



TRIPURA STATE ELECTRICITY CORPORATION LIMITED

(A Government of Tripura Enterprise)

NOTIFICATION

As per the clause no- 4.74,4.75,4.76,4.77,4.79,4.83 and 4.86 of the Electricity supply code regulation - 2011 (With first and second amendment) of Tripura Electricity Regulatory Commission lastly published in the month of January, 2024, provisions are in force to facilitate the consumers in case of following items-

- A. Transfer of service connection.
- B. Change of consumer's name due to change in ownership/occupancy of property.
- C. Transfer of consumers name to legal heir.
- D. Conversion of services from Low tension to High tension or vice versa, and from Single phase to three phase or vice-versa.
- E. Shifting of meter/existing connection.
- F. Change of consumer category/Consumer tariff change.
- G. Load enhancement/ Load Reduction.

The intending consumers can get the facility on the above mentioned items through online visiting the websites, www.tsecl.in and www.bidyutbandhu.com.

All the Senior Managers shall extend the services to the consumers at the earliest on receipt of applications on the mentioned items through online.

TSECL

(Er. S. Debbarma)

General Manager (Technical)
Corporate Office, TSECL,

File no./ 1(1)/Revenue/TSECL/14332-437

Date: -25th day of April, 2024

To:

1-67. The Sr. Manager ESD- Banamalipur-I/ Banamalipur-II/ Durgachowmani-III/ IGM/ GB/ Durjoynagar/ Capital Complex/ Jogendranagar/ Amtali/ Pratapgarh/ Bardowali-VI (Urban)/ Bardowali-III(Rural)/ Khayerpur/ Ranirbazar/ Jirania/ Khowai/ Teliamura-I/ Bishalgarh 1/ Sonamura/ Melagarh/ Udaipur/ Amarpur/ Belonia/ Bagafa/ Dharmanagar-I/ Panisagar/ Kumarghat/ Kamalpur/ Hrishyamukh/ Rajnagar/ Jolaibari/ Matabari/ Maharani/ Killa/ Dhajanagar/ Kakraban/ Jatanbari/ Karbook/ Ompi/ Jampuijala/ Nalchar/ Kathalia/ Boxonagar/ Bishalgarh 2/ Madhupur/ Bislamganja/ Padmabil/ Tulasikhar/ Kalyanpur/ Teliamura-II/ Mungiakami/ Salema/ Durgachowmani/ Kanchanbari/ Pecharthal/ Dharmanagar-II/ Kadamtala/ Jubaraj Nagar/ Damchara/ Kanchanpur/ Dasda/ Vangmun/ Bodhjunnagar/ Khumlung/ Mandwi/ Champaknagar/ Sekerkote.

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- 4.67 All application forms for change in existing connection must be accompanied with an identity proof of the applicant in accordance with clause 4.18 of this Code, if the connection is registered in the name of the applicant; or a No Objection Certificate (NOC) from the person in whose name the connection is registered, if the connection is not registered in the name of the applicant.

Processing Application Forms

- 4.68 The licensee shall verify the application form along with enclosed documents and if found deficient, shall issue a written note on the spot regarding shortcomings in the application form. If the application form is complete, the licensee shall acknowledge its receipt on the spot.
- 4.69 The licensee shall maintain a permanent record of all application forms received in an Application Register/Database. Each application form shall be allotted a permanent application number (for identification) serially in the order in which it was received. The licensee shall keep the registers/databases updated with stage-wise status of disposal of each application form. The licensee shall deal with application forms on the broad principle of “first come, first served” basis as per serial priority in the Application Register/Database.
- 4.70 An *application form* shall be deemed to be received on the date of receipt of consumer’s requisition of supply in the prescribed format of the application form, complete in all respects and attached with all relevant documents.
- 4.71 An *application* shall be deemed to be received on the date of receipt of all applicable charges including the security deposit in accordance with Annexure 11.18 of this Code, after receipt of the application form.
- 4.72 The licensee shall process application forms for change in existing connections as detailed below.

Transfer of Connection

- 4.73 The Consumer shall not without prior consent in writing of the Distribution Licensee assign, transfer or part with the benefit of the Agreement executed with the Distribution Licensee nor shall part with or create any partial or separate interest there under in any manner.
- 4.74 A connection may be transferred in the name of another person upon death of the consumer or in case of transfer of the ownership or occupancy of the premises, upon filing an application form in the prescribed format given in either Annexure 11.4 or 11.5 (as applicable) for change of name by the new owner or occupier:

Provided that such change of name shall not entitle the applicant to require shifting of the connection from the present location.

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4.75 The licensee shall deal with applications relating to change of consumer's name due to change in ownership/occupancy of property in accordance with the procedure detailed below:

- (1) The applicant shall apply for change of consumer's name in the format prescribed in Annexure 11.4 to this Code, along with a copy of the latest bill duly paid. The request for transfer of connection shall not be accepted unless all dues recoverable against the concerned connection are settled. The application form shall be accepted on showing proof of ownership/occupancy of property. A No Objection Certificate from the registered consumer/ authorised person/ previous occupant of the premises shall be required for cases involving transfer of security deposit in the name of applicant. The licensee shall process the application form in accordance with clauses 4.68 - 4.71 of this Code.
- (2) In case the No Objection Certificate from the registered consumer/ authorized person/ previous occupant is not submitted, an application form for change of name shall be entertained only if security deposit as stipulated in this Code is paid afresh. However, the original security deposit shall be refunded to the claimant as and when a claim is preferred by the concerned person.
- (3) Change of consumer's name shall be effected within two billing cycles after acceptance of application form.

