

Kerala State Electricity Board

Abstract

Guidelines for effecting service connections – Orders Issued

Distribution Profit Centre

BO (FB) (Genl) No 510/2010 (DPC II/AE/T&C of Supply.02/2009) Dated Thiruvananthapuram, 24.02.2010

Read: 1 Recommendations of Distribution Advisory Committee.

2 Note No DPC II/ AE/T&C of Supply.02/2009 dated 15.01.2010

3 Proceedings of the Board meeting held on 20.01.2010 vide item 4/2010

4 Decision of the FTM meeting held on 18.02.2010

Order

KSEB is committed to provide electricity supply to all categories of consumers on demand. Consumers approach field offices with new requirements everyday.

There are many requests for permitting additional service connections to premises where service connection already exist. Recently M/s Indian Oil Corporation Ltd requested to permit separate service connections to ATM counters provided in their retail outlets. High-rise buildings requiring even multiple HT service connections are proliferating day by day. Field officers expressed doubts whether more than one service connection can be effected to a building, if separate building number is not allotted by the local body.

Formality of power allocation is not envisaged in Kerala State Electricity Supply Code 2005 or KSEB Terms and Conditions of Supply 2005 approved by KSERC.

This system if implemented as such has the following demerits.

- i Board will come to know about the requirement of power only when a prospective consumer applies for a service connection after installing all electrical equipments and after completing the wiring.
- ii If the supply of power requires extension of line, or system augmentation, the applicant has to bear for the delay even after completing the installation in his part.
- iii Most of the financial institutions require the consumers to produce documents like a feasibility report from electrical utility for processing application for financial assistance.

Distribution Advisory Committee recommended that Board shall dispense with the formality of Power Allocation, but prospective consumers (with power requirements above 10 KVA) may intimate the power requirement sufficiently in advance in a proforma supplied free of cost.

State Government had directed KSEB to review steps/ procedures for reducing the time taken from submission of application to effecting a service connection to 60 days. Distribution Advisory Committee has recommended a timeframe for effecting service connections involving HT works.

Delay is experienced in giving power connections due to non availability /delayed availability of transformer and line materials as well as due to delay in tendering procedure for awarding the construction work to contractors. A number of consumers

had approached Board for sanction to arrange the procurement and installation of transformer and other equipment under the supervision of KSEB. Distribution Advisory Committee recommended that all consumers may be given an option to procure and / or install transformer and other equipment / materials under the supervision of KSEB. It was also recommended that in order to ensure adherence to construction standards and uniformity, ease of maintenance and for ensuring the availability of spare etc, the same may be permitted subject to common guidelines.

Field officers raised doubts whether a consumer who had availed service connection remitting OYEC shall be insisted to remit minimum charges for a period of two / three years (for weatherproof / overhead connections respectively) if consumer had requested for dismantling the service within the said period.

Some of the field officers collect charges for dismantling service connection from consumers, where as, this practice is not followed by others.

Distribution Advisory Committee also recommended that Board shall issue some additional guidelines for giving Service Connection.

Board after considering these issues in detail, decided to release the following general guidelines to ensure uniformity and better consumer satisfaction.

- 1.1 Multiple service connections may be permitted in a premise, even if *separate* building number is not allotted by the local body subject to the following conditions:
 - i The building should have a building number allotted by the local body.
 - ii A Service Connection given without separate building number will be disconnected if Secretary of the local body requests in writing to disconnect the service connection on the grounds that building was constructed violating building rules. Consumer shall give an undertaking in non-judicial stamp paper worth Rs 100/- to this effect.
 - iii There should not be more than one service connection allotted for the same purpose and in the same tariff in the same premise. However, separate service connections in domestic tariff will be given to independent dwelling units in buildings for domestic purpose if so desired by the consumer, if separate entrance from outside and separate wiring is provided for each dwelling unit.
- 1.2 Multiple service connections in one building (LT as well as HT) and extension of HT supply to different portions of the building may be permitted, irrespective of the fact whether the portions are having different building numbers, subject to approval of scheme by Electrical Inspectorate. In such cases installation of common check meter with at least 0.5 accuracy class in the LT side of the transformer for LT Service Connections shall be insisted for checking unusual consumption patterns.
2. Formalities of power allocation shall be dispensed with; but a prospective consumer shall intimate the power requirement early in advance in the proforma given in Annexure I. An advance shall be collected on receipt of the application from prospective consumers having power requirements above 10 kVA to ensure genuineness of request. The amount shall be adjusted without interest in the estimated amount to be paid by the applicant. This advance amount shall not be refunded in case the applicant withdraws the application.

