponrathnam and others raised certain queries on the assumptions used by RInfra-D as well as the computation of the normative charges for each activity, viz., period for which actual data has been considered, detailed costing of each service, the total amount collected as service connection charges from all consumer categories, justification for man-hour rate calculation, justification for increase sought vis-a-vis present charges, co-relation between construction activity and increase in number of consumers, impact of double-counting since employee expenses and Administration & General Expenses are already considered in the ARR.

### **RInfra-D's response**

RInfra-D has replied to the specific issues raised by the objectors regarding the assumptions used well as the computation of the normative charges. RInfra-D further submitted that in the previous Order in Case No. 25 of 2006, the Commission has computed the normative cost based on the total costs, hence, RInfra-D has considered total job cost and not the individual item costs. Further, RInfra-D submitted the table showing the total expenditure for releasing service and service charges collected it over the period of last five years and submitted that there is no excess collection by RInfra-D. RInfra-D submitted that all construction activities cannot be correlated to adding of the consumers, as many projects are long-term projects and require years to complete.

RInfra-D submitted that the Schedule of Charges are recovered based on the principles enshrined in Section 46 of the Act for recovery of expense in providing any electric line and electrical plant used for the purpose of giving that supply. RInfra-D further submitted that it understands that the purpose of introduction of normative charges by the Commission is to avoiding subjectivity so as to expedite the processing of the Application.

RInfra-D submitted that man hours required for a particular activity are arrived at by conducting detailed study of (i) No. of such activities carried out per person per day (ii) Time involved in other arrangements such as issuing material from stores, site permissions, outages, restoration, etc. (iii) Communication time to site. Further, the costs considered are as per latest purchases of RInfra-D.

### **Commission's Ruling**

The Commission has noted various comments. The Commission independently goes into each aspect of the proposal before determining the Charges. The approach followed and the rationale adopted by the Commission while determining the Schedule of Charges has been elaborated in Section III of this Order.

### **6. Shifting of services**

Shri. P.V. Sujay Kumar submitted that even though shifting is not routine, nothing has been mentioned about shifting of service for safety (e.g. flooding) as per requirement of the Licensee or request from Government authorities, and all such cases needed to be made free of cost.

### **RInfra-D response**

RInfra-D clarified that the proposed charges for 'shifting of service' are applicable only when shifting is to be carried out at the request of the consumer.

### **Commission's Ruling**

The charges for Shifting of Services/Meter approved by the Commission will be applicable only in cases where the shifting is to be done at the request of the consumer. However, when RInfra-D desires to get the services/meter shifted, then the cost of such shifting shall be entirely borne by RInfra-D. The Commission's detailed ruling in this regard is given under Section III (3.2.2) of this Order.

### **7. Temporary Supply**

Shri. P.V. Sujay Kumar submitted that in line with Regulation 3.3.6 of the MERC Supply Code Regulations, in order to receive credit for the depreciated value of work at the time of discontinuance of temporary supply and return of facilities to the Distribution Licensee, it is necessary to publish different material charges and depreciation rates to be considered for working out credit and same should be approved by the Commission. He also submitted that as per Regulations 3.3.8, consumers are permitted to carry out work through Licensed Electrical Contractor by paying supervision charges.

### **RInfra-D response**

RInfra-D submitted that it shall abide by the directions as may be issued by the Commission.

### **Commission's Ruling**

In line with the earlier Order and based on the RInfra-D proposal, the Commission has allowed RInfra-D to charge 'at actuals' in case of temporary connections. Thus, the consumer would know the actual cost charged by the Licensee for various items. The depreciation rates towards the various items have already been specified under the 'Annexure-I' of the MERC (Multi Year Tariff) Regulations, 2011. Thus, the consumer can verify the amount of credit based on the actual cost paid and the depreciation rates specified in the MERC MYT Regulations. Further, publishing the material charges at the Commission's end may amount to micro managing the Licensee.

As regards carrying out work through Licensed Electrical Contractor, it should be noted that RInfra-D has not proposed any supervision charges under the Petition. However, in the response to the objections raised RInfra-D submitted that it shall abide by the directions issued by the Commission in this regard. The Commission's detailed ruling in this regard is given under Section III (2.3.2) of this Order.

### **8. Charges for Meter and Metering Equipment**

Shri. P.V. Sujay Kumar submitted that the definition of the 'Meter' in MERC Supply Code Regulations include metering equipments. As the metering equipments are to be provided by the Licensee, CT-PT units and other interconnecting cables being part of the metering equipment, same should not be chargeable.

### **RInfra-D's response**

It is submitted that the definition in the Regulations relates to meter and metering equipments. SoC is based on Section 46 of the EA 2003, which follows the recovery of expense in providing electric line and plant, therefore, the supply entails installation of CT-PT units. The cost of the same will also have to be considered in addition to cost of standalone meter.

### **Commission's Ruling**

The Commission is of the view that this objection has been raised in connection with RInfra-D's proposed Service Connection Charge for HT Supply by interpreting the definition of the 'Meter'. In case of non-recovery of reasonable charge from the Applicant for such HT metering equipments, the same shall get recovered through the ARR from all consumers, which may unnecessarily burden the latter. Further, in case of LT supply there are no such charges. The approved service connection charges have been elaborated under Section III (2.1.2).

## **9. Testing of Meter**

Shri. P. V. Sujay Kumar submitted that it is also possible to test the meter at site for accuracy, so separate charges for site testing and standard laboratory testing need to be specified. He also submitted that where the meter is found to be beyond the limits of accuracy, fine should be levied in such cases as consumer's time is wasted in making complaints and witnessing the testing. Requirement of three staff and 1 office for testing of single phase meters indicated in Table 16 of the Petition needs to be justified.

Shri N. Ponrathnam submitted that there has to be routine check of the meter, however, no meter test/calibration is done for years. Even if any checking is made by the Licensee, there is no report issued to consumers. In this scenario, if the consumer demands the basis for relying on the accuracy of the meter, the Licensee is bound to clarify. He also submitted that Table 18 of the Petition show excess manpower for the testing of meter as just one person or two persons are adequate for testing any type of meter.

### **RInfra-D's response**

RInfra-D submitted that the meter testing charges are recovered only in case of consumer specifically requesting for testing of his meter. The requirement of staff includes even the replacement of meter on site and then testing in the laboratory. The manpower requirement is worked out based on various activities and various manpower for the same.

### **Commission's Ruling**

The Commission has noted the comments and suggestions. The Commission has determined separate charges for site testing and standard laboratory testing of the meters. The Commission's detailed ruling in this regard is given under Section III (3.5.2) of this Order.

## **10. Cost of meter**

Shri. P. V. Sujay Kumar submitted various reasons mainly meter terminal getting burnt leading to burning of meters and requested the Commission to consider the nature of fault, depreciated value of meter, and cost of basic model while allowing recovery of cost of meter.

Shri N. Ponrathnam submitted that the quality of workmanship of meter/cable installed and material is the responsibility of the Licensee and change of burnt meter should be

done free of cost if the same is on account of any manufacturing defects/defects due to aging.

Shri K K Chopra submitted that in case of replacement of defective meter, no charges should be recovered from the consumers as the same are being covered under the fixed charges in the monthly bill.

**RInfra-D's response**

RInfra-D submitted that it has quality process in place for assuring quality of the meter and terminal block of the meters. The manpower utilized for installation of meters is qualified for such installation and trained for such job. RInfra-D clarified that it recovers the cost of meter only when the cause is attributable to the consumer.

**Commission's Ruling**

The Commission has noted the comments and suggestions. As regards various technical reasons cited by the objectors, the same may be mitigated by carrying out routine testing of meters, periodic testing and inspection of installation as explained under the detailed ruling under Section III (3.3.2, 3.5.2, 3.6.2). As regards the recovery of price of the meter in case the meter is found to be burnt, proviso to Regulation 14.2.3 of the MERC Supply Code Regulations specifies that the Distribution licensee may recover the price of the new meter from the consumer.

**11. Photocopying Rate**

Shri. P. V. Sujay Kumar submitted that he agrees that if the consumer requires a copy of records it should be made available at the rate approved by the Commission. He submitted that if one navigates through the RInfra website, it is very difficult to find out any link to regulatory matters. However, such details are prominently displayed on the websites of TPC-D and BEST. Hence, RInfra-D must upload all the regulatory Orders in a proper way and he further requested the Commission to specify the time limit for uploading the same.

**RInfra-D's response**

RInfra-D provided a snap shot of the website's main page and submitted that all the Orders as required/directed by the Commission are uploaded on the website from time to time.

### **Commission's Ruling**

In this regard, RInfra-D may consider adding user-friendly main link for its 'licensed electricity distribution business' on its website main page. As regards photocopying charges, the detailed ruling is given at Section III (3.7.2) of this Order.

### **12. Duplicate Bills**

Shri. P. V. Sujay Kumar by referring to Regulation 15.5.3 of the MERC Supply Code Regulations, submitted that it is the duty of the Licensee to provide duplicate bills to the consumer. Hence, no such charges should be allowed. If more copies are required, nominal charges of Rs.1/- per page as approved by the Commission may be charged. He further submitted that RInfra-D should furnish the details of duplicate bills issued during Apr-2011 to Feb- 2012 and details of duplicate bills printed per consumer more than once in a billing cycle.

### **RInfra-D's response**

RInfra-D submitted that it delivers the bills to every consumer every month. However, sometimes, the consumers demand duplicate bill, for which RInfra-D has proposed to charge. RInfra-D clarified that it is not maintaining the record of copies issued across the counter upon consumer visit to any Customer Care Centre and will start maintaining the data once the Commission approves it. RInfra-D further submitted the month wise data of duplicate bills issued against the calls in the Call Centre.

### **Commission's Ruling**

The Commission's detailed ruling in this regard is given under Section III (3.8.2) of this Order.

### **13. Statement of Accounts**

Shri. P. V. Sujay Kumar submitted that RInfra's contention that the consumers required Statement of Consumer Accounts for their specific use, is not acceptable. Consumers mostly request for such Statement in case of dispute in bill amount and other discrepancies observed in billing. Further, as per Regulation 15.2.2 of MERC Supply Code Regulations it is the responsibility of the Distribution Licensee to explain all the details mentioned in bill. He further submitted that instead of looking at the purpose for which the details are required, RInfra-D is seeing it as a printing activity for which charges should be prescribed by the Commission. Further, if the consumer is not satisfied upon the explanation and insist for complete details for a longer period printing charges of Rs.2/- per page as approved by the Commission may be charged.

Shri K K Chopra submitted that as the Licensee and consumer are in a kind of relationship, the Licensee is duty bound to provide statement of accounts. Therefore such statement should be made available free of charge.

#### **RInfra-D's response**

RInfra-D submitted that it is observed that consumers are demanding statement of accounts for longer past period along with details like name, address, bill details, Cr/Dr adjustments, payment made, etc. Such requirement from consumer is not for resolving bill dispute but is for specific reasons such as proof of occupancy and period of occupancy, submitting to tax authorities, etc. RInfra-D submitted that only recent statements are issued to the consumer. Presently, RInfra-D does not charge any fee. RInfra-D proposes to charge for issuance of such statement for which document is other than the normal documents (bill, estimate, etc.)

#### **Commission's Ruling**

The Commission has noted the objections and comments as well as RInfra-D's response. The Commission has approved nominal charges of Rs.2/- per page as detailed under Section III (3.9.2) of this Order.

#### **14. Recovery of substation rent**

Shri. P. V. Sujay Kumar, referring to Regulation 5.5 of MERC Supply Code Regulations, submitted that there is nothing wrong with RInfra-D proposal for demanding lease charges. However, he questioned the adherence of Licensees to such notified Regulations. He also requested the Commission to issue specific instructions in this regard and start penalizing the Licensees for non-compliance. He also requested certain information to be made public.

