
JAWAHARLAL NEHRU PORT TRUST SEZ



Standard Operating Procedures for JNPT SEZ



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1. Period of Giving Supply

1.1. New Connection

- Consumer has to apply for New Connection for permanent power supply at JNPT-SEZ office.
- The New Connection Form will be available at JNPT-SEZ office or JNPT website.
- Consumer has to fill the New Connection application form and submit along with all the requisite documents to JNPT-SEZ office.
- Once you have submitted the application form and documents, make sure you have collected an acknowledgment of receipt of the Form.
- Further, JNPT SEZ will verify the application form and the requisite documents.

Detailed procedure for release of at JNPT SEZ

Steps	Procedure to be carried out
1	<p><u>Verification of Site:</u> On receipt of duly filled New application form applicants along with requisite documents:</p> <ol style="list-style-type: none"> Site Inspection to be done by In-charge Engineer. Fix the appointment with the applicant. Inspect the site, verify documents, activity/purpose and check installation. Fix the point of supply/meter installation point. Check nearest feeding point. Carry out the path survey required for estimate.
2	<p><u>Load and Estimate sanction and issuance of demand Note:</u></p> <ol style="list-style-type: none"> Preparation of load, estimate proposal. Sanction load, estimate by competent authority. Issue of demand note indicating various charges are applicable.
3	<p><u>Signing of Connection Agreement and Connection release letter</u></p> <ol style="list-style-type: none"> Execution of Connection Agreement between JNPT and the consumer. Issuance of Connection release letter.
4	<p><u>Installation of Meter and Release of Electric Supply</u> Post receipt of test report, charging permission and other required documents.</p> <ol style="list-style-type: none"> Installation of meter and metering equipment. Charging of Meter. Issue the copy of Meter installation certificate to consumer.

1.2. Shifting of Meters/Service lines

- When a consumer requests for shifting the meter/ service connection in the existing premises, the premises shall be inspected to examine the technical feasibility upon receipt of application. The estimated cost shall be informed to the consumer.
- The shifting of meter / service line in the existing premises should be completed after payment of necessary charges and receiving necessary clearances, if required.

1.3. Change of Name

- Consumer has to apply for Name change and Tariff category in prescribed application form available at JNPT SEZ office as well as on JNPT SEZ portal. The application for change of name shall be accompanied by such charges as are required under the approved schedule of charges.
- The charges to be borne by the applicant for change of name shall be intimated on receipt of an application and shall give effect to it within the following time limits: -
 - a) Change of name shall be effected within the second billing cycle on receipt of an application and payment of necessary charges.
 - b) Provided where the Distribution Licensee disallows or refuses to the change of name, it shall do so after affording the consumer concerned a reasonable opportunity of being heard in the matter.
- The application shall be accompanied by:
 - a) consent letter of the transfer or for transfer of connection in the name of transferee;
 - b) in the absence of a consent letter, any one of the following documents in respect of the premises: (a) proof of ownership of premises; (b) in case of partition, the partition deed; (c) registered deed; or (d) succession certificate;
 - c) photocopy of license / permission with respect to the purpose for which electricity is being supplied to the premises, if required by statute; and
 - d) Processing fee or receipt thereof.

1.4. Change of Tariff category:

- Consumer has to apply for change of Tariff category in prescribed application form available at JNPT SEZ office or from JNPT website. The application for change of Tariff category shall be accompanied by such charges as are required under the approved schedule of charges.
- The charges to be borne by the applicant for the change of tariff category shall be intimated on receipt of an application and shall give effect to it within the following time limits: -

- a) Change of category for use of supply in reference of Tariff schedule shall be effected within the second billing cycle on receipt of application and payment of necessary charges.
- JNPT may allow or refuse a consumer into various Commission approved tariff categories based on the purpose of usage of supply by such consumer.
- Provided that the Distribution Licensee shall not create any tariff category other than those approved by the Commission.

1.5. Load Augmentation / Load Reduction:

- Consumer has to apply for Load Augmentation / Load Reduction in prescribed application form available at JNPT SEZ office.
- The premises shall be inspected by JNPT SEZ official to examine the technical feasibility upon receipt of application and inform the estimated cost to the consumer.
- The Load Augmentation / Load Reduction shall be processed after payment of necessary charges and receiving necessary clearances, if required.
- Change of Load Augmentation/ Load Reduction shall be effected within the next billing cycle.

2. Quality of Supply and System of Supply

2.1. Complaints regarding Voltage Variation:

On receipt of complaint on voltage variation, the same should be verified and if the voltage variation exceeds the limits specified upon confirmation:-

- a) Ensure that the voltages are brought within the specified limits:
 - i. Within 2 days of the receipt of a complaint, provided that the fault is identified to a local problem on the transformer;
 - ii. Within 10 working days of the receipt of a complaint, provided that no expansion/enhancement of the network is involved;
 - iii. Resolve the complaint within 120 days, provided that if up-gradation of the distribution system is required.
 - iv. In the cases where a new substation is required to be erected to resolve the voltage variation complaints, the erecting and commissioning of substation should be completed within one year of the receipt of such a complaint. In such cases, the likely time period required for resolution of the complaint shall inform the consumer.

3. Restoration of Power Supply

3.1. Restoration of supply on failure

- The power supply in the case of fuse-off calls should be restored immediately or maximum within four (4) hours of the receipt of a complaint.
- In the case of 33 kV/11 kV/ 400 V/230 V overhead line breakdowns, power supply should be restored to the consumer within twenty-four (24) hours of the receipt of a complaint.
- The power supply interruption caused by underground cable faults including service connection should be restored within twenty-four (24) hours of the receipt of a complaint.
- The power supply interruption caused by distribution transformer failures should be restored within forty-eight (48) hours of the receipt of a complaint.
- The period of interruption as a result of any scheduled outage shall be specified in the public notice of such scheduled outage. However such scheduled outage shall not normally exceed twelve (12) hours on any day and supply shall preferably be restored.

3.2. Disconnection of supply

- In case of default of payment, your supply will be disconnected, after expiry of 15 clear days of this notice as per provision under Section 56 of Electricity Act, 2003.

3.3. Reconnection of Supply

- Where the supply has been disconnected for a period of not more than six months, then if such consumer pays all amounts due and payable by him to the satisfaction of the Distribution Licensee or, in case of a dispute, pays such amounts under protest, the supply shall be reconnected within twenty four (24) hours from the payment of dues made by the consumer.
- Where the period of disconnection exceeds six months, an application for reconnection of supply shall, after either payment of amounts due or upon settlement of dispute, be treated as a fresh application for supply of electricity under the provisions of the Act.

4. Metering and Billing

- Consumer shall be responsible to procure the energy meter along with metering kiosk as per the specification provided by JNPT from the approved vendor. Further, it shall be the responsibility of the consumer to get the energy meter tested from the National Accreditation Board for Testing and Calibration Laboratory (NABL) accredited testing labs.
- The consumer shall submit meter in good condition along with the test report to JNPT.

- The billing authority shall maintain the Meter reading records to note down the periodical readings, the checking of meter and the changes if any. The copy of such records shall be made available to the consumer on demand and a duly attested copy of such records shall be given to the consumer. Provided that the consumer requests for such record within Six (6) months of the activity.
- The meter readings of consumers meter should be carried out at least once in every two months.
- In case, for any reason, fails to carry out the meter reading during a billing cycle, a provisional bill should be prepared and provided to the consumer, based on the average consumption of last three billing cycles wherein the meter readings were carried out.
- The provisional billing shall not continue for more than two billing cycles at a stretch. The amount paid as per the provisional bill shall be adjusted against the bill raised on the basis of actual meter reading during subsequent billing cycles.
- An inspection for faulty / non-working (stuck up, running slow / fast or creeping) meter should be carried out within four (4) days of the receipt of and in case the meter is found faulty the same shall be replaced before the end of subsequent billing cycle.
- The burnt out meters should be replaced within three (3) working days, if the burning of meter is due to the causes attributable to the JNPT SEZ.
- If the meter is burnt due to causes attributable to the consumer such as tampering, defect in consumer's installation, meter getting wet, connecting unauthorized additional load etc., a notice should be served to the consumer for recovery of cost of the meter mentioning the cause behind the damage of meter within three (3) days of the detection thereof and shall replace the burnt meter within timeline. Such charges recovered for such meter (same as burnt meter) shall be remitted back to the consumer if competent authority doesn't find the consumer responsible for the burnt meter.

5. Complaint Registration

- A consumer's complaint should be acknowledge with immediate effect by providing unique complaint number, if the complaint is filed / lodged in person or email and within seven (7) days if the complaint is received by post.
- Consumer complaints shall be resolved with regard to non-receipt of a bill for payment or inadequate time being made available for payment thereof or otherwise, within 24 hours of the receipt. In other cases, the complaint shall be resolved during subsequent billing cycle.

6. Recovery of charges

- JNPT SEZ shall recover the expenses as may be reasonably incurred for the purpose of giving power supply, in accordance with the Regulation 4 of "Maharashtra Electricity Regulatory Commission (Electricity Supply Code and Standards of Performance of

Distribution Licensees including Power Quality) Regulations, 2021 updated from time to time and based on the rates contained in the Schedule of Charges as may be approved / revised by the Commission from time to time or as decided by JNPT SEZ, as the case may be.