Advance amount to be collected with intimation of power requirement

For Connected Load / Contract Demand

Above 10 kVA, but up to and including 50 kVA	Rs 2,000/-
Above 50 kVA, but up to and including 100 kVA	Rs 5,000/-
Above 100 kVA, but up to and including 500 kVA	Rs 10,000/-
Above 500 kVA	Rs 20,000/-

Connected Load, Contract Demand shall be the basis for calculating the advance amount for LT, HT / EHT consumers respectively. (To calculate kVA from kW, a power factor of 0.9 shall be assumed)

In case of requirement of additional power, the advance amount applicable for additional requirement need only be collected.

- 2.1 Deputy Chief Engineers of Electrical Circles shall print sufficient copies of the proforma in Annexure 1 and distribute free of cost. Separate application in plain paper need not be insisted at the time of intimating power requirement. However, after completing the consumers' installation, the Service Connection application has to be preferred in the prescribed Service Connection Application Form.
- 2.2 When the applicant tender the preliminary application (*Application for power requirement above 10 kVA*) along with the advance amount, an acknowledgement mentioning the date of preliminary inspection shall be given to the applicant. The application fee (Rs 50 for LT, Rs 1000 for HT and Rs 5000 for EHT) shall be collected only at the time of receipt of individual service connection application.
- 2.3 Assistant Engineer shall conduct the preliminary inspection within 7 days. The applicant, consultant / contractor shall preferably attend the inspection. The Assistant Engineer shall accord sanction within 10 days, if it is within powers delegated to him; if not, Assistant Engineer shall submit the application with relevant documents to Assistant Executive Engineer within 10 days of receipt of application.
- 2.4 Assistant Executive Engineer shall conduct site inspection and accord Administrative Sanction if LT service connections only are involved, provided the estimated amount is within his delegated powers. If the estimated amount is over and above his competency the application shall be forwarded to Executive Engineer or directly to the Deputy Chief Engineer (with copy to Executive Engineer) depending on the delegated powers for Administrative Sanction. In cases where HT service connection is involved, the application shall invariably be forwarded to Deputy Chief Engineer for administrative sanction. If administrative sanction is to be accorded by Chief Engineer or the Board, the application shall be routed through Deputy Chief Engineer.
- 2.5 An intimation regarding cost for providing Supply of Power to prospective applicants shall be provided to the applicants within the time frame stipulated in Kerala Electricity Supply Code 2005. If the applicant fails to remit the cost within 15 days from the date of notice, the application will be treated as cancelled and advance amount shall be forfeited. This clause shall be included in the intimation given to the applicant. Feasibility Certificate shall also be provided, if so required by the applicant, after collecting an Application Fee of Rs 100/-.