Shri N. Ponrathnam submitted that RInfra-D is misleading the Commission, and submitted that RInfra-D has been forcefully acquiring space for HT transformer from every plot of 500 sq m developed whether a transformer is required or not. He further submitted that Regulation 5.5 of MERC Supply Code Regulations mandates lease rent at the market rate, which has been violated from the date of notification of the Regulations. RInfra-D has no provision in law to force any monthly rent recovery in the bill of electricity consumers. Further, as per DC Rules, lot of space is allotted free of FSI for balcony, passage, pump room and electric room, etc.

**RInfra-D's response**

RInfra-D submitted that as per DC Rules, substations are excluded from FSI computations and the developer/owner is not losing any FSI on account of providing substation space. Also, without electricity supply, market rate is either nil or negligible. However, if any developer/owner insists on rental at market rates, RInfra-D proposes to recover the same from the beneficiary of that substation. This will dissuade developers/owners from demanding rentals at market rate.

**Commission's Ruling**

The Commission has rejected RInfra's request in this regard. The Commission's detailed ruling in this regard is given under Section III (3.11.2) of this Order.

**15. Recovery of Royalty/RoW charges**

Shri. P. V. Sujay Kumar submitted that if the recoveries of such charges are allowed, private parties and other vested interests may start demanding more and RInfra-D will not be hesitant to make such payments, as the Licensees have to pass the burden to consumer, and this will lead to corruption also, hence recovery of such charges should not be allowed.

Shri N. Ponrathnam submitted that the issue of right of way has been never raked up by RInfra-D or any other Petitioner in any of the proceedings before MERC. There is no provision in the Act or the Regulations for levy of separate charges as royalty charges. Further, he submitted that the Commission should direct RInfra-D to submit the proof of Royalty amount and RoW charges for the public awareness.

**RInfra-D's response**

RInfra-D submitted that it is unable to understand the observation of the objector as RInfra's proposal is to recover the amount paid against such Royalty or RoW from the developer/owner/authority or beneficiaries of that particular network through corresponding adjustment in their electricity bills.

**Commission's Ruling**

The Commission has rejected RInfra's request in this regard. The Commission's detailed ruling in this regard is given under Section III (3.12.2) of this Order.

## **16. Recovery of full/partial rental for network usage**

Shri. P. V. Sujay Kumar submitted that such charges can be recovered if it is consistent with Regulation 3.3.4 as one time charge. Further, for consumers (referred by RInfra-D in its proposal) if the metering is on LT side, then proportionate transformation losses need to be approved by the Commission.

Shri N. Ponrathnam, while questioning the approach of RInfra-D, submitted that the Commission should not allow this type of arbitrary charging by any Licensee.

### **RInfra-D's response**

RInfra-D submitted that as per industry practice, copper losses equivalent to 2% of energy consumption and iron losses as per name plate details of transformer are used for grossing up the consumption recorded in the meter on LT side and RInfra-D proposes to follow the same.

### **Commission's Ruling**

The Commission has noted the suggestions and comments made by stakeholders. The approach followed by the Commission has been elaborated in Section III (3.13.2) of this Order.

## **17. Schedule of Charge for Changeover consumers**

Shri N. Ponrathnam submitted that as any cost is recovered through the ARR, SoC should be recovered from wheeling charges only. He also submitted that for reduction of load/change of category in parallel Licensee scenario, no cost should be levied apart from token amount towards the processing charge as no costs are incurred towards the augmentation of the existing infrastructure. He also submitted that there should be provision for consumer to avail supply from both the Licensees, i.e., consumer having two meters for energising one premises.

### **Commission's Ruling**

As regards the provision for consumer to avail supply from both the Licensees, the objector has not submitted any reference to Regulations under which such provision can be made. However, proviso to Section 43(2) reads as follows:-

“(2) .....

*Provided that no person shall be entitled to demand, or to continue to receive, from a licensee a supply of electricity for any premises having a separate supply unless he has agreed with the*

*licensee to pay to him such price as determined by the Appropriate Commission.”*

The Commission has not received any such request/proposal either from the Licensee or from the consumers. Accordingly, the Commission has not made such a provision. The Commission's detailed ruling as regards SoC applicable for changeover consumers is given under Section III (4) of this Order.

#### **18. JMR reading without change of meter**

Shri. P. V. Sujay Kumar submitted that as meter reading is a mandatory activity, it should not be made chargeable. Shri N. Ponrathnam submitted that the application is made along with the token amount to the Supply Licensee and not to the Wheeling Licensee as per methodology approved by the Commission in its relevant Order. Shri K K Chopra submitted that JMR activity is not happening within the 30 days limit. In such cases, the Licensees should be penalised.

#### **RInfra-D's response**

RInfra-D submitted that JMR schedule is independent of the meter reading schedule of RInfra-D, hence, separate manpower is utilised. In addition to the meter reading, the JMR activity also involves other activities such as checking of the meter and other details.

#### **Commission's Ruling**

The Commission's detailed ruling as regards SoC applicable for changeover consumers is given under Section III (4) of this Order.

### **III. RInfra-D's detailed Proposal, Commission's analysis, and decision on head-wise Schedule of Charges**

All the Distribution Licensees in Mumbai, viz., RInfra-D, BEST and TPC-D, cited the increase in the cost of materials and services over the last six years, since the approval for the prevailing Schedule of Charges, as the main reason for seeking revision in SoC. The Commission agrees that after passing of the Order in the year 2006, there has been increase in the manpower and material cost. The Licensees have proposed revised charges on normative basis to recover the increased from the individual consumers. The Commission is of the view that the entire cost increase cannot be passed on to the consumers, since, it is not possible to identify the one-to-one correspondence of the cost incurred with each consumer,

and also, the balance legitimate cost would be recovered through the Aggregate Revenue Requirement. Further, as compared to the total Aggregate Revenue Requirement, the amount collected from the SoC is minuscule in nature.

It is pertinent to mention that in the past as well as in the present proceedings, various stakeholders have raised concerns over the different electricity tariffs being charged by different Distribution Licensees in the same city and have suggested that retail tariff should be uniform across Mumbai, irrespective of which Licensee supplies the electricity. Further, during the past few years, consumers have been migrating from one Distribution Licensee to another Distribution Licensee. In this regard, the 'Report on Scientific Study of Implementing Uniform Retail tariffs in Mumbai' has concluded that the regulatory framework within which the business of generation, transmission and distribution of electricity presently operates, does not provides flexibility for the introduction or implementation of uniformity in the retail tariff charged by the Licensees. However, the Commission observes that such type of uniformity can be brought in to a great extent in the charges towards the various services provided by different Licensees in Mumbai. The previous Orders issued in the year 2006 for MSEDCL, BEST, RInfra-D, and TPC-D for Schedule of Charges, have also rationalised SoC to a certain extent.

With this objective in mind, the Commission had directed BEST, TPC-D and RInfra-D to sit together and arrive at similar charges for various services offered by them. The Licensees carried out such exercise and also submitted their comments/submissions/views on the proposals.

Having heard all the Parties and the authorised Consumer Representatives, objections/comments submitted by the Consumers, and after considering the materials placed on record, the Commission hereby discusses RInfra-D's head-wise proposal and the Commission's decision on the head-wise Schedule of Charges as under:

It is clarified that besides the Charges, the Commission has rationalised the heads of the Schedule of Charges between TPC-D, RInfra-D and BEST to the extent possible. The Commission also noted considerable difference in the methodology followed by the Licensees to arrive at proposed charges. While arriving at the reasonable Schedule of Charges, the Commission has considered the point to point inflation over Consumer Price Index (CPI) numbers for Industrial Workers (as per Labour Bureau, Government of India) for a period of 6 years, to escalate the previously approved charges. As regards the Service Connection Charges, the Commission has considered the point to point inflation over

Wholesale Price Index (WPI) numbers (as per Office of Economic Advisor of Govt. of India) for a period of 6 years, to escalate the previously approved charges. This treatment shall help the Licensees to recover their costs, after factoring the increase in the costs over the past six years.

## 1) Application Registration and Processing Charges

### 1.1 RInfra-D's Proposal

RInfra-D submitted that the Distribution Licensee has to undertake the application registration and processing with respect to the following services, viz, (i) new connection, (ii) reduction or addition/extension of load, (iii) shifting of service, (iv) extension of service, (v) restoration of supply, (vi) Open Access, (vii) Change in Tariff category, (viii) Changeover supply, (ix) Temporary connection, and (x) change of name. RInfra-D submitted that the applications pertaining to aforementioned services are received at the Customer Service Centre and a dedicated team of professionals are appointed to understand the requirement of the consumer and handle and process the application of the consumers. Additionally, there are costs associated in maintaining the IT services for such activities, operational costs (i.e., electricity charges, printer, copier, overheads and minor maintenance costs, etc.), while servicing the consumers during such filing and processing of applications.

#### Application Registration & Processing Charges - Existing

Sr. No.	Particulars	Existing Charges (Rs.)
1	Application for New connections/Reduction or addition of Load/Shifting of service/ Extension of service/Restoration of supply/Temporary connection/Change of name	
a)	Single Phase	25
b)	Three Phase	50
c)	HT Supply	150

RInfra-D submitted that while proposing the revision of such charges, only the back office related manpower costs have been considered. Therefore, depending upon whether the application is for Low Tension (LT), Single Phase or High Tension (HT) Supply, man-hour requirement in the back office has been assessed and using average man-hour rate, the cost of such activity has been arrived, as given in the Table below:

Sr. No.	Particulars	Proposed Charges			
		Man-Hours	Man-Hr Rate (Rs.)	Total (Rs.)	Proposed Charges (Rs.)
1	Application for New connections/Reduction or addition of Load/Shifting of service/ Extension of service/Restoration of supply/Temporary connection/Change of name				
a)	Single Phase	0.50	134.00	67.00	70.00
b)	Three Phase	0.75	134.00	100.50	100.00
c)	HT Supply	1.50	134.00	201.00	200.00

RInfra-D has proposed that the above charges would be applicable for open access transactions as well.

## 1.2 Commission's Ruling

As per the MERC Supply Code Regulations, while submitting the Application for supply, or for additional load, shifting of service, extension of service, the Applicant is required to submit various documents and details. As per Regulation 4.1(ix), the consumer is required to pay fees for processing the application or receipt thereof, based on the Schedule of Charges approved by the Commission under Regulation 18.

In accordance with the rationale stated above in initial paragraphs of this Section, the Commission hereby allows RInfra-D to collect a token amount towards the application processing or receipt thereof, as indicated in the Table below:

Sr. No.	Particulars	Existing Charges (Case No. 25 of 2006) (Rs.)	Proposed Charges by RInfra-D (Rs.)	Approved by the Commission (Rs.)
<b>Application Registration &amp; Processing Charges</b>				
1	New connections/ Reduction or addition of Load/ Shifting of service/ Extension of service/ Change of Tariff Category/Temporary Connection			
	a) Single Phase	25	70	50
	b) Three Phase	50	100	75
	c) H.T. Supply	150	200	200
2	Change of Name			

<b>Sr. No.</b>	<b>Particulars</b>	<b>Existing Charges (Case No. 25 of 2006) (Rs.)</b>	<b>Proposed Charges by RInfra-D (Rs.)</b>	<b>Approved by the Commission (Rs.)</b>
	a) Single Phase	25	70	50
	b) Three Phase	50	100	50
	c) H.T. Supply	150	200	150

## 2) Service Connection Charges

### 2.1 Service Connection Charges for New Connection and Extension of Load

#### 2.1.1 RInfra-D's Proposal

RInfra-D submitted that Section 46 of the EA 2003 specifies that Distribution Licensees can recover the charges pertaining to connectivity (irrespective of own supply or supply by another person/Licensee) to any consumer for supply of electricity, however, such recovery is subject to authorization from the Commission. Further, the Commission has authorized the Distribution Licensees to recover such connection charges as per Regulation 3.1 and 3.2(a) of the MERC Supply Code Regulations, while Regulation 3.3.1 prescribes the method for recovery of such charges.

RInfra-D submitted that as per Regulation 4.3.1, the charges for new connection/extension of load are applicable to any person requiring supply of electricity from any Licensee or Generating Company other than RInfra, but physically connected or wishing to get connected to RInfra-D Distribution Network.

	<b>Particulars</b>	<b>Existing Charges (Case No. 25 of 2006) (Rs.)</b>
1	<b>L T Supply</b>	
	<i>Single Phase</i>	
	For loads upto 5 kW	1500
	For loads above 5 kW and upto 10 kW	2000
	<i>Three Phase</i>	
	Motive power upto 27 HP or other loads upto 20 kW	3000
	Motive power > 27 HP but <= 67 HP or other	4500

	<b>Particulars</b>	<b>Existing Charges (Case No. 25 of 2006) (Rs.)</b>
	loads >20 kW but <= 50 kW	
	Motive power > 67 HP & <= 201 HP or other loads >50 kW but <=150 kW	7000
	Above 150 kW	At Actual
2	<b>H.T. Supply (with VCB)</b>	
	For loads upto 500 kVA	2,75,000
	For Loads above 500 kVA	3,00,000

RInfra-D submitted that new connection or extension of load at the consumer's premises requires both material and labour for work execution at site. Depending upon the load applied for by the consumer, different size/capacity material such as cutouts, fuse units, cables, etc., are required. The length of the cable also varies from applicant to applicant. Further, depending upon the site conditions, new connection can be given by two methods:

- a. By tapping existing service (called Tapping) in case the existing lines have surplus capacity available to meet the consumer's required load;
- b. By laying of new line from nearest feeder in case the existing lines do not have surplus capacity to meet the consumer's required load.

Based on actual cost incurred and adding the cost of cut-outs and cost of manpower, the proposed charges are as given in the Table below:

**a) LT Supply**

<b>Sr. No.</b>	<b>Particulars</b>	<b>Unit</b>	<b>Rate per unit (Rs.)</b>	<b>Quantity Required (No.)</b>	<b>Amount (Rs.)</b>
	<b>LT Supply - Single Phase</b>				
1	Material				
a	Average cost of job except cut-out and manpower cost				940
b	63 A Cut-out	No	211	1	211
2	Manpower				
	Man-hours required	Hours	134	6	804
3	Total				1955
4	Rounded off				2000

Sr. No.	Particulars	Unit	Rate per unit (Rs.)	Quantity Required (No.)	Amount (Rs.)
<b>LT Supply – Three Phase for Load &lt; 20 kW</b>					
1	Material				
a	Average cost of job except cut-out and manpower cost				5353
b	63 A Cut-out	No	211	3	633
2	Manpower				
	Man-hours required	Hours	134	10	1340
3	Total				7326
4	Rounded off				7300
<b>LT Supply – Three Phase for Load &gt; 20 kW &lt; 50 kW</b>					
1	Material				13146
a	Average cost of job except cut-out and manpower cost	No	211	3	633
b	63 A Cut-out				
2	Manpower				
	Man-hours required	Hours	134	12	1608
3	Total				15387
4	Rounded off				15400
<b>LT Supply – Three Phase for Load &gt; 50 kW &lt; 150 kW</b>					
1	Material				19088
a	Average cost of job except cut-out and manpower cost				
b	100 A Cut-out	No	291	3	873
2	Manpower				
	Man-hours required	Hours	134	15	2010
3	Total				21971
4	Rounded off				22000
	This is irrespective of nature of connection meaning either tapping or based on new connection				
<b>LT Supply – Three Phase for Load &gt; 150 kW</b>					
	Catering such load requirement requires special planning and equipment therefore the same can be charged “at Actual”				

## b) HT Supply

RInfra-D submitted that in line with Regulation 5.3 of the MERC Supply Code Regulations, the consumers having higher load requirement need to apply for HT supply. Providing such supply requires detailed network planning. HT consumers are fed from the existing distribution network. Feeding such load involves loop-in loop-out from existing cable network, and installation of switchgear and CT-PT units for metering arrangements, etc. Such HT connection consumers would either be fed from the existing distribution cable/mains or by laying new line in case the existing lines do not have surplus capacity available. However, even if a HT cable is laid to extend supply, such a cable would also be used to extend supply to other consumers in future and accordingly, the cost of cable and cable laying should form part of distribution network costs for inclusion in the ARR. RInfra-D proposed to charge the cost of following items, which are attributable to such consumers alone for giving such supply:

- Cost of switchgear for connecting HT cable of the consumer to the extent of T-off point of switchgear, i.e., if 1+2 type RUM is installed only 1/3rd cost will be passed on the customer.
- Cost of CT-PT unit along with connecting cable between switchgear to CT-PT unit for metering,
- Cable connected CT/PT unit along with termination cost

Based on the above rationale, the charges have been worked out as below:

Sr. No.		Unit	Qty	Rate (Rs)	Cost (Rs)
1	11kV cable, termination kits and installation labour charges	Mtr	15	4400	66000
2	Partial cost of switchgear to the extent of T-off (1/3 <sup>rd</sup> cost of one RMU complete installation)	No	1	160300	160300
3	CT/PT Units	No	1	124700	124700
<b>4</b>	<b>Total</b>				<b>351000</b>

Therefore, the proposed charges are given in the Table below:

Sr. No.	Description	Cost
1	Consumers having HT load up to 500 kVA	3,51,000
2	Consumers having HT load above 500 kVA	4,00,000

<b>Sr. No.</b>	<b>Description</b>	<b>Cost</b>
3	Consumer wishing to have dedicated line from RInfra-D's 33/22/11kV substitution	Actual cost of development

### 2.1.2 Commission's Ruling

For the Applicants seeking dedicated distribution facility, RInfra-D is entitled to recover charges in accordance with Regulation 3.3.3 of the MERC Supply Code Regulations. It is clarified that such charges shall not include further separate additional normative Service Line Charges.

Considering the different approaches followed by the Licensees, in order to arrive at reasonable cost involved in providing service lines for catering to different slabs of load, the Commission has relied upon the Wholesale Price Index (WPI) numbers (as per Office of Economic Advisor of Govt. of India). In accordance with the rationale stated in the initial paragraphs of this Section, the approved normative Service Connection Charges are indicated in the table below:

<b>Sr. No.</b>	<b>Particulars</b>	<b>Existing Charges (Case No. 25 of 2006) (Rs.)</b>	<b>Proposed Charges by RInfra-D (Rs.)</b>	<b>Approved by the Commission (Rs.)</b>
1	L T Supply			
	<b>Single Phase</b>			
	For loads upto 5 kW	1500	2000	2000
	For loads above 5 kW and upto 10 kW	2000	2000	2000
	<b>Three Phase</b>			
	Motive power upto 27 HP or other loads upto 20 kW	3000	7300	4500
	Motive power > 27 HP but <= 67 HP or other loads >20 kW but <= 50 kW	4500	15400	6500
	Motive power > 67 HP & <= 201 HP or other loads >50 kW but <=150 kW	7000	22000	12000
	Above 150 kW*	At actual	At actual	250000

Sr. No.	Particulars	Existing Charges (Case No. 25 of 2006) (Rs.)	Proposed Charges by RInfra-D (Rs.)	Approved by the Commission (Rs.)
2	<b>H.T. Supply</b>			
	If line extended from existing network			
	For loads upto 500 kVA	275000	351000	350000
	For Loads above 500 kVA	300000	400000	400000
	Consumer wishing to have dedicated line from RInfra-D's 33/22/11kV sub-station	-	At actual	At actual

**Note:** \* - For loads above 150 kW - As and when the amendment to the MERC SoP Regulations are notified to include 'loads above 150kW upto certain specified limit' under L.T. Supply; else, these will be covered under approved H.T. rates.

## 2.2 Temporary Supply

### 2.2.1 RInfra-D's Proposal

RInfra-D submitted that in accordance with Regulation 3.3.6 of the MERC Supply Code Regulations, all expenses required for giving LT/HT temporary connections and disconnection are proposed to be charged to such consumers 'at Actual'.

### 2.2.2 Commission's Ruling

As regards temporary connections, in line with Regulation 3.3.6 of the MERC Supply Code Regulations, RInfra-D is entitled to recover all expenses reasonably incurred for the purpose of giving temporary supply and for the purpose of discontinuance of such temporary supply.

Particulars	Existing Charges (Case No. 25 of 2006) (Rs.)	Proposed Charges by RInfra-D (Rs.)	Approved by the Commission (Rs.)
Temporary Connection	At actual	At actual	At actual

## 2.3 Supervision charges

### 2.3.1 RInfra-D's Proposal

One of the objectors submitted that as per Regulation 3.3.8 of the MERC Supply Code Regulations, consumers are permitted to carry out the work through Licensed Electrical Contractors by paying supervision charges. Though, RInfra-D has not proposed any supervision charges under the Petition, in the response to the objections, RInfra-D submitted that it shall abide by the directions issued by the Commission.

### 2.3.2 Commission's Ruling

As regards carrying out the work through Licensed Electrical Contractor, the MERC Supply Code Regulations specifies as under:

**“3.3.8 Where the Distribution Licensee permits an applicant to carry out works under this Regulation 3.3 through a Licensed Electrical Contractor, the Distribution Licensee shall not be entitled to recover expenses relating to such portion of works so carried out by the applicant:**

*Provided however the Distribution Licensee shall be entitled to recover, from the applicant, charges for supervision undertaken by the Distribution Licensee, at such rate, as may be approved in the schedule of charges under Regulation 18, not exceeding 15 per cent of the cost of labour that would have been employed by the Distribution Licensee in carrying out such works.”(emphasis added)*

In accordance with the rationale stated in the initial paragraphs of this Section, the approved normative Supervision Charges in case work is carried out by Licensed Electrical Contractor are indicated in the table below:

<b>Particulars</b>	<b>Existing Charges (Case No. 25 of 2006) (Rs.)</b>	<b>Proposed Charges by RInfra-D (Rs.)</b>	<b>Approved by the Commission (Rs.)</b>
Supervision Charges in case work is carried out by Licensed Electrical Contractor (LEC)			
For providing HT Supply	-	30000	15000

<b>Particulars</b>	<b>Existing Charges (Case No. 25 of 2006) (Rs.)</b>	<b>Proposed Charges by RInfra-D (Rs.)</b>	<b>Approved by the Commission (Rs.)</b>
For providing LT Supply to three phase Industrial/Commercial Consumers only	-	13000	6000

## **2.4 Extension of Load**

### **2.4.1 RInfra-D's Proposal**

RInfra-D submitted that in case of extension of load, the charges will be applicable on the total load (existing as well as additional load demanded) as per the load slabs indicated. Further, the charges shall also apply to any Open Access consumer connected to RInfra distribution network who demands extension of load.

### **2.4.2 Commission's Ruling**

In accordance with the Order dated November 2, 2006 in Case No. 25 of 2006, for application for increase in contract demand, if the release of additional load/contract demand entails any new works, the Commission allows RInfra-D to recover the normative charges for the total load/contract demand (existing as well as additional load demanded) as per the applicable charges against load slabs approved above under 2.1.2, 2.2.2, 2.3.2.

## **3) Miscellaneous & General Charges**

RInfra-D submitted that this comprises of the following categories of charges:

- Reconnection,
- Visit to consumer's premises,
- Dishonoured Cheque,
- Testing of meter on site and at laboratory,
- Cost of meter,
- Photocopying, and
- Recovery of substation rent

RInfra-D further submitted that all the charges under this section are also applicable for Open Access Consumers connected to RInfra-D network.

### 3.1 Reconnection

#### 3.1.1 RInfra-D's Proposal

RInfra-D submitted that Section 56 of the EA 2003 empowers the Distribution Licensees to discontinue the electricity supply to the consumers for non-payment of electricity bills after following the due procedure laid under the EA 2003. The EA 2003 further specifies that the supply can be discontinued until such charge or other sum, together with any expenses incurred by the Licensee in cutting off and reconnecting the supply, has been paid. Further, RInfra-D has to carry out disconnections and reconnections on many instances such as on account of non-payment of dues, violation of EA 2003, fire and unsafe condition or by the direction of competent authority. Hence, it is proposed to charge the reconnection charges when the consumer complies with the requirement and approaches RInfra-D for reconnection.

#### Reconnection charges –Existing

Sr. No.	Particulars	Existing Charges (Rs)
1	LT service at cut outs	
a	Single Phase	50
b	Three Phase	50
2	HT Supply at Consumer's Installation	200

RInfra-D submitted that the prevailing charges approved by the Commission is inadequate and is not reflective of actual cost incurred for executing this activity. RInfra-D further submitted that during the discussions, various possible cases of reconnection were envisaged and respective activities required on the part of RInfra in each case for reconnection are as given below:

- (a) Reconnection of LT connection at cut-out requires site visit for reconnection of supply and it involves simple closing of circuit by inserting cut-out link/s.
- (b) Reconnection of service cable requires excavation and jointing of cable. Therefore, more manpower is required as compared to normal reconnection. The material cost and Road Reinstatement (RI) charges are not considered here as it depends on whether the excavation is in private property or on MCGM/MBMC road and hence will be recovered through ARR.
- (c) Reconnection with meter installation involves installation of meter in addition to simple reconnection. Therefore, additional manpower required for installation of meter is considered. Meter cost is not considered as it is provided by RInfra-D.

(d) Reconnection of HT supply at consumer's installation involves site visit of qualified engineer and unskilled labour for switching ON the breaker.

RInfra-D submitted that based on the above rationale, the proposed charges for reconnection are as given in the table below:

Sr. No.	Particulars	Staff Man-Hours		Man-Hr Rate (Rs)	Estimated Expenses (Rs)	Proposed Charges (Rs)
		Disconnection	Reconnection			
1	LT service at cut outs					
a	Single phase	1	1	134	268	250
b	Three phase	1	1	134	268	250
2	Reconnection of Service Cable	4	5	134	1206	1200
3	Reconnection with installation of cut-outs	1.5	2	134	469	500
4	Reconnection with installation of Meter	1.5	2	134	469	500
5	HT supply at Consumer's Installation	Officer: 0.5	Officer: 0.5	346	480	500
		Staff: 0.5	Staff: 0.5	134		
6	Reconnection of HT Supply from Rinfra's Substation	1	1	134	268	250

RInfra-D also clarified that if the consumer is disconnected for more than 6 months, the charges and process for new connection will be applicable.

RInfra-D submitted that at many instances, the consumers wish to have disconnection of the services arising mainly result due to out-of-station movement of consumer for longer duration or shift from the existing premises, renovation or modifications in the premises, etc. RInfra-D submitted that any disconnection at the request of consumer is proposed to be charged at a flat rate of Rs. 250.

### 3.1.2 Commission's Ruling

RInfra-D submitted that it has computed the reconnection charges including expenses incurred for disconnection, and charges for disconnection in case disconnection is carried out at the request of the consumer are proposed separately in the Petition.

The Commission observed that the Licensees have considered different sub-heads for the reconnection services provided by RInfra-D, BEST, and TPC-D. The Commission is of the view that though the nomenclature may be different, activities carried out in the field are more or less the same in nature. In order to remove the ambiguities, the Commission has rationalised the activities to be charged. Further, all charges are to be levied only at the time of reconnection, irrespective of whether disconnection has been necessitated on the request of the consumer or on account of non-payment of dues by the consumer.

In accordance with the rationale stated in the initial paragraphs of this Section, the approved normative Reconnection Charges (including charges for Disconnection) are indicated in the table below:

<b>Sr. No.</b>	<b>Particulars</b>	<b>Existing Charges (Case No. 25 of 2006) (Rs.)</b>	<b>Proposed Charges by RInfra-D (Rs.)</b>	<b>Approved by the Commission (Rs.)</b>
	<b>Reconnection Charges</b>			
1	Re-installation of fuse cutout	50	250	100
2	Re-installation of meter	-	500	300
3	HT supply	200	500	500
4	Re-connection of Service Cable	-	1200	750

## 3.2 Shifting of service on Consumer's request

### 3.2.1 RInfra-D's Proposal

RInfra-D submitted that shifting of service is not a routine service, but is required to be carried out at the behest of the consumer, hence, all such (i.e., LT or HT) service shifting expenses are proposed to be charged at 'actual' as per existing practice. Further, the proviso to Regulation 4.3.1 of MERC (Distribution Open Access) Regulations, 2005 stipulates that the charges for shifting of service as prescribed under this schedule shall also apply to all open access consumers connected to RInfra distribution network.

### 3.2.2 Commission's Ruling

The Commission observed that the Licensees have considered different sub-heads for the services provided by RInfra-D, BEST, and TPC-D. The Commission is of the view that though the nomenclature may be different, activities carried out in the field are more or less the same in nature. In order to remove the ambiguities, the Commission has rationalised the activities to be charged.

In accordance with the rationale stated in the initial paragraphs of this Section, the approved normative Charges for shifting of services are indicated in the table below. It is clarified that such charges will be applicable only in cases where the shifting is to be done at the request of the consumer. However, when RInfra-D desires to get the service shifted, then the cost of such shifting shall be entirely borne by RInfra-D.

<b>Particulars</b>	<b>Existing Charges (Case No. 25 of 2006) (Rs.)</b>	<b>Proposed Charges by RInfra-D (Rs.)</b>	<b>Approved by the Commission (Rs.)</b>
Shifting of services/Meter, if carried out only on consumer's request	At actual	At actual	-
Single Phase	-	-	100
Three Phase	-	-	200

### 3.3 Visit Charges

#### 3.3.1 RInfra-D's Proposal

Regulation 9 of the MERC Supply Code Regulations provides that the wiring of consumers' premises shall conform to the standards specified in the Indian Electricity Rules, 1956. As per Rule 47, it is the duty of the supplier to inspect and test the Applicant's installation before connecting the supply. RInfra-D submitted that many a times even after giving proper appointment, consumers do not make installations ready for connection or remain absent or do not provide appropriate access to the installation and connection. Such cases require subsequent visit(s) to the site for no fault of the Distribution Licensee. As per Rule 53(1) of I. E. Rules, 1956, the cost of every subsequent inspection and test shall be borne by the consumer.

### Visit charges –Existing

Sr. No.	Particulars	Existing Charges (Rs)
1	Visit Charges (Only for new connection or additional supply request) (Only in case of subsequent visit for inspection and test of consumer installation and not for the first visit)	25

RInfra-D submitted that considering the increase in local travel charges due to rise in petrol and diesel prices, the revision in the Visit Charges is necessary. RInfra- D proposed revision in such charges based on average man-hours required to carry such activity and has accordingly proposed Visit Charges as given in the table below:

Particulars	Staff Man-Hours	Man- Hr Rate (Rs)	Estimated Expenses (Rs)	Proposed Charges (Rs)
Visit Charges				
Applicability				
-Only for new connection or additional supply request	1	134	134	150
- Only in case of subsequent visit for inspection and test of consumer installation and not for the first visit				

### 3.3.2 Commission's Ruling

In this context, in the Order dated November 2, 2006 in Case No. 25 of 2006, the Commission ruled as under:

*“vi) Visit Charges*

*Regulation 9 of Supply Code provides that the wiring of consumer's premises shall conform to the standards specified in the Indian Electricity Rules, 1956. As per Rule 47, it is the duty of the supplier to inspect & test applicant's installation before connecting the supply. As per Rule 53(1), the cost of first inspection & testing of a consumer's installation carried out in pursuance of the provisions of Rule 47 shall be borne by the supplier & the cost of every subsequent inspection & test shall be borne by the consumer.*

*REL-D has proposed the visit charges if consumer premises on visit at the appointed day are found to be incomplete or wiring is defective or consumer representative fails to be present. However the Commission notes that consumers normally do not make frivolous requisition for visits of the licensee for installation testing. In view of above, the Commission approves the nominal visit charge of Rs 25/- (Twenty Five) only per visit, which will be applicable only for the subsequent visits and not for the first visit for inspection and testing. Refer Annexure-3.”(emphasis added)*

The Commission, while approving Visit Charges has considered the Consumer Price Index (Industrial Workers) to escalate the previously approved charges in Case No. 25 of 2006. In accordance with the rationale stated in the initial paragraphs of this Section, the approved normative Visit Charges are indicated in the table below.

Further, the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010 states under:

*“30. Periodical Inspection and testing of Installations. – (1) Where an installation is already connected to the supply system of the supplier or trader, every such installation shall be periodically inspected and tested at intervals not exceeding five years either by the Electrical Inspector or by the supplier as may be directed by directed by the State Government, and in the case of installation in mines, oilfields and railways, by the Central Government.*

*(2) The periodical inspection and testing of installations of voltage above 650V belonging to the supplier, shall also be carried out in intervals not exceeding five years by the Electrical Inspector;*

*(3) Where the supplier is directed by the Central or the State Government, as the case may be, to inspect and test the installation, he shall report on the condition of the installation to the consumer concerned in the Forms I, II and III as specified in Schedule-IV and shall submit a copy of such report to the Electrical Inspector;*

*(4) The Electrical Inspector may, on receipt of such report, accept the report submitted by the supplier or record variations as the circumstances of each case may require and may recommend that the defects may be rectified as per report;*

...

...

**31. Testing of consumer's installation.**- (1) Upon receipt of an application for a new or additional supply of electricity and before connecting the supply or reconnecting the same after a period of six months, the supplier shall either test the installation himself or accept the test results submitted by the consumer when the same has been duly signed by the licensed Electrical Contractor.

(2) The Supplier shall maintain a record of test results obtained at each supply point to a consumer, in a Schedule-V.

(3) If a result of such inspection and test, the supplier is satisfied that the installation is likely to be dangerous, he shall serve on the applicant a notice in writing requiring him to make such modification as are necessary to render the installation safe and may refuse or reconnect the supply until the required modifications have been completed.”

<b>Particulars</b>	<b>Existing Charges (Case No. 25 of 2006) (Rs.)</b>	<b>Proposed Charges by RInfra-D (Rs.)</b>	<b>Approved by the Commission (Rs.)</b>
Visit Charges (Only for new connection or additional supply request) (Only in case of subsequent visit for inspection and test of installation and not for the first visit)	25	150	100

### **3.4 Dishonoured Cheque**

#### **3.4.1 RInfra-D's Proposal**

RInfra-D submitted that most of the consumers prefer paying the electricity bills through cheque, however, many a times, there have been instances of cheque dishonour for many reasons. A dishonoured cheque, when returned from a bank requires sending communication to the consumer, bank reconciliation/transaction recording, etc. The bank also levies certain charges on RInfra-D. Therefore, it is appropriate to charge the consumer whose cheque is dishonoured in order to recover the processing costs and the levies, if any, by the bank.

