



CENTRAL ELECTRICITY BOARD

CUSTOMER CHARTER

ENERGY TO SERVE YOU BETTER



TABLE OF CONTENTS

	Contents	Page
1.	Objectives of this Charter	3
2.	About the CEB	3
3.	Service Commitment	3
4.	Vision, Mission and Values	3
5.	How to obtain Approval for CEB Clearance? <i>5.1- Documents to be provided for Approval of Plan</i>	4
6.	How to make an application? <i>6.1- For a domestic supply</i> <i>6.2- For a company</i>	4 4 4
7.	Connecting Customers <i>7.1- On making an application</i> <i>7.2- Connecting the premises to the electricity network</i> <i>7.3- Disconnection</i> <i>7.4- Reconnection</i>	5 5 5 6 6
8.	Services offered by the CEB	7
9.	What is a Statement of Account (bill)? <i>9.1- What customer needs to do?</i> <i>9.2- How to read the electricity bill?</i> <i>9.3- Different types of tariffs</i> <i>9.3.1- Domestic Customers</i> <i>9.3.2- Commercial and Industrial Customers</i>	12 12 12 13 13 13
10.	Giving Customers more payment options	13
11.	Complaints and Enquiries <i>11.1-How to contact us?</i> <i>11.2-Emergency Repair Service- Dial 130</i> <i>11.3- Feedback</i>	14 14 14 15
12.	Reporting faults and emergencies	15
13.	How can customers help the CEB?	15
14.	The CEB will make every effort	15
15.	How to save on electricity bill?	15
16.	Some safety tips	16
	Annex	18

1. Objectives of this Charter

The main objectives of this Customer Charter are to:

- (1) Inform customers of their rights and obligations and of services provided by the CEB.
- (2) Set operational standards for service delivery by the CEB with a view to meeting the expectations of its customers.

2. About the CEB

The CEB was established on 8 December 1952 pursuant to the Central Electricity Board Act (1952). The main functions and duties of the Board are to prepare and carry out development schemes with the general object of promoting, coordinating and improving the generation, transmission, distribution and sale of electricity for all purposes throughout Mauritius, as required.

3. Service Commitment

The CEB is committed to:

- Providing courteous, professional and prompt service;
- Ensuring quality supply of electricity round the clock;
- Treating all its customers in a fair and equitable manner;
- Ensuring maximum efficiency in the delivery of services.

4. Vision, Mission and Values



Vision

A World Class, Commercial Electricity Utility Enabling the Social and Economic Development of the Country



Mission

To meet the expectations of customers and stakeholders by:

- Delivering prompt and efficient customer services
- Providing an affordable, safe and reliable electricity supply
- Undertaking business in an environmentally responsible manner.



Values

- Respect, Honesty and Loyalty
- Pride and Ownership
- Courteous, Excellent Service
- Team Culture

5. Obtaining CEB Clearance for Building Permit purposes (Approval of Plan)

5.1 Documents to be provided for Approval of Plan for CEB Clearance

The applicant or promoter should make an application at any counter of any CEB Customer Service Centre with the following:-

- (a) Two identical sets of scaled drawings constituting of a location plan, a site plan, one plan view and any two side elevations, adjacent to access roads to the plot of land, with the relevant section drawings. Drawings are to be submitted with their authorised original signature / seal of architect, and preferably in A3 Size.
- (b) National Identity Card and contact details of applicant. In addition, customers who are already electricity account holders with the CEB, should produce their Business Partner Number or a recent copy of their electricity bill.
- (c) A sum of Rs 375†, for the required processing fee, payable upon application for CEB clearance (the processing fee is subject to revision on a periodic basis).

6. How to make an application?

6.1 For a domestic supply

To connect an electricity account for residential purposes, an application must be made in person or in writing, together with the following documents:

- (a) National Identity card of the applicant;
- (b) A copy of the title deed of the property where application for new supply is being made;
 - Or a copy of a Lease Agreement, if applicant is a resident on State Land;
 - Or a copy of a transcription, if the land has been transcribed to the applicant;
 - Or a letter of authorisation from the landlord, if customer is a tenant, as well as a copy of the landlord's title deed;
- (c) Building and Land Use Permit for the said premises, wherever applicable;
- (d) A list of the declared electrical appliances to be connected in Watts or Kilowatts

For any other case, please contact a Customer Service Agent of any CEB Customer Service Office.