3. The following guidelines are also issued for giving Service Connections
- 3.1 If the total connected load of a building is 50 kVA and above, irrespective of the fact whether there are separate building numbers allotted by the local body and / or separate service connections, connection shall be effected only after installation of separate transformer of adequate capacity, the cost of which shall be recovered from the consumer. In such cases consumer shall provide space for erecting transformer.
- In the case of cellular towers erected on the terrace of buildings, the connected load of the BTS unit need not be clubbed with the connected load of the building, provided that the supply from connection provided for the BTS unit should not be extended to any electrical installation in the building or vice versa.
- 3.2 Capacity of the transformer to be installed shall be the next higher to the value obtained on dividing the connected load with the diversity factor. Before sanctioning additional loads from the existing transformer, feasibility shall be ensured.
- 3.3 Height of the building shall be taken as defined in Kerala Municipality Building Rules 1999 as amended from time to time. As per Kerala Municipality Building Rules 1999, 'height of building' means the vertical distance measured from the average level of the ground contiguous to the building or centre line of the adjoining street:
- i in the case of flat roofs, to the highest point of the building adjacent to the street wall;
 - ii in the case of the pitched roof, to the point where the external surface of the outer wall intersects the finished the surface of this slopping roof;
 - iii in the case of gabled roofs, to the midpoint between the eaves level and the ridge and
 - iv in the case of domed roofs, to the highest point of the dome;
- Provided that the architectural features serving no other function except that of decoration shall be excluded from the purpose of taking heights
- Building exceeding 15m in height shall be treated as high-rise building.
- 3.4 In the case of high-rise building having connected load of 50 kVA and above, the owner/promoter will have to install transformer of required capacity by himself. Only indoor installations shall be permitted in urban areas under Thiruvananthapuram, Kollam, Ernakulam, Trissur and Kozhikode and such other places where outdoor installations may not be possible due to space limitations and safety aspects. Electrical connection shall be effected to high-rise building only on production of energisation approval from Electrical Inspectorate.
- 3.5 Maintenance of the transformer and connected equipment installed by promoter / consumer shall be the responsibility of the consumer / allottees' association and KSEB shall not be held responsible for this. An undertaking to this effect shall be collected from the promoter and individual service connection applicants.
- 3.6 In existing high-rise buildings in urban areas, where connections were effected from outdoor transformers under OYEC, additional load may be sanctioned without insisting indoor transformer, if it is feasible to provide the additional load from the existing transformer.

- 3.7 If the connected load of a new service connection exceeds 100 kVA and does not exceed 3000 kVA, service connection shall be effected at 11 KV (or a higher voltage at the option of the consumer). LT consumers existed as on 02.03.2005 have the option to avail LT service for total connected load up to 150 kVA. HT connection shall be given realising cost for providing supply, if requested by the consumer, even if the connected load is below 100 kVA.
- 3.8 In case of HT consumers, supervision charges shall be collected for all installation up to the metering point (i.e. including CT/PT unit & TOD meter). The transformers, LT switchgears etc need not be taken into account. In the case of LT consumers, supervision charges shall be collected for all installation up to the metering point. Supervision charges shall be arrived based on standard rates or rates as per pro forma invoice / bill which ever is higher.
- 3.9 If the grand total of the contract demand for the HT connections and the connected load of LT connections in a proposal exceed 1000 kVA, the Executive Engineer / Deputy Chief Engineer shall send the proposal to the Executive Engineer of the concerned Transmission Division for suggestions and approval.
- 3.10 The procedure of collecting advance CD for HT connections shall be dispensed with.
- 3.11 In the case of LT consumers, if transformer is installed by the applicant, a DTR meter or check meter (of accuracy class of at least 0.5) shall be provided by the applicant at the LT side of the transformer. In the case of transformer installed by the Board under OYEC, the Board shall install DTR meter after realising the cost from the applicant. The reading of this meter shall be taken in every monthly/bimonthly reading cycle and if any discrepancy is observed between the sum of the consumer meter readings and the check meter reading, Assistant Engineer shall take necessary action to find out the reason for the abnormality.
- 3.12 The metering equipment shall be easily and independently accessible for the Board's official at any point of time. Unhindered direct entry should be possible from outside. This shall be ensured at the time of preliminary site inspection.
- 3.13 In the case of multi panel HT connections, there should be provision to lock and seal each panel individually so as to make disconnection possible for each consumer, individually. Also the consumer shall be allowed to operate the HT incomer only in the presence of authorized personnel of KSE Board so as to prevent physical access to the consumer to the metering points. Provision for emergency switch off shall be given to the consumer.
- 3.14 In case the applicant requests to waive the condition of cable trench with cover slab for cable laid in his property, it may be permitted; provided the metering is at the beginning of the cable in the case of HT Service Connections or in case of LT connections, if a check meter is provided at the beginning of the cable. In the latter case if there is a discrepancy between the readings of this check meter and the billing energy meters, the Assistant Engineer shall arrange inspections to check abnormalities. Applicants shall furnish 'as built' drawing of the cable route up to the metering point along with the service connection applications and an undertaking to facilitate physical inspection of cable if so required by an officer of and above the rank of Assistant Engineer of the Board.

- 3.15 In case of Service connection for agricultural purpose, Building number issued by local body need not be insisted if possession certificate for land issued by revenue authority is produced.
4. Service connection involving HT works shall be effected within the timeframe stipulated in Annexure 2.
5. Some consumers request sanction for providing materials and / or labour required for constructing lines and plants. Such consumers shall be given option
- To procure and install transformers and other equipments/ materials,
 - To procure and supply all / part of the materials required for the work or
 - To undertake the labour portion of the work alone

subject to the following guidelines:

- i Applicant shall produce the willingness to execute the work, along with an undertaking. Applicant shall also submit a scheme in triplicate to the Assistant Engineer of the concerned Electrical Section for approval, if materials are supplied by him. Assistant Engineer shall forward the documents to Estimate Sanctioning Authority in case of works beyond his delegated power for issuing Administrative Sanction. If the consumer opts for supplying materials and / or labour at the time of requesting for power itself, the application for the same shall be processed along with original estimate.
- ii Estimate Sanctioning Authority shall verify the scheme and satisfy that it is in conformity with the construction standards of the Board. The equipment/ materials used shall conform to IS specification and sanctioning authority shall ensure that the same can be easily serviced / replaced with spares available with the Board.
- iii Decision of the Sanctioning Authority regarding acceptance of the scheme shall be communicated to the applicant within 15 days of receipt of application. Copies of approved scheme shall be forwarded to the applicant and also to the Assistant Engineer of concerned Electrical Section, if a superior officer accords the sanction.
- iv Applicant shall bear all expenditures and produce statutory approvals including road cutting / PTCC clearance and energisation approval. Applicant shall also be responsible for providing space for erecting plants and equipment, cutting and removing trees / branches along the route etc. paying compensation for the same, if required.
- v The applicant shall carry out the work by a licensed electrical contractor under Board's supervision. On receipt of completion report along with all statutory approvals, Assistant Engineer shall inspect the work and calculate the cost of work based on approved Cost data / cost of work done and submit the report to AEE within 7 working days. Assistant Executive Engineer of the concerned Electrical Sub Division shall satisfy that the work conforms to the approved scheme and approve the estimate (if it is within his competency) or forward to higher authority within 7 working days.

- vi Supervision charges at the rate of 10% of the estimated cost of the project (based on approved Cost Data) / the cost of work done, whichever is higher, has to be paid by applicant.
 - vii Board shall take over the installations only if there is possibility of further expansion / extension. In case of taking over, the applicant shall execute a bond undertaking to be responsible for obtaining replacement / repair in case of defects in the equipment and material at their cost for one year from the date of commissioning of the line / plant. Also applicant shall handover a set of 'as built' drawings of the distribution system, set of instruction / operation manuals, guarantee / warranty documents along with spares, if any, of the equipment and materials supplied and name and address of suppliers.
 - viii Date of remittance of Supervision Charges shall be the criteria for deciding the priority for energizing the line and equipment.
 - ix Individual service connection applications shall be collected only after energizing the line and equipment. Service connections shall be effected observing all procedures for the same.
 - x Applicant shall give an undertaking, in the proforma given in Annexure 3, in non-judicial stamp paper worth Rs 100/-agreeing to the guidelines along with the proposal/ application for initial approval.
- 5.2 The authority superior to the one who had accorded administrative sanction, but not below the rank of Executive Engineers of concerned Electrical Divisions in the case of LT works and Deputy Chief engineers of Electrical Circles in the case of HT works, is authorised to refund amount collected in excess, if the material / labour were supplied after preparation of estimate and remittance of cost. The sanctioning authority should obtain remarks of finance officer of the respective office (AAO/ DA, as the case may be) before sanctioning such refunds.
- 5.3 The option for surrendering lines and plants is applicable to installations already erected by the consumer also.
- 5.4 A consumer / promoter who had installed lines and plant will not have any claim with respect to the installations at a later stage, if the same are taken over by KSEB.
- 6.
- 6.1 In case of service connections effected after realising the expenditure reasonably incurred, collection of minimum charges shall be dispensed with, even if service connections are dismantled within 2 years (for weatherproof) /3 years (for overhead) from date of availing the service.
- 6.2 Minimum charges shall be collected from consumers who availed service connection without remitting the expenditures incurred, if the service is dismantled within the said period.
- 6.3 Charges for dismantling service connection shall be realized from consumer.
7. Processing Fee at the rate of 10% of the estimate amount shall be collected from applicants for shifting HT and LT lines. This amount may be collected along with the estimate amount. If shifting is not feasible the estimate amount along with the processing fee shall be refunded.