### Cheque Dishonour Charges- Existing

Particulars	Existing Charges (Rs)
Dishonoured Cheques	250

RInfra-D submitted that at present there are no guidelines or revision in levy of charges for Dishonour of Cheques proposed by RBI/Competent Authority, hence, RInfra-D proposes to continue with the charges as approved by this Commission vide its Order in Case No 25 of 2006 dated November 2, 2006.

### 3.4.2 Commission's Ruling

When a cheque is dishonoured, it is considered to be a serious offence as per Section 138 of the Negotiable Instruments Act. The Commission, therefore, approves the charges towards compensation of bank charges and other costs as Rs. 250/- per instance towards dishonoured cheques from all consumer categories.

Particulars	Existing Charges (Case No. 25 of 2006) (Rs.)	Proposed Charges by RInfra-D (Rs.)	Approved by the Commission (Rs.)
Charges for Dishonoured Cheques (irrespective of cheque amounts)	250	250	250

### 3.5 Meter Testing

#### 3.5.1 RInfra-D's Proposal

RInfra-D submitted that Regulation 14.4.2 of the MERC Supply Code Regulations provides for recovery of charges for meter testing at the request of consumers.

#### Meter Testing charges –Existing

Sr. No.	Particulars	Existing Charges (Rs)
1	Meter Testing on site with Accu-check Set	
a	Single Phase	50
b	Three Phase	200

Sr. No.	Particulars	Existing Charges (Rs)
2	Meter Testing at REL-D Meter Testing Laboratory	
a	Single Phase	100
b	Three Phase	300
c	HT Tri-vector/TOD meter	500

RInfra-D further submitted that the meter testing is possible only at the laboratory. Meter testing in laboratory involves site visit for replacement of meter (i.e., removing meter to be tested and installing new meter), carrying removed meter to the laboratory and subsequently testing of meter. The average time required for the activities is as under:

RInfra-D proposed the meter testing charges based on the average time (man-hour) involved as given in the table below:

Sr. No.	Particulars	Staff Man-Hours	Man-Hr Rate (Rs)	Estimated Expenses (Rs)	Proposed Charges (Rs)
	Meter Testing at REL-D's Meter Testing Laboratory				
A	Single Phase	Staff: 3	134	748	750
		Officer: 1	346		
B	Three Phase	Staff: 4	134	882	900
		Officer: 1	346		
C	HT Tri-vector/TOD meter	Staff: 3	134	1094	1100
		Officer: 2	346		

RInfra-D submitted that abovementioned charges are for the meter testing at RInfra-D's Meter Test Laboratory, however, if the consumer intends to get the meter tested in any other government approved meter testing laboratory, then RInfra-D proposes that the consumer shall pay charges as claimed by such respective laboratory. Similarly, Open Access consumers, who have RInfra meter installed at their premises may also request to test the accuracy of the meter.

### 3.5.2 Commission's Ruling

While scrutinising the Petition, the Commission observed that existing Schedule of Charges provides for 'Meter testing at site with Accu-check Set'. However, in its Petition, RInfra-D

stated that the meter testing is possible only at the laboratory. The Commission asked RInfra-D to justify its contention in this regard. RInfra-D replied as under:

*'RInfra-D submits that the present petition wishes to replace the practice of on-site checking of meters by accu-check sets by testing the same at laboratory. RInfra-D submits that meter testing at laboratory should be the standard testing practice adopted for meter testing and should be preferred over on-site testing on the following grounds –*

- a. 'Accu-check' set used for site testing is not 'Reference Standard Set' (RSS).*
- b. In case of accu-check, the parameters like voltage, current, power-factor, etc., cannot be controlled as required for testing, whereas the meter must always be tested under controlled environment for better results, which is possible only in a laboratory.'*

In this context, the CEA (Installation and Operation of Meters) Regulations, 2006 specifies as under:

***"17. Quality assurance of meters.-***

...

***(2) The licensee shall set up appropriate number of accredited testing laboratories or utilize the services of other accredited testing laboratories. The licensee shall take immediate action to get the accreditations of their existing meter testing laboratories from NABL, if not already done.***

...

***18. Calibration and periodical testing of meters.-***

...

***(2) Consumers meter***

***The testing of consumer meters shall be done at site at least once in five years. The licensee may instead of testing the meter at site can remove the meter and replace the same by a tested meter duly tested in an accredited test laboratory. In addition, meters installed in the circuit shall be tested if study of consumption pattern changes drastically from the similar months or season of the previous years or if there is consumer's complaint pertaining to a meter. The standard reference meter of better accuracy class than the meter under test shall be used for site testing of consumer meters up to 650 volts. The testing for consumers meters above 650 volts should cover the entire metering system including CTs, VTs. Testing may be carried out through NABL accredited mobile laboratory using secondary injection kit,***

*measuring unit and phantom loading or at any accredited test laboratory and recalibrated if required at manufacturer's works.*

**(3) Energy accounting and audit meters**

*Energy accounting and audit meters shall be tested at site at least once in five years or whenever the accuracy is suspected or whenever the readings are inconsistent with the readings of other meters, e.g., check meters, standby meters. The testing must be carried out without removing the CTs and VTs connection. Testing may be carried out through NABL accredited mobile laboratory using secondary injection kit, measuring unit and phantom loading or at any accredited test laboratory and recalibrated if required at manufacturer's works."**(emphasis added)***

In view of the above, the Commission is of the view that if charges are not stipulated for 'Meter testing on site' the consumers shall be left only with the option of meter testing at laboratories. Further, the CEA Regulations have a provision, as quoted above and reads '*In addition, meters installed in the circuit shall be tested if study of consumption pattern changes drastically from the similar months or season of the previous years or if there is consumer's complaint pertaining to a meter*', which has clearly envisaged and captured the need for testing of meter at site. If RInfra-D's proposal for allowing meter testing only at the laboratory is accepted, the consumer will have to go through the onerous process of meter removal, meter testing, and installation along with the charges approved under this Schedule of Charges, at every such instance of consumer complaint pertaining to a meter. Accordingly, the Commission has approved the Charges for 'meter testing at site'. RInfra-D is hereby directed to carry out the meter testing at site as envisaged under the CEA Regulations. It is clarified that the charges approved below shall be applicable only in case meter testing at site is done on the consumer's request, and shall not be applicable when meter testing is done by the Licensee either carried out as part of routine activity or for addressing its own concerns.

Further, in line with the CEA Regulations, RInfra-D should take immediate action to get accreditation for their existing meter testing laboratories from NABL, if not already done.

As per Regulation 14.4.2 of the MERC Supply Code Regulations, the consumer may, upon payment of such testing charges as may be approved by the Commission under Regulation 18, request the Distribution Licensee to test the accuracy of the meter. Further, as per proviso to the aforementioned Regulations, the consumer may require the Distribution Licensee to get the meter tested at such facility as may be approved by the Commission. Accordingly, the Commission, vide its Notice dated May 31, 2011, notified as under:

*“... the Commission hereby notifies that all the meter testing laboratories, in India, which have been accredited by the National Accreditation Board for Testing and Calibration Laboratories” (“NABL”), set up by the Govt. of India, and whose accreditation remains valid at the time of the meter testing (as per the NABL website), shall be considered as being on the list of the Testing Laboratories approved by the Commission. Providing a list of such Laboratories to the concerned consumer, shall be the responsibility of the concerned Distribution Licensee.”*

As per Regulation 14.4.3, the Distribution Licensee should provide a copy of meter test report within a period of two months from the date of request for the testing of the meter by the consumer.

As per Regulation 14.4.4, in the event of the meter being tested and found beyond the limits of accuracy as prescribed under Regulation 8 of CEA (Installation & Operation of Meters) Regulation, 2006, under Section 55 of the Act, the Distribution Licensee shall refund the testing charges paid by the consumer and adjust the amount of bill in accordance with the results of the test.

While approving the following Charges, the Commission has also kept in mind that testing charges should be commensurate with the cost of the meter, and should not create any hindrance to consumers exercising the option of meter testing, especially when the entire testing facility established by the Distribution Licensee is for servicing its own consumers.

<b>Sr. No.</b>	<b>Particulars</b>	<b>Existing Charges (Case No. 25 of 2006) (Rs.)</b>	<b>Proposed Charges by RInfra-D (Rs.)</b>	<b>Approved by the Commission (Rs.)</b>
1	<b>Meter Testing on site with Accu-check Set</b>			
	Single Phase	50	-	-
	Three Phase	200	-	-
2	<b>Meter Testing at site on Consumer's request</b>			
	Single Phase	50	-	100
	Three Phase	200	-	350

Sr. No.	Particulars	Existing Charges (Case No. 25 of 2006) (Rs.)	Proposed Charges by RInfra-D (Rs.)	Approved by the Commission (Rs.)
3	<b>Meter Testing at RInfra-D's Laboratory</b>			
	Single Phase	100	750	200
	Three Phase	300	900	500
	HT Tri-vector/TOD meter	500	1100	1000
4	<b>Meter testing at Government approved laboratory</b>	-	At actual	At actual

### 3.6 Cost of Meter

#### 3.6.1 RInfra-D's Proposal

RInfra-D submitted that as per the MERC Supply Code Regulations, the consumer has a choice to purchase own meter or take the meter from the Licensee. In case the meter is burnt or stolen then in accordance with the above mentioned Regulations, the Distribution Licensee is empowered to recover the meter cost.

#### Cost of Meter – Existing

Sr. No.	Particulars	Existing Charges (Rs)
1	Single Phase	700
2	Three Phase whole current meter	3000
3	Three Phase CT operated meter	5500
3	HT TOD meter	5500

RInfra-D submitted that it does not propose to charge the cost of meter to the consumer for new connection. However, if the meter is lost or burnt, then meter cost along with expenditure incurred for replacement shall be recovered. The proposed charges are shown in the table below:

Sr. No.	Particulars	Cost of Meter	Installation Cost			Total (Rs)	Proposed Charges (Rs)
			Staff Man-Hours	Man-Hr Rate (Rs)	Est. Exp. (Rs.)		
1	Single phase meter	1203	Staff: 2	134	268	1471	1500
2	Three phase whole current meter	2760	Staff: 3	134	402	3162	3200
3	Three phase CT operated meter	Meter: 3905	Staff: 4	134	536	5041	5000
		CT: 3x200					
4	HT TOD meter	Meter: 4006	Staff: 5	134	1362	5968	6000
		CT: 3x200	Officer: 2	346			

RInfra-D further submitted that wherever meters with communication modems are installed, then in case of any theft of modem or damage to modem, the modem cost of Rs. 3500 will be charged in addition to the cost of meter mentioned above. Further, in case any Distribution Open Access consumer (existing or intending) requires ABT compliant meter to be procured and installed by RInfra, then actual cost of such meter shall be recovered from such consumer. RInfra-D submitted that under Regulation 7.2 of MERC (Distribution Open Access) Regulations, 2005, the same charges shall also apply to all Open Access consumers, who have RInfra meter installed and whose meter is either burnt or stolen.

### 3.6.2 Commission's Ruling

In this context, in the Order dated November 2, 2006 in Case No. 25 of 2006, the Commission had ruled as under:

*“iv) Meter Change/Burnt Meter & Lost Meter Replacement Charges*

*As per Section 55 of the Act, it is the responsibility of licensee to supply electricity through installation of correct meter in accordance with the regulations made in this regard by the Authority i.e. CEA.*

*The Government of India has notified CEA (Installation & Operation of Meters) Regulation, 2006 on 17<sup>th</sup> March 2006. As per Regulation 6(2)(a) of CEA (Installation & Operation of Meters) Regulation, 2006, ‘consumer meters shall generally be owned by the licensee’.*

*The above provision implies that the licensee should provide meter for new connection and the cost of meter shall be borne by the licensee, except where a consumer elects to purchase the meter from licensee.*

*Further, as per Regulation 14.2 of Supply Code, the Distribution licensee may recover the price of new meter from the consumer towards replacement of Lost/ Burnt meters.*

*REL-D has given normative charges for Burnt & Lost meter under common heading “New Connections/ Shifting of Services/ Temporary Connections/ Meter Change/Burnt Meter & Lost Meter Replacement Charges/ Extension of Load”. However, REL-D has not furnished cost of meter applicable in case of replacement against lost/burnt meters separately. In view of above, the Commission allows REL-D to charge the cost of meter as indicated in **Annexure-3**. The costs approved are based on the Commission’s assessment of market rates of static meters, which would be applicable only in case of a burnt or a lost meter or where a consumer opts to purchase the meter from REL-D.”*

Based on the Commission’s assessment of the market rates, and in accordance with the rationale stated in the initial paragraphs of this Section, the Commission approves the following rates, which would be applicable only in case of a burnt or lost meter or where a consumer opts to purchase the meter from RInfra-D. Further, in the absence of any back-up documents the Commission is not inclined to approve the rate for modem.

<b>Particulars</b>	<b>Existing Charges (Case No. 25 of 2006) (Rs.)</b>	<b>Proposed Charges by RInfra-D (Rs.)</b>	<b>Approved by the Commission (Rs.)</b>
Cost of Meter (applicable when consumer opts to purchase the meter from RInfra-D & in case of Lost or Burnt meter)			
Single Phase meter	700	1500	1000
Three Phase whole current meter	3000	3200	3000
Three Phase CT operated meter	5500	5000	4000
HT TOD meter	5500	6000	4500
Cost of communication Modem	-	3500	-
ABT compliant meter	-	-	At actual

### 3.7 Photocopying Charges

#### 3.7.1 RInfra-D's Proposal

RInfra-D submitted that many a times, the consumer needs a copy of his records or copies of Regulatory Orders from the Distribution Licensees, which involves cost. RInfra-D submits that the Commission has approved such charges at Rs 1/- per page, and has not sought any revision in such charges.

#### 3.7.2 Commission's Ruling

The Commission allows RInfra-D to charge for copies of consumer records or copies of Regulatory Orders at the rate of Rs. 1/- per page.

Particulars	Existing Charges (Case No. 25 of 2006) (Rs.)	Proposed Charges by RInfra-D (Rs.)	Approved by the Commission (Rs.)
Photocopying of Regulatory Orders etc. (Rs./Page)	1	1	1

### 3.8 Duplicate Bill charges

#### 3.8.1 RInfra-D's Proposal

RInfra-D submitted that the Commission has approved such charges at the rate of Rs 1/- per page, and has not sought any revision in such charges. However, RInfra-D proposed to limit this charge up to first 2 copies only. Any additional copy thereafter shall be charged at Rs. 10 per page.

#### 3.8.2 Commission's Ruling

As regards charging the consumers for issue of duplicate monthly bill, it is observed that the proposed charges are on higher side. Further, in case RInfra-D's proposal is accepted, the Licensee would have to keep track of how many times the consumer has asked for duplicate copies, which would be uneconomical. Therefore, in case the consumer asks for duplicate copy of each monthly bill, the same should be made available at Rs. 2/- per bill.

<b>Particulars</b>	<b>Existing Charges (Case No. 25 of 2006) (Rs.)</b>	<b>Proposed Charges by RInfra-D (Rs.)</b>	<b>Approved by the Commission (Rs.)</b>
Duplicate Bills (Rs./Page) for first 2 copies	1	1	-
Duplicate copy of each monthly bill (Rs./Bill)	-	-	2

### **3.9 Statement of Accounts**

#### **3.9.1 RInfra-D's Proposal**

RInfra-D submitted that there are several instances wherein the consumer requires the Statement of Accounts specifying details like bill amount, Cr/Dr adjustments, payment made, etc. Since such statements are taken by consumers for their specific use, it is proposed to charge for such services at the rate of Rs.5/- per page.

#### **3.9.2 Commission's Ruling**

With due regard to the objections and responses received in this regard, the Commission allows RInfra-D to charge Rs.2/- page for such Statement of Account.

<b>Particulars</b>	<b>Existing Charges (Case No. 25 of 2006) (Rs.)</b>	<b>Proposed Charges by RInfra-D (Rs.)</b>	<b>Approved by the Commission (Rs.)</b>
Statement of consumer accounts (Rs./Page)	-	5	2

### **3.10 Stamp Duty & Registration Charges**

#### **3.10.1 RInfra-D's Proposal**

RInfra-D submitted that in order to meet the load requirement of the new development or premise, if not possible through existing network, appropriate size of land or substation is taken from the developer or owner of the premise. As per the legal framework, the

Distribution Licensee needs to enter into a Lease Agreement with the developer or owner of the premise. RInfra-D proposed that any payment that may be required for stamp duty and registration of the Lease Agreement should be recovered from the developer or owner of the premise.

### 3.10.2 Commission’s Ruling

The Commission is of the view that these charges, viz., stamp duty and registration for the Lease Agreement, are incidental expenses, incurred for setting up the sub-station. The sub-station is part of the distribution network and is utilised for serving all the consumers. Further, on many occasions, the same sub-station is utilised to provide power supply to any subsequent development nearby, and in such cases, it will not be possible to ensure one-to-one correspondence. Also, RInfra-D's proposal in this regard is very difficult to implement, especially if the amount is to be recovered from the owners of the premises residing in a block of flats, because there can be disputes on the method of allocation between the owners of the premises.

The Commission accordingly rules that all such legitimate costs that may be incurred have to be recovered through the ARR and has hence, not accepted RInfra-D's proposal in this regard.

<b>Particulars</b>	<b>Existing Charges (Case No. 25 of 2006) (Rs.)</b>	<b>Proposed Charges by RInfra-D (Rs.)</b>	<b>Approved by the Commission (Rs.)</b>
Stamp Duty & Registration Charges	-	At actual	-

### 3.11 Recovery of Sub-station rent

#### 3.11.1 RInfra-D’s Proposal

RInfra-D submitted that substations are the back bone of the electric distribution system. A substation houses the transformation equipment and switches for better operation and optimization of the distribution network. Electricity is transmitted at higher voltages and stepped down to distribution voltage near load points. The capacity of substation (usually defined in kVA or MVA) depends on the load requirement of the area or project. RInfra-D is traditionally constructing substations in its licensed area on open spaces provided by the

users or developers or Local Authorities at a notional rent of Re. 1 per annum. The concept of notional rent is adopted so as to reduce the expenditure of the Distribution Licensee and minimize the impact on distribution tariffs.

Further, Mumbai suburban area is developing very fast due to development of basic infrastructure such as roads, railways, metros, road transports, drainage and water systems, etc. The trend is to develop large commercial and residential complexes in open spaces or after demolition of existing old structures. The Local Authorities have given special additional FSI for redevelopment. Many a times, TDR is used to develop small spaces or small existing structures. The electrical load requirement of such complexes is huge and needs dedicated electrical infrastructure. In the recent past, it has been noticed that even though the substation requirement is for that particular development, Developers demand rentals at market rate from RInfra-D for providing space for substation. Since, existing users elsewhere in the licensed area are not paid any substation rental based on the market rate; it will not be justified to pay market rental for such new developments. In cases where such a rent for substations is required to be paid by RInfra-D to the new developments, then the same will be recovered from ARR passing on the burden to the entire consumer base, which means that the users who have provided substation space free of cost will have to unnecessarily share the burden of rental paid to the new developers.

To avoid such bias, RInfra-D proposed that if the substation space is taken from any developer / society / consumers / a person only to meet his / their project requirement and if the developer / society / consumers / a person demands market rental (any other rental than nominal Re.1 per annum), then such rental should be recovered from the consumers occupying that particular development or as the case may be so that the burden of the same does not get passed on to the rest of the consumers. RInfra-D proposed to collect such rental through monthly bill under separate line item, and requested the Commission to accord its approval to treat recovery of such rentals as a recoverable under tariffs as a separate line item in electricity bills.

The proposed Monthly Rent Recovery (MRR) from electricity bill of each user consumer of that particular development shall be calculated as per formula:

$$\text{MRR} = \text{ARP} / (12 \times \text{NOC})$$

Where,

‘MRR’ is monthly Rent Recovery per consumer in ‘Rupees’;

‘ARP’ is Annual Rent Paid to developer or payee person in ‘Rupees’;

‘NOC’ is the Number of Consumers owning or occupying the premises in the said development and electricity is fed to then from the substation under reference in numbers.

### 3.11.2 Commission’s Ruling

RInfra-D has requested the Commission’s approval to treat recovery of rentals as recoverable under tariffs as a separate line item in the electricity bills.

The Commission is of the view that the lease rent is being paid for setting up the sub-station, which is part of the distribution network and is utilised for serving all the consumers. Further, on many occasions, the same sub-station is utilised to provide power supply to any subsequent development nearby, and in such cases, it will not be possible to ensure one-to-one correspondence. Also, RInfra-D's proposal in this regard is very difficult to implement, and requires the amount to be recovered from the monthly electricity bills of the consumers, which makes it a tariff related issue, which cannot be dealt with under the Schedule of Charges.

The Commission has accordingly not accepted RInfra-D's proposal in this regard.

Particulars	Existing Charges (Case No. 25 of 2006) (Rs.)	Proposed Charges by RInfra-D (Rs.)	Approved by the Commission (Rs.)
Recovery of Substation Rent	-	$\text{MRR} = \text{ARP} / (12 \times \text{NOC})$ Where, ‘MRR’ is monthly Rent Recovery per consumer in ‘Rupees’; ‘ARP’ is Annual Rent Paid to developer or payee person in ‘Rupees’; ‘NOC’ is the Number of Consumers owning or occupying the premises in the said development and electricity is fed to then from the substation under reference in numbers.	-

### 3.12 Recovery of Royalty/RoW charges if levied on RInfra

#### 3.12.1 RInfra-D's Proposal

RInfra-D submitted that while laying cables, many Authorities like Railways, MCGM, private parties, etc., demand Royalty/RoW charges (either one time or on a recurring basis) even though the network development is exclusively for their own use. In case if the network development is exclusive for such specific Authority / private party, it is proposed to recover the amount paid against Royalty or RoW from respective Authority or Private party or beneficiaries of that particular network through corresponding adjustment in their electricity bills. This will ensure that undue burden is not passed on to the other consumers.

#### 3.12.2 Commission's Ruling

RInfra-D has requested the Commission's approval to recover the amount paid against Royalty or RoW from respective authority or Private parties or beneficiaries of that particular network through corresponding adjustment in their electricity bills.

The Commission is of the view that the royalty/RoW charges, if charged, are being paid for setting up the distribution network, which is utilised for serving all the consumers. Also, RInfra-D's proposal in this regard is very difficult to implement, and requires the amount to be recovered from the monthly electricity bills of the consumers, which makes it a tariff related issue, which cannot be dealt with under the Schedule of Charges.

The Commission has accordingly not accepted RInfra-D's proposal in this regard.