7. Security deposit

- Every consumer, who has taken power supply from the JNPT SEZ, shall pay security deposit to JNPT SEZ. The security deposit to be so paid by the consumer shall be according to “Maharashtra Electricity Regulatory Commission (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 2021 updated from time to time.
- The JNPT-SEZ shall estimate the security deposit payable by a consumer at the time of commencement of power supply, based on the tariff category, sanctioned load / contract demand, load factor, diversity factor, average usage time (number of shifts), etc. In respect of H. T. consumers, the amount of security deposit payable shall be equivalent to the “Demand Charges” payable by the consumer as per the Contract Demand plus “Energy Charges” based on the average consumption during a month, which shall be a product of- (1) Contract Demand in kVA, (2) Average power factor- 90% (3) Number of shifts per day (4) Working hours per shift -7 hours (5) Working days per month- 25 days & (6) Load Factor - 80% for power intensive industries & 60% for balance industries; This will be subject to change from time to time as may be decided by MERC or based on the actual billing pattern of the consumer.
- The Distribution Licensee shall re-calculate the amount of security based on the actual billing of the Consumer once in each financial year, which shall be refundable to the Consumer.
- Whenever the power supply of a consumer is disconnected permanently vis-à-vis agreement of power supply is terminated, JNPT-SEZ shall first adjust the amount of security deposit at the credit of such consumer with the amounts due & payable by the consumer to the JNPT-SEZ towards the charges for the electricity supplied and balance amount of the security deposit, if any, shall be refunded to the consumer within a period of ninety (90) days from the date of termination of the agreement;

8. Delayed Payment Charges (DPC)

- A Consumer who neglects to pay his bill within due date mentioned on the bill is liable for levy of DPC and interest on arrears in accordance with relevant orders of Commission;
- Where any person neglects to pay any charge for Electricity or any sum other than a charge for electricity due from him to (payable to) the JNPT-SEZ in respect of supply, transmission, distribution or wheeling of electricity to him, the JNPT-SEZ after giving not less than fifteen (15) clear days notice in writing to such person and without prejudice

to JNPT-SEZ's rights to recover such charges or other sum by way of filing a suit (or by referring to any other method permissible under the law), cut off the supply of electricity and for that purpose cut or disconnect any electric supply line or other works being the property of JNPT-SEZ through which electricity may have been supplied, transmitted, distributed or wheeled and may discontinue the supply until such charge or other sum, together with any expenses incurred by JNPT-SEZ in cutting off & reconnecting the supply, are paid.

- Provided that the supply of Electricity shall not be cut off if such consumer deposits, under protest: (i) an amount equal to the sum claimed from him; or (ii) the electricity charges due from him for each month calculated on the basis of average charges for electricity paid by such consumer during the preceding six months; whichever is less, pending disposal of any dispute with the JNPT-SEZ;

9. Power to Amend

- The JNPT-SEZ may, at any time, if it finds necessary to do so, may amend, vary, alter or modify any provisions of these Conditions subject to approval of MERC;

10. Application Fees and Processing Charges

Application Registration and Processing charges approved by Commission		
New Connection / Temporary Connection / Name Change / Reduction or Enhancement of load / Shifting of Services		
Sr. No.	Category	Charges in Rs.
A.	Single Phase	110.00
B.	Three Phase	160.00
C.	HT Supply up to 33KV	2500.00
D.	EHV Supply	5100.00

11. Compensation Payable to Consumers for failure to meet Standard of Performance

- Compensation payable to consumers for failure to meet Standard of Performance shall be according to "Maharashtra Electricity Regulatory Commission (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 2021 updated from time to time.

12. Wiring on Consumer's Premises

- For the protection of the consumer and the public in general, it shall be binding on every consumer to ensure that the wiring on the consumer's premises conforms to the Indian

Electricity Rules, 1956, codes of practice recommended by Bureau of Indian Standards or such other rules as may be specified by CEA.

13. Consumer Apparatus

13.1. Low Tension Consumers

- In case of L.T. consumers, the consumer shall have to provide M.C.B. / linked quick break main switches and main fuses on each pole other than the earth neutral, which shall be provided within one metre of the meter or at such other position as may be approved by the JNPT-SEZ;

13.2. High Tension Consumers

- For loads up to 1,000 kVA, the consumer shall provide fast acting expulsion type D. O. cutout with fast acting fuse elements having high rupturing capacity fuses of prescribed grade and quality along with Air Break Switch on H. T. side, conforming to the relevant Indian Standards. For loads more than 1,000 kVA and up to & including 1500 kVA on 11kV up to & including 5,000 kVA on 33 kV, the consumers shall provide O. C. B. / V. C. B. / A. C. B / SF6 C.B.

The consumer shall install suitable circuit breakers on the supply side, having automatic overload protective device, which shall be so adjusted that the same operates before the overload protective devices in the JNPT-SEZ's terminal cubicle and such circuit breakers shall have sufficient rupturing capacity, to protect consumer's installation under short circuit conditions. The consumer shall install suitable circuit breakers of specifications, conforming to the relevant I.S., on the L. T. side of the transformer on each feeder.

If the electrical installation is defective or in violation of provision of Act / Electricity Rules / Regulations, the JNPT shall not release the connection. This condition shall also apply even after release of connection and the JNPT shall disconnect such connections.

14. Resale of Energy

- No consumer shall be permitted to resale energy purchased from the JNPT-SEZ in bulk to any third party, unless such consumer holds an appropriate license/ franchisee granted by the Commission under the provisions of the Act.