8. Following clarifications are issued regarding collection of Fees / Service Tax:
- 8.1 Service Tax shall be collected extra wherever applicable.
- 8.2 Testing fee shall be collected in concerned Electrical Sections / ARU (Electrical Circle) of respective TMR Division.
- 8.3 Reconnection Fee of defaulted consumers shall be collected at concerned Electrical Section Offices in case of LT and HT consumers and at Transmission Circle offices in case of EHT consumers.

Orders are issued accordingly

By Order of the Board

Sd/-

G. Sreekumaran
Secretary

To

All Chief Engineers

Copy to:

LA&DEO / Chief Vigilance Officer / Financial Advisor

All Deputy Chief Engineers, Electrical & Transmission Circle

Director (IT) / Special Officer (Revenue)

TA to Chairman / Member (Distribution)/ Member (Trans)/ Member (Gen)

All Executive Engineers, Electrical & Transmission Divisions

All Regional Audit Officers, Resident Audit Officer, ECA, Vidyuthi Bhavanam

All Assistant Executive Engineers, Electrical Sub Divisions / PRO

All Assistant Engineers, Electrical Sections

PA to Member (Finance)/ CA to Secretary

The Fair Copy Superintendent / Library/ Stock File

Forwarded / By Order



Assistant Engineer

Application for power requirement above 10 kVA					Annexure 1	
1	Name & Address of applicant		2	Location where power is required		
3	Purpose (√ which ever is applicable)	Industrial ☐	Commercial	Agricultural	Others ☐ (specify)	
4	System of Supply (√ which ever is applicable)	EHT ☐	HT ☐	LT ☐	LT (installing Transformer) ☐	
5	Power Requirement	Existing		Addl. Requirement	Total	
	EHT / HT (Contract Demand in kVA)					
	LT (Connected Load in kW)					
	Probable date of requirement of power					
6	Whether applicant desires to undertake work / part of it by supplying material and labour, paying supervision charges?				Yes / No	
7	Signature of Applicant with date					
Space below is for Office Use Only						
8	For LT Consumers Only	Distribution Transformer	Name			
		Capacity kVA		Rated Current Amps		
		Peak Load	Day Peak	R Phase Amps	Y Phase Amps	B Phase Amps
			Night Peak	R Phase Amps	Y Phase Amps	B Phase Amps
		I_{max} with proposed load (Load in kW x 0.739) Amps		R Phase Amps	Y Phase Amps	B Phase Amps
9	11 kV feeder		Name			
	CT Ratio			Type / Size of Conductor		
	Max. Load in feeder		Existing	Addl. Requirement	Total	
	kVA					
	Current		Load in kVA x 0.2625 Amps			
		Amps	Amps	Amps	Amps	
	Voltage Regulation as per Calculation					
10	Sub Station		Name			
	Station Capacity			Peak Load		
11	Details of Fee remitted			Receipt No		
	Application Fee (Rs 10/-)					

12	Details of Work to be executed						
	Distribution Wing			Transmission Wing (* Remarks of EE/ Dy CE (Transmission) to be attached)			
13	Additional Information / Remarks						
14	Documents attached		Please ✓		Remarks		
	Scheme approved by Electrical Inspectorate (for HT & high-rise buildings)		☐				
	VR Chart		☐				
	Route map		☐				
	Estimate		☐				
	Estimate Report		☐				
15	Chronology of File Movement between various offices						
	Date of	In the Office of					Remarks
		AE	AEE	EE	Dy CE	CE	
	Receipt						
	Recommendation/ forwarding						
	Reasons for Delay						
	Whether any prior application is pending, if so remarks						
	Signature of Officer						
	Name of Officer						