Particulars	Existing Charges (Case No. 25 of 2006) (Rs.)	Proposed Charges by RInfra-D (Rs.)	Approved by the Commission (Rs.)
Recovery of Royalty/RoW charges if levied on RInfra	-	If Royalty / RoW charges are levied on RInfra, then same to be recovered for respective beneficiary / beneficiaries through adjustment in electricity bill/s at actual.	-

### **3.13 Recovery of full/partial rental for network usage**

#### **3.13.1 RInfra-D's Proposal**

It is submitted that in multi storied/ multi occupant commercial buildings, the load of individual consumer may exceed 150 kW. Considering space constraints, it is not possible for every consumer having 150 kW and above load to install transformer and take HT connection as envisaged under the MERC SOP Regulations. Further, the Commission in its Order dated June 01, 2010 passed in Case No. 75 of 2007 filed by M/s Maharashtra Chamber of Commerce, Industries and Agriculture, has recommended to follow the Franchisee route to overcome this issue. However, Developers, Cooperative Societies and Associations are reluctant to go for Franchisee arrangement, and it is more difficult if such consumers are few in number. RInfra-D therefore, proposed that RInfra-D shall install the appropriate rating transformer and required network to meet the load of low load consumers and also loads of consumers requiring more than 150 kW. To ensure that the cost burden is not passed on to other RInfra-D consumers, it is proposed to recover following charges from the consumers having load above 150 kW in common building for whom RInfra-D has created network facility –

- Monthly rental proportionate to usage of respective 150 kW and above load consumer.
- Grossed-up energy consumption of such consumers for billing purposes by adding proportionate transformation losses so that energy consumption on HT side is determined since such consumer would be billed with HT tariff.

#### **3.13.2 Commission's Ruling**

RInfra-D has proposed to recover certain charges from the consumers having load above 150 kW in common building for whom RInfra-D has created network facility through their electricity bills.

The Commission is of the view that RInfra-D's proposal in this regard requires the amount to be recovered from the monthly electricity bills of the consumers, which makes it a tariff related issue, which cannot be dealt with under the Schedule of Charges.

The Commission has accordingly not accepted RInfra-D's proposal in this regard.

Particulars	Existing Charges (Case No. 25 of 2006) (Rs.)	Proposed Charges by RInfra-D (Rs.)	Approved by the Commission (Rs.)
Recovery of full/partial rental for network usage	-	<p>It is proposed to recover following charges from the consumers having load above 150 kW in common building for whom RInfra-D has created network facility –</p> <ul style="list-style-type: none"> <li>• Monthly rental proportionately to usage of respective 150 kW and above load consumer.</li> <li>• Gross-up energy consumption of such consumers for billing purpose by adding proportionate transforming losses so that energy consumption on HT side is determined since such consumer would be billed with HT tariff.</li> </ul>	-

#### 4) Schedule of Charges for Changeover Consumers

RInfra-D submitted that the Commission, vide its interim Order dated 15 October, 2009 in Case No. 50 of 2009, allowed TPC-D to access the distribution network of RInfra-D to supply electricity to consumers choosing TPC-D as Supply Distribution Licensee (SDL). RInfra-D submitted that it has the primary responsibility of maintaining the network even for consumers using supply from TPC-D, in a similar manner as it caters its own consumers. Apart from maintaining the distribution network, RInfra-D needs to provide various services to the changeover consumers as communicated by the SDL. Services which are individual in nature, but required by the changeover consumers are proposed to be separately charged and recovered. Since the special service is provided by RInfra-D to changeover consumers, the charges are payable to RInfra-D.

The charges are proposed for activities required at the time of consumer converting to Group III. Whenever any Group I or Group II consumer wishes to switchover to other

Licensee's network, i.e., convert to Group III, RInfra-D needs to check its billing and arrears, visit the site, disconnect and remove the meter, etc. Since these activities are consumer specific, charges are proposed under the schedule of charges. Since, as per interim Order, TPC-D is the sole interface for the changeover consumers and shall deal with all consumer service requirements and complaints including those relating to billing, meter accuracy, supply quality, network, etc., it is proposed to recover these charges through a debit note to TPC-D.

All the charges proposed by RInfra-D for changeover consumer have been discussed followed by the Commission's combined ruling on these Charges.

#### **4.1 Scrutiny of Consumer in initial JMR List**

##### **4.1.1 RInfra-D's Proposal**

RInfra-D submitted that as stipulated in Clause 1.3 of the interim Order dated 15 October, 2009, RInfra-D is required to check and provide information as to whether such a consumer is not disconnected for non-payment, latest arrears, pending disputes, court cases, etc. TPC-D forwards the consolidated list of consumers who have opted for changeover and RInfra-D responds to it after checking the above specified parameters for each consumer. Since the service provision only entails checking of records, only back-office manpower cost is involved. Man-hours required in back office have been worked out for this activity and using average man-hour rate, the cost has been computed, as shown in the table below:

<b>Particulars</b>	<b>Man-Hours</b>	<b>Man-Hr Rate (Rs)</b>	<b>Total (Rs)</b>	<b>Proposed Charges (Rs)</b>
Consumers appearing in initial JMR List	0.5	134	67	70

#### **4.2 Joint Meter Reading**

##### **4.2.1 RInfra-D's Proposal**

RInfra-D submitted that as specified in Clause 1.4 of the interim Order dated October 15, 2009, RInfra-D is required to undertake Joint Meter Reading (JMR) for the changeover consumers. This activity requires site visit by RInfra-D officials. RInfra-D further submitted that sometimes, even if the consumer opts for TPC-D's meter, then this activity includes JMR with meter change, which consumes more time than normal JMR. As per the process, RInfra-D staff removes RInfra-D meter and TPC-D staff installs their meter. Therefore, JMR activity is categorized into JMR with meter change and JMR without meter change.

Since, site visit is required for this activity; the time required for this activity is estimated including time involved in travelling. The man-hours for this activity and proposed charges are described hereunder.

### **JMR Charges without Change of Meter**

RInfra-D visits the site along with the officials of TPC-D to undertake the meter reading and thereafter verification and exchange of information takes place between them for recording purpose. For the purpose of calculation of such charges, RInfra-D has considered the average time taken during such activity as shown in the table below:

<b>Particulars</b>	<b>Man-Hours</b>	<b>Man-Hr Rate (Rs)</b>	<b>Total (Rs)</b>	<b>Proposed Charges (Rs)</b>
JMR Site visit	Staff: 1	134	134	130

### **4.3 JMR Charges with Change of Meter**

#### **4.3.1 RInfra-D's Proposal**

RInfra-D submitted that in addition to the abovementioned activity, meter removal activity is also carried-out on site, which requires involvement of more staff and their corresponding cost. Depending upon the type of meter, time taken for meter removal has been considered while proposing the charges.

<b>Sr. No.</b>	<b>Particulars</b>	<b>Man-Hours</b>	<b>Man-Hr Rate (Rs)</b>	<b>Total (Rs)</b>	<b>Proposed Charges (Rs)</b>
1	Single phase meter	Staff: 2	134	268	250
2	Three phase whole current meter	Staff: 3	134	402	400
3	Three phase CT operated meter	Staff: 4	134	536	500
4	HT TOD meter	Staff: 5	134	1362	1400
		Officer: 2	346		

#### **4.4 Extension of Load**

##### **4.4.1 RInfra-D's Proposal**

RInfra-D submitted that in case of extension of load required by changeover consumer, the charges will be applicable on the total load (existing as well as additional load demanded) as per the load slabs indicated in 2.1 above. These charges shall also be applicable for any other Open Access consumer within the area of supply of RInfra.

#### **4.5 Shifting of service, if carried out only on consumer's request**

##### **4.5.1 RInfra-D's Proposal**

Charges are proposed as per 3.2.1 above.

#### **4.6 Reconnection Charges**

##### **4.6.1 RInfra-D's Proposal**

In case of reconnection of supply required by Changeover consumer, the charges are proposed as indicated in 3.1.1 above.

#### **4.7 Disconnection Charges**

##### **4.7.1 RInfra-D's Proposal**

In case of request of disconnection of supply required by Changeover consumer, the charges are proposed as indicated in 3.1.1 above.

#### **4.8 Visit Charges**

##### **4.8.1 RInfra-D's Proposal**

RInfra-D submitted that many a times JMR is cancelled due to non-availability of consumer on site or service position is not accessible at the time of JMR. Such cases require rescheduling of JMR and visit. It is therefore, proposed to charge any subsequent visit carried out by RInfra-D staff for JMR as indicated in 3.3.1 above (the charges for first JMR visit are as per 4.2 above).

#### **4.9 Testing of meter on site and at laboratory**

##### **4.9.1 RInfra-D's Proposal**

RInfra-D submitted that as in the normal case of RInfra-D consumer, it may happen that changeover consumers who have RInfra-D meter installed, may desire to get the meter tested for accuracy. Further, depending upon whether meter is to be tested on site or in the laboratory, it is proposed that changeover consumer shall pay the meter testing fee as proposed under 3.5.1 above.

#### **4.10 Cost of meter**

##### **4.10.1 RInfra-D's Proposal**

RInfra-D submitted that if RInfra-D meter and or communication modem installed for changeover consumer is burnt or stolen, changeover consumers shall pay the cost of burnt meter and modem charges as proposed under 3.6.1 above.

##### **Commission's Ruling**

In the context of consumer changeover from Wire Distribution Licensee to Supply Distribution Licensee using the distribution network of the Wire Distribution Licensee, the Commission has issued certain Orders in the past, which have been challenged before the Hon'ble Appellate Tribunal for Electricity (ATE). The ATE has given its Judgment on one batch of Appeals (Appeals No. 132, 133, 139, 144 and 164 of 2011) on 21 December, 2012, and the Judgment copy has been uploaded on the ATE's website around 3-4 days ago. The Commission is presently evaluating the ATE Judgment and its implications on consumer changeover. Hence, the Commission will separately examine RInfra-D's proposals in this regard.

#### **5) Schedule of Charges related to Open Access**

##### **RInfra-D's Proposal**

RInfra-D submitted that under monthly energy settlement exercise, the following activities are carried out-

- Scheduling for partial open access consumers
- Daily monitoring of schedule and demand of consumer
- 15 minute energy settlement every month
- Monthly joint meter reading, and
- Coordination with SLDC for generation credit and corresponding settlement with open access consumer

It is proposed to charge for the abovementioned activity on monthly basis at the rate of Rs. 500.

##### **Commission's Ruling**

In accordance with the rationale stated in the initial paragraphs of this Section, the Commission approves the following charges:

<b>Particulars</b>	<b>Existing Charges (Case No. 25 of 2006) (Rs.)</b>	<b>Proposed Charges by RInfra-D (Rs.)</b>	<b>Approved by the Commission (Rs.)</b>
For Open Access 1 MW and above			
Open Access Processing Fee per application	-	-	2500
Open Access Operating Charges per month	-	500	2500

## **6) Taxes**

### **RInfra-D's Proposal**

RInfra-D submitted that all the charges proposed for various services are excluding taxes, if any. In case such taxes are made applicable or introduced by any Competent Authority same shall be recovered from the respective consumers along with charges proposed under this schedule of charges.

### **Commission's Ruling**

In case any taxes are made applicable or introduced by any Competent Authority in future, RInfra-D shall be allowed to recover such charges from the respective consumers for services for which schedule of charges are approved in this Order, subject to RInfra-D producing such relevant documents issued by Competent Authority.

### **Applicability & Validity**

This Schedule of Charges approved by the Commission shall be applicable with effect from 1 January, 2013 and will continue to remain in force till further Orders.