6.2 For a commercial or industrial supply

To connect an electricity account for commercial or industrial purposes, an application must be made in person or in writing, together with the following documents:

- A duly signed letter from the company requesting the new supply and specifying the total connected load;
- A list of the declared electrical equipment to be connected in Watts or Kilowatts

- A copy of the company's Business Registration Card together with a copy of its Certificate of Incorporation;
- A copy of the Title Deed in case of ownership of the premises;
- A letter of authorisation from the landlord or a copy of the Lease Agreement if the customer is a tenant, as well as copy of the relevant title deed;
- A Building & Land Use Permit, wherever applicable;
- A Trade License from the relevant authorities;
- In case of a registered company, a list of shareholders (those holding more than 10% of shares);
- National Identity card of the Director, wherever applicable;

For any other case, please contact a Customer Service Agent of any CEB Customer Service Office.

7. Connecting Customers

7.1 On making an application

Each application will be given a specific Business Partner (BP) Number, which the customer will have to use whenever he/she will contact the CEB.

A Technical Officer will endeavour to visit the proposed site for electrification within five working days following an application. In case the CEB Low Voltage network is available and that the load request of the applicant can be supplied, the Technical Officer will inform the applicant of the works to be done by his/her qualified electrician. It is important to note that the installation of a RCD (Residual Current Device) is mandatory.

After completion of works as required, the applicant **must** inform a CEB Customer Service Agent of any CEB Customer Service office, by calling in person, or by phone or through a letter, or through e-mail (the contact details are readily available in the Telephone Directory or on our website: www.ceb.intnet.mu). The Technical Officer will then carry out a second visit within five working days to ensure compliance and to verify the quality of the works.

However, in the event that the Low Voltage network is not available, the applicant will be asked to pay a processing fee for the preparation of a cost estimate with respect to the extension of the Low Voltage network. This cost estimate will be eventually claimed to the applicant.

7.2 Connecting the premises to the electricity network (domestic supply)

If works undertaken under 7.1 are compliant, the applicant will be requested to pay a connection fee and a security deposit (see following table).

After payment, the CEB will endeavour to connect supply to the said premises within ten working days.

Connection Fees and Security Deposit for **Domestic Tariff***

Item	Single Phase	Three-Phase Without Current Transformers	Three-Phase With Current Transformers
Security Deposit	Rs 200 (Tariff 110)	-	-
Security Deposit	Rs 600 (Tariff 120)	-	-
Security Deposit	Rs 1200 (Tariff 140)	Rs 1200	Rs 1200
Connection Fees(Rs)	Rs 750	Rs 1500	Rs 3000

* This Tariff is subject to revision at any time as approved by the Board

A statement of account (electricity bill) will be delivered to the customer approximately two months following the effective connection of electricity.

7.3 Disconnection

- (a) If a customer wishes to terminate his/her electricity account, he/she must apply for disconnection of the supply and settle any amount due on the electricity account prior to closure of the said account.
- (b) The power supply to the customer's premises will be disconnected:
- If the customer has not paid his/her bill by the due date;
 - If the customer has consumed electricity illegally;
 - If the customer's electrical installation is found to be unsafe;
 - In the event of CEB officers not having access to the customer's meter for 3 consecutive months and the meter remains inaccessible despite written request from the CEB.

7.4 Reconnection

If the customer's supply has been disconnected for non-payment, the customer will be required to pay a reconnection fee of Rs 450[†] within fifteen days from date of disconnection. After that period, the account will be closed. The CEB will take legal actions to recover any outstanding balance on the account.

Once the account has been closed, the customer shall have to follow steps in 6.1/6.2 and 7.1 above to obtain a new electricity account.

[†] This fee is subject to revision at any time as approved by the Board

8. Services offered by the CEB

Type of Service	Type of customer	Description	Detailed Response	Expected Service Time
Approval of Plan	Domestic Commercial Industrial	Approval for clearance	Reply for approval / non-approval of plan from date of application received at Customer Service. Silent agreement for late replies should not apply for safety reasons	Within 5 working days
Request for new supply / or increase in load	Domestic Commercial Industrial (Existing network & Spare capacity available)	Request for new supply	First inspection from date of application received at Customer Service	Within 7 working days
		Following inspection	Next inspection from date of reporting by customer	Within 7 working days
		Connection	Subject to receipt of payment of security deposit and connection fees.	Within 10 working days
	Domestic Commercial Industrial	Request for new supply	First inspection from date of application received at Customer Service	Within 7 working days