4.76 The licensee shall deal with applications relating to transfer of consumer's name to legal heir in accordance with the procedure detailed below:

- (1) The applicant shall apply for change of consumer's name in the format prescribed in Annexure 11.5 to this Code, with a copy of the latest bill duly paid. The application form shall be accepted on showing the Registered Will/deed, Succession/Legal heir Certificate, Mutation in municipal/land records or any other proof of legal heirship. The licensee shall process the application form in accordance with clauses 4.68 - 4.71 of this Code.
- (2) The change of consumer's name shall be effected within two billing cycles after acceptance of application.
- (3) Any charge for electricity or any sum other than charge for electricity as due and payable to licensee which remains unpaid by a deceased consumer or the erstwhile owner/occupier of any land/premises as the case may be, shall be a charge on the premise transmitted to the legal representative/ successors-in-law or transferred to the new owner of the premise as the case may be, and same shall be recoverable by the licensee as due from such legal representative or successor-in-law or new owner/occupier of the premises as the case may be.

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Conversion of Services

4.77 The applicant shall apply for conversion of the nature of his existing connection in the format given in Annexure 11.6 to this Code. The licensee shall process the application form in accordance with clauses 4.68 - 4.71 of this Code. For site inspection and issuance & payment of demand note for the estimated cost of works, both the licensee and applicant shall follow the procedure and timelines as laid down in clauses 4.29 - 4.40 of this Code. After payment of requisite charges by the applicant, the licensee shall give effect to applications for conversion of existing services from Low Tension to High Tension or vice-versa, and from single-phase to three-phase or vice-versa, within the following time limits:

Table 4 Timeline for conversion of services

Release of temporary connection	Class-I Cities	Urban Areas	Rural Areas
Conversion from LT single-phase to LT 3-phase or vice-versa	Within two billing cycles from payment of necessary charges by consumer	Within two billing cycles from payment of necessary charges by consumer	Within two billing cycles from payment of necessary charges by consumer
Conversion from LT to HT or vice-versa	Within two billing cycles from payment of necessary charges by consumer	Within two billing cycles from payment of necessary charges by consumer	Within two billing cycles from payment of necessary charges by consumer
Change in HT to EHT or vice versa	Within four billing cycles from payment of necessary charges by consumer	Within four billing cycles from payment of necessary charges by consumer	Within four billing cycles from payment of necessary charges by consumer

4.78 The licensee shall, within the specified period, seek the Commission’s approval for extension of time limit whenever the above schedule cannot be met.

Shifting of Meter / Existing Connection

4.79 The applicant shall apply for shifting the service connection in existing premises or for deviation of existing lines in the format prescribed in Annexure 11.6 to this Code. The licensee shall process the application form in accordance with clauses 4.68 - 4.71 of this Code. For site inspection and issuance & payment of demand note for the estimated cost of works, both the licensee and applicant shall follow the procedure and timelines as laid down in clauses 4.29 - 4.40 of this Code.

4.80 The following time schedule shall be observed for completing the works from the date of payment of charges:

- (1) Shifting of meter/service line: 7 days

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- (2) Shifting of LT/HT lines: 20 days
- (3) Shifting of transformer: 30 days

4.81 Any excess/deficient payment made by the consumer shall be adjusted in the subsequent two bills.

Reclassification of Consumer Category

4.82 If it is found that a consumer has been wrongly classified in a particular category, or the purpose of supply as mentioned in Agreement has changed, or the consumption of power has exceeded the limit of that category as per the Commission's order, the licensee may consider reclassifying the consumer under appropriate category. The consumer shall be informed of the proposed reclassification through a notice and duly given a 30-day notice period to file objections, if any. The licensee after due consideration of the consumer's reply, if any, may alter the classification. In case of any dispute, the matter shall be referred to the Consumer Grievance Redressal Forum.

4.83 If a consumer wishes to change his consumer category, he shall submit an application form to the licensee in the format given in Annexure 11.6 to this Code. The licensee shall process the application form in accordance with clauses 4.68 - 4.71 of this Code. For site inspection and issuance & payment of demand note for the estimated cost of works, both the licensee and applicant shall follow the procedure and timelines as laid down in clauses 4.29 - 4.40 of this Code. The licensee shall also note down the meter reading at the time of inspection. If on inspection the consumer's request for reclassification is found valid, change of category shall be effective from the date of inspection and a written acknowledgment shall be sent to the consumer.

4.84 If the licensee does not find the request for reclassification valid, it shall inform the applicant in writing, giving reason(s) for the same, within 10 days from date of inspection.

4.85 For the period in which the consumer's application for reclassification is pending, the consumer shall not be liable for any action on grounds of unauthorised use of electricity.

Load Enhancement

4.86 Applicants shall apply for load enhancement to the licensee in the format prescribed in Annexure 11.7 to this Code. The licensee shall process the application form in accordance with clauses 4.68 - 4.71 of this Code. For site inspection and issuance & payment of demand note for the estimated cost of works, both the licensee and applicant shall follow the procedure and timelines as laid down in clauses 4.29 - 4.40 of this Code.

4.87 The licensee's written intimation sent along with the demand note to the consumer shall cover the following: