

ಕರ್ನಾಟಕ ವಿದ್ಯುಚ್ಛಕ್ತಿ  
ನಿಯಂತ್ರಣ ಆಯೋಗ



**KARNATAKA ELECTRICITY  
REGULATORY COMMISSION**

ಸಂಖ್ಯೆ : 16 ಸಿ-1, ಮಿಲ್ಲರ್ಸ್ ಟ್ಯಾಂಕ್ ಬೆಡ್ ಏರಿಯ,  
ವಸಂತನಗರ, ಬೆಂಗಳೂರು - 560052.

No. 16 C-1, Millers Tank Bed Area,  
Vasanthanagara, Bengaluru-560052.

KERC/17/DDD/1251/2024-25/ 22

**The Managing Director,**  
BESCOM/MESCOM/CESC/  
HESCOM/GESCOM/HRECS.

**3 APR 2024**

Sir,

**Sub: Specifying the maximum time period for providing the power supply  
- Reg.**

Ref: Commission Order No: KERC/17/DDD/1251/2023-24/1565, dated  
28.03.2023.

The Commission vide its Order dated: 28.03.2023, has specified the maximum time period for providing the power supply, after submission of application complete in all respects. The Order is enclosed herewith for compliance.

Yours faithfully,

  
Secretary

for **Karnataka Electricity Regulatory Commission**

Copies to:

1. OC/MF.

KERC/17/DDD/1251/2023-24

11865

**BEFORE THE KARNATAKA ELECTRICITY REGULATORY COMMISSION  
BENGALURU**

**Order Dated: 28.03.2024**

**Present:**

**Sri P. Ravi Kumar - Chairman**

**Sri H.K.Jagadeesh - Member**

**Sri Jawaid Akhtar - Member**

**In the matter of: Specifying the maximum time period for providing the power supply, after submission of application complete in all respects.**

**Preamble:**

In exercise of the powers conferred by sub-section (1), clause (z) of sub-section (2) of section 176 of the Electricity Act, 2003 (36 of 2003), the Central Government, Ministry of Power in its notification dated 22.02.2024 has issued amendment to Electricity (Rights of Consumers) Rules, 2020 that, the Commission shall specify the maximum time period for providing power supply, after submission of application complete in all respects, not exceeding three days in metropolitan areas, seven days in other municipal areas and fifteen days in rural areas, within which the distribution licensee shall provide new connection or modify an existing connection. Further, that where such supply requires extension of distribution mains, or commissioning of new substations, the distribution licensee shall supply the electricity to such premises immediately after such extension or commissioning within a period not exceeding ninety days.

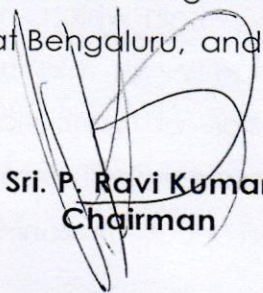
The Commission notes that, in the Karnataka Electricity Regulatory Commission (Rights of Consumers Relating to Supply of Electricity, Standard of Performance (SoP) and allied matters) Regulations, 2022, it is specified that where supply of electricity does not require any extension of distribution mains, or commissioning of new substations, every distribution licensee, on receipt of an application, shall give supply of electricity within 7 (seven) days of receipt of the application in Metro cities, 15 (fifteen) days of receipt of the application in respect of the other

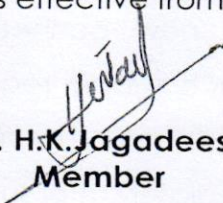
Municipal areas and 30 (thirty) days of receipt of the application, in respect of rural areas. Further such supply requires extension then for Low Tension (LT) supply, 11 KV supply (HT), 33 KV Supply (HT) and Extra High Tension (EHT) supply, is 45 days, 60 days, 90 days and 180 days respectively. In view of this, the Commission has decided to incorporate the provisions of Electricity (Rights of Consumers) Rules, 2020 and its amendments, Hence, the following order:

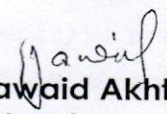
**ORDER**

The Commission hereby orders that where supply of electricity does not require any extension of distribution mains, or commissioning of new substations, every distribution licensee, on receipt of an application, shall give supply of electricity within 3 (Three) days of receipt of the application in Metro cities, 7 (Seven) days of receipt of the application in respect of the other Municipal areas and 15 (Fifteen) days of receipt of the application, in respect of rural areas. Further such supply requires extension of distribution mains, or commissioning of new substations, the distribution licensee shall supply the electricity to such premises immediately after such extension or commissioning within a period not exceeding ninety days, with immediate effect. Accordingly, the office is directed to propose necessary amendments to relevant clauses of the Regulations, duly following the procedure.

This Order is signed and issued by the Karnataka Electricity Regulatory Commission at Bengaluru, and the order is effective from the date of this order.

  
Sri. P. Ravi Kumar  
Chairman

  
Sri. H.K. Jagadeesh  
Member

  
Sri. Jawaid Akhtar  
Member