Sd/-  
(Vijay L. Sonavane)  
Member

Sd/-  
(V. P. Raja)  
Chairman

## Annexure I

List of persons who attended the Technical Validation Session held on 22 August, 2012

Sr. No.	Name
1	Shri. Ashok Pendse, TBIA (Consumer Representative)
2	Shri. Kapil Sharma, RInfra-D
3	Shri. Kishore Patil, RInfra-D
4	Shri. Dilip Shah, RInfra-D
5	Shri. P S Panona, RInfra-D
6	Ms. Shradha Kaley, RInfra-D
7	Shri. Mangesh Inamdar, RInfra-D
8	Shri. Sameer Mayekar, RInfra-D
9	Shri. Pramod Deore, RInfra-D
10	Shri. Manoj Chouhan, RInfra-D
11	Smt. S. R. Mehendale, TPC-D
12	Shri. H.I. Inamdar, TPC-D
13	Shri.D.S. Khalap, BEST
14	Shri. V.M. Kamat, BEST
15	Shri. A.R. Talegaonkar, BEST
16	Shri. S.S. Patil, BEST
17	Shri. M.C. Potphode, TPC-D
18	Shri. Pillai, TPC-D
19	Shri. Chintamani Chitnis, TPC-D
20	Shri. M. D.Salvi, TPC-D
21	Shri. H.C.Gokarn, TPC-D
22	Shri. G.M. Gautam, TPC-D

## Annexure 2

List of Individuals who attended the Public Hearing held on 29 November, 2012

<b>Sr. No.</b>	<b>Name</b>
1	Shri. N. Ponarthnam (Vel Induction )
2	Shri. P.V.Sujay Kumar (Individual )
3	Shri. Balkrishnan (Cuffe Parade Residents Association )
4	Shri. Y. N. Kulkarni (Individual )
5	Shri. George John (Individual )
6	Shri. K.K.Chopra (Individual )
7	Shri. R. Shenoy (AHAR )
8	Shri. Abhijit Dhandhe (IPPAI )
9	Shri. Santosh Balgi (AHAR )
10	Shri. D.K.Shetty (Individual )
11	Shri. Rajendra Shirdhaval
12	Shri. Nitin Shetty
13	Shri. V C Bethi
14	Shri. Surendra Shetty
15	Shri. Shashidar Shetty (AHAR )
16	Shri. Prajka Kasale (Maharashtra Times )
17	Shri. Chetan (AAP )
18	Shri. Bhavesh Paneja (AAP )
19	Shri. Hakeem Dasir (AAP )
20	Shri. Diler
21	Shri. Dinesh Sahu (M M M A)
22	Shri. Davendra Kaushik
23	Shri. Ashish Kaushik
24	Shri. Kishor kaushik
25	Shri. Kiran karande (Sakal)
26	Shri. Uday Jadhav (IBN Lokmat)
27	Shri. S. Shetty (Indian Hotel)
28	Shri. Nikhil Agrawal (PMAA)
29	Shri. Sachin (AHAR)
30	Shri. Sulekh(AHAR)
31	Shri. Visu(AHAR)
32	Shri. Alok(AHAR)
33	Shri. R. H. Hariharan
34	Shri. Rajendra Grover
35	Shri. Dinesh
36	Shri. Guruposal Shey (AHAR)

<b>Sr. No.</b>	<b>Name</b>
37	Shri. Shashank Rao (Mid Day)
38	Shri. Bharti Bhardare
39	Shri. Mirza Husain
40	Shri. Adnan Nagarwala
41	Shri. Prakash Shetty
42	Shri. Farook
43	Shri. Arun
44	Shri. Rajendra
45	Shri. Kumar C. Ashu
46	Shri. Pradip Sahoo (Bala V. Shetty)
47	Shri. Ajit Maity(Bala V. Shetty)
48	Shri. Avnish D

**Annexure 3**

<b>Annexure -3</b>				
<b>Sr. No</b>	<b>Particulars</b>	<b>Existing Charges (Case No. 25 of 2006) (Rs.)</b>	<b>Proposed Charges by RInfra-D (Rs.)</b>	<b>Approved by the Commission (Rs.)</b>
<b>Application Registration &amp; Processing Charges</b>				
1	New connections/ Reduction or addition of Load/ Shifting of service/ Extension of service/Change of Tariff Category/Temporary Connection			
	a) Single phase	25	70	50
	b) Three phase	50	100	75
	c) HT. supply	150	200	200
2	Change of name			
	a) Single phase	25	70	50
	b) Three phase	50	100	50
	c) HT. supply	150	200	150

**Notes:** All charges are excluding taxes, if any.

#### Annexure 4

Sr. No	Particulars	Existing Charges (Rs.)	Proposed Charges by RInfra-D (Rs.)	Approved by the Commission (Rs.)
<b>Service Connection Charges</b>				
<b>1</b>	<b>L.T. Supply</b>			
	<b>Single Phase</b>			
	For loads upto 5 kW	1500	2000	2000
	For loads above 5 kW and upto 10 kW	2000		2000
	<b>Three Phase</b>			
	Motive power upto 27 HP or other loads upto 20 kW	3000	7300	4500
	Motive power > 27 HP but <= 67 HP or other loads >20 kW but <= 50 kW	4500	15400	6500
	Motive power > 67 HP & <= 201 HP or other loads >50 kW but <=150 kW	7000	22000	12000
	Above 150 kW*	At actual	At actual	250000
<b>2</b>	<b>H.T. Supply</b>			
	If line extended from existing network			
	For loads upto 500 kVA	275000	351000	350000
	For loads above 500 kVA	300000	400000	400000
	Consumer wishing to have dedicated line from RInfra-D's 22/33/11kV substation	-	At actual	At actual#
<b>3</b>	<b>Temporary Connection</b>	At actual	At actual	At actual
<b>4</b>	<b>Supervision Charges</b> in case work is carried out by Licensed Electrical Contractor (LEC)			
	For providing HT supply	-	-	15000
	For providing LT supply to three phase Industrial/Commercial Consumers only	-	-	6000
<b>5</b>	<b>Extension of Load:</b> the charges will be applicable on the total load (existing as well as additional load demanded)	As in Sr. No.1 & 2 above	As in Sr. No.1 & 2 above	As in Sr. No.1,2, 3 & 4 above

**Notes:** 1. All charges are excluding taxes, if any.

2. \* - For loads above 150 kW - As and when the amendment to the MERC SoP Regulations are notified to include 'loads above 150kW upto certain specified limit' under L.T. Supply; else, these will be covered under approved H.T. rates.

## Annexure 5

Annexure -5				
Sr. No	Particulars	Existing Charges (Case No. 25 of 2006) (Rs.)	Proposed Charges by RInfra-D (Rs.)	Approved by the Commission (Rs.)
<b>Miscellaneous and General Charges</b>				
1	Reconnection Charges			
	a) Re-installation of fuse cutout	50	250	100
	b) Re-installation of meter	-	500	300
	c) HT Supply	200	500	500
	d) Re-connection of Service Cable	-	1200	750
2	Shifting of services/Meter, if carried out only on consumer's request	At actual	At actual	-
	Single Phase	-	-	100
	Three Phase	-	-	200
3	<b>Meter Testing on site with Accu-check Set</b>			
	Single Phase	50	-	-
	Three Phase	200	-	-
4	<b>Meter Testing on site on Consumer's request</b>			
	Single Phase	50	-	100
	Three Phase	200	-	350
5	<b>Meter Testing at RInfra-D's Laboratory</b>			
	Single Phase	100	750	200
	Three Phase	300	900	500
	HT Tri-vector/TOD meter	500	1100	1000
6	<b>Meter testing at Government approved laboratory</b>	-	At actual	At actual
7	Cost of Meter (applicable when consumer opts to purchase the meter from RInfra-D & in case of Lost or Burnt meter)			
	Single Phase meter	700	1500	1000
	Three Phase whole current meter	3000	3200	3000
	Three Phase CT operated meter	5500	5000	4000
	HT TOD meter	5500	6000	4500
	Cost of communication Modem	-	3500	-
	ABT complaint meter	-	-	At actual

<b>Annexure -5</b>				
<b>Sr. No</b>	<b>Particulars</b>	<b>Existing Charges (Case No. 25 of 2006) (Rs.)</b>	<b>Proposed Charges by RInfra-D (Rs.)</b>	<b>Approved by the Commission (Rs.)</b>
8	<b>Visit Charges</b> (Only for new connection or additional supply request) (only in case of subsequent visit for Inspection and test of Installation and not for the first visit)	25	150	100
9	Photocopying of Regulatory Orders etc. (Rs./Page)	1	1	1
10	Duplicate Bills (Rs./Page) for first 2 copies	1	1	-
	Duplicate copy of each monthly bill (Rs./Bill)	-	-	2
11	Statement of Accounts (Rs./Page)	-	5	2
12	Charges for Dishonored Cheques (irrespective of cheque amounts)	250	250	250
13	Stamp Duty & Registration Charges	-	At Actual	-
14	Recovery of Substation Rent	-	MRR = ARP / (12 x NOC) Where, 'MRR' is monthly Rent Recovery per consumer in 'Rupees'; 'ARP' is Annual Rent Paid to developer or payee person in 'Rupees'; 'NOC' is the Number of Consumers owning or occupying the premises in the said development and electricity is fed to then from the substation under	-

<b>Annexure -5</b>				
<b>Sr. No</b>	<b>Particulars</b>	<b>Existing Charges (Case No. 25 of 2006) (Rs.)</b>	<b>Proposed Charges by RInfra-D (Rs.)</b>	<b>Approved by the Commission (Rs.)</b>
			reference in numbers.	
15	Recovery of Royalty/RoW charges if levied on RInfra	-	If Royalty / RoW charges are levied on RInfra, then same to be recovered for respective beneficiary / beneficiaries through adjustment in electricity bill/s at actual.	-

<b>Annexure -5</b>				
<b>Sr. No</b>	<b>Particulars</b>	<b>Existing Charges (Case No. 25 of 2006) (Rs.)</b>	<b>Proposed Charges by RInfra-D (Rs.)</b>	<b>Approved by the Commission (Rs.)</b>
16	Recovery of full/partial rental for network usage	-	<p>It is proposed to recover following charges from the consumers having load above 150 kW in common building for whom RInfra-D has created network facility –</p> <ul style="list-style-type: none"> <li>· Monthly rental proportionately to usage of respective 150 kW and above load consumer.</li> <li>· Gross-up energy consumption of such consumers for billing purpose by adding proportionate transforming losses so that energy consumption on HT side is determined since such consumer would be billed with HT tariff.</li> </ul>	-
<b>Notes:</b> 1. All charges are excluding taxes, if any.				

<b>Annexure -6</b>				
<b>Sr. No</b>	<b>Particulars</b>	<b>Existing Charges (Case No. 25 of 2006) (Rs.)</b>	<b>Proposed Charges by RInfra-D (Rs.)</b>	<b>Approved by the Commission (Rs.)</b>
<b>Schedule of Charges for Changeover Consumers</b>				
<b>A</b>	<b>Scrutiny of Consumers in initial JMR list</b>			Will be examined separately
<b>1</b>	Any consumer appearing in initial JMR list	-	70	
<b>B</b>	<b>Joint Meter Reading (JMR)</b>			
<b>1</b>	Charges for JMR without change of meter	-	130	
<b>2</b>	Charges for JMR with meter change	-		
	Single Phase Meter	-	250	
	Three Phase whole current meter	-	400	
	Three Phase CT operated meter	-	500	
	HT TOD meter	-	1400	
<b>C</b>	<b>Charges covered under Table 2 &amp; Table 3 above would also be applicable to Changeover consumers</b>			

**Notes:** 1. All charges are excluding taxes, if any.

<b>Annexure -7</b>				
<b>Sr. No</b>	<b>Particulars</b>	<b>Existing Charges (Case No. 25 of 2006) (Rs.)</b>	<b>Proposed Charges by RInfra-D (Rs.)</b>	<b>Approved by the Commission (Rs.)</b>
<b>Schedule of Charges related to Open Access</b>				
	For Open Access 1MW and above			
	Open Access Processing fee per application	-	-	2500
	Open Access Operating Charges per month	-	500	2500

**Notes:** 1. All charges are excluding taxes, if any.