Annexure 2

Timeframe for effecting Service Connection involving HT works

No	Procedure	Maximum time allowable from date of application
1.	Receipt of application along with advance deposit (adjustable against cash deposits; but not refundable in case of withdrawal of application)	Immediate
2.	Site inspection by Assistant Engineer	7
3.	Preparation of estimate, voltage regulation chart, single line diagram, route map, preparation of feasibility report and forwarding to Assistant Executive Engineer	10
4.	Site inspection by Assistant Executive Engineer and forwarding application to Deputy Chief Engineer (with copy to Executive Engineer)	14
5.	The joint site inspection by Deputy Chief Engineer, Assistant Executive Engineer and Assistant Engineer	21
6.	Issuing Administrative Sanction and demanding OYEC (by Deputy Chief Engineer) (In case it is felt during joint inspection that original proposal need to be revised, the revised proposal shall be submitted to Deputy Chief Engineer on or before Day 25)	28
7.	Consumer to remit OYEC amount. It is assumed that consumer remit OYEC amount on the date of raising Demand itself (Delay, if any, on the part of consumer in remitting OYEC amount is not considered)	
8.	Issue Technical Sanction	30
9.	Intimate consumer to produce metering equipment for testing. Consumers shall prepare documents like application for service connection, service connection agreement etc in the meantime. (Delay, if any, on the part of consumer in completing these formalities is not considered)	
10.	Execution of works required for effecting the service connection & testing of equipment by TMR Division (Minimum seven days is required for testing the equipment at TMR Division).	51
11.	Execution of service connection agreement	55
12.	Effecting service connection	60

Undertaking to be produced along with request for sanction for providing materials and/ or labour required for constructing lines and plants

(To be executed in non-judicial stamp paper worth Rs 100/-

I / we (name) undertake and agree that

1. I / we shall produce all statutory approvals including road cutting / PTCC clearance, energisation approval and bear all expenditures including payment of compensations.
2. Works shall be carried out by a licensed electrical contractor, under Board's supervision, after getting written permission from KSEB. The works will be arranged and carried out with the concurrence of the Assistant Engineer of the concerned Electrical Section and subject to the availability of KSE Board Staff for supervision and without hindrance to other works of KSE Board. KSE Board will not be responsible for any delay or inconvenience suffered by me / us or my / our contractor.
3. Only qualified/skilled personnel shall be employed for the works and KSE Board will not be held responsible for any damages/accidents beyond the control of KSEB.
4. I / we will be responsible/ accountable for materials, if any, issued by KSEB for the work.
5. The works shall be completed as directed by the supervisory staff of KSEB. Any financial loss caused to the Board while carrying out the work, either by damage to Board's property or power failure will be borne by me/ us.
6. The Board shall not have any liability in respect of claims under Workmen's Compensation Act or otherwise made by my / our / contractor's employees subsequent on any accident during their course of employment.
7. I / we will be responsible for payment of compensation for death/injury, if any, caused to any person and for the loss caused to properties of any other person due to any accident that may occur during the course of the work. I / we shall execute separate agreement with Contractor for payment of compensation ex-gratia etc., if any accident occurs in the course of the work.
8. I / we shall complete the work in my /our scope within the time period stipulated in Kerala Electricity Supply Code 2005 and shall pay minimum charges to Board, if I am unable to avail supply due to delay on my / our part.
9. KSEB or it's successors will be at liberty to take over transformers/poles/ lines/ materials/ meters and other accessories used for giving electric connection to my /our premises and to utilise /make additions/modifications in the above mentioned electric lines and plants for the purpose of providing electric connection to other applicants and/or for the maintenance or upkeep of the overhead line/underground cable/transformer accessories.
10. I/ we will be responsible for obtaining replacement/repair at my / our cost in case of defects in equipment and material occurring within a period of one year from the date of commissioning of the line /plant.

11. A consumer / promoter who had installed lines and plant will not have any claim with respect to the installations at a later stage, if the same are taken over by KSEB.
12. In case of delay in restoration of roads owned by PWD/ NH / KRFB/ KSTP or other agencies, the compensation, if any, shall be borne by me / us.
13. In case of lines / plants taken over by the Board, I / we will be responsible for any delay in the restoration of power supply and payment of compensation to any other consumers consequent to
 - i delay in the replacement of defective materials or equipment within the distribution system, due to non-availability of spares within a period of one year from taking over.
 - ii defects due to non-standard construction practice adopted by the original applicant / contractor who had constructed / installed the lines and plants.

Signature of applicant/ Authorized signatory

Witness 1

Witness 2