Request for new supply / or increase in load	(No network & No Spare Capacity available)	Processing fee	Writing to customer about the requested implications informing him/her of processing fees involved. Fees tabulated in Annex 1	Within 8 working days
		Claim	Send claim subject to payment of processing fees, planning and unforeseen constraints	Between 15 and 30 working days
		Execution	Execution of infrastructural works as from date of payment subject to availability of wayleave/right of way from land owners/local authorities and unforeseen constraints	Between 15 and 60 working days
		Connection	Connection of supply following payment of security deposit and connection fees.	Within 10 working days
Request for new supply / or increase in load	Commercial & Industrial requiring more than 500 kVA	Customer needs to install High Tension Switchgear equipment as per CEB specifications	(i) Writing to customer about the requested implications informing him/her of processing fees involved. Fees tabulated in Annex 1	Within 8 working days
			(ii) First meeting with client from receipt of payment of processing fee	Within 10 working days
			(iii) Letter of conditions (HV switchgear specifications) as from date of meeting with client	Within 15 working days
			(iv) Approval for HV switchgear and drawings submitted by client from date of submission of all appropriate documents by client	Between 15 and 30 working days
			(v) Send claim following approval of	Between 15 and 30 working days

			documents and specifications as submitted by client and subject to planning and unforeseen constraints	
			(vi) Execution of OFF SITE infrastructural works as from payment subject to availability of wayleave/right of way from land owners/local authorities and unforeseen constraints	Between 30 and 60 working days
			(vii) Permanent Connection to network provided that all equipment are compliant to CEB specifications and that the site conditions are ready for connection by the CEB, and following payment of security deposit and connection fee	Within 10 working days
Request for new supply for parcelling projects	Parcelling Projects	Claim	Send claim as from date of receipt of letter of intent subject to planning and unforeseen constraints	Between 20 and 60 working days
		Issue of Clearance Certificate	Issue of clearance subject to payment and written confirmation of completion of all infrastructural / civil / pipe laying works by client	Between 15 and 30 working days
		Execution	Execution of infrastructural works as from date nearest CEB Office is informed of start of construction works by individual owner subject to availability of wayleave/right of way from land owners/local authorities and unforeseen constraints	Between 15 and 60 working days
		Connection	Connection of supply following payment of security deposit and connection fees.	Within 10 working days

Emergency Repair Service Through 130		Outage of Supply	Repairs & Restoration of power supply from time of complaint logged at the Call Centre - Excluding natural calamities (e.g. cyclones, floods, electric storms, etc.)	Within 24 hours depending on the nature of fault
Complaints	ALL	Customer letters/complaints	First acknowledgement letter from enquiry/complaint received at Customer Service	Within 5 working days
			Replies to enquiries/complaints from date of acknowledgement letter	Within 30 working days
Reconnections of supply after disconnection for non-payment	ALL	Provided that account is not yet closed	Reconnection following settlement of total outstanding bills	Within 48 hours
Request for displacement of meters, and/or service lines	ALL	Request for displacement	First inspection from date of application received at Customer Service	Within 7 working days
		Following inspection	Next inspection from date of reporting by customer	Within 7 working days
		Displacement	Effective displacement of meter and/or service lines (where no infrastructural works are involved) following payment of necessary charges as per Annex 1 and provided that all works requested by the CEB meet compliance & subject to unforeseen constraints	Within 10 working days upon receipt of payment/compliance
Reading of inaccessible meters	ALL	Average bill is given based on past six months' consumption	Writing to customer to remedy to the situation	Within three months from first no-accessibility

Complaints about voltage/quality of power supply	ALL	If reported in writing and not reported through 130 Helpdesk	First inspection of customer's premises from date of complaint received at Customer Service	Within 3 working days
			Inform customer in writing of findings as from date complaint is received	Within 10 working days
Request for displacement / insulation of network	ALL	Request	First Inspection from date of application	Within 7 working days
		Processing fee	Writing to customer about the requested implications informing him/her of processing fees involved subject to planning and unforeseen constraints Fees tabulated in Annex 1	Within 8 working days
		Claim	Send claim subject to payment of processing fees	Between 15 and 30 working days
		Execution	Displacement of poles following payment of all claims, approval of site clearance and wayleave by CEB subject to availability of wayleave/right of way from land owners/local authorities and unforeseen constraints	Between 15 and 60 working days

Notes:

1. The time responses are not applicable in case of force majeure, for example in cases of cyclones, thunderstorm and lightning, flooding, riots, Tsunami, war, period of strikes, torrential rains, industrial action, Government action, etc.
2. The periods mentioned are not cumulative but concurrent

9. Statement of Account

9.1 What is a Statement of Account?

A **Statement of Account** (SoA) is a document which the CEB provides to its customers whereby it lists all transactions in the account over a given period. Statements of Account are required to be paid on or before the due date specified on them.

9.2 How to read the electricity Statement of Account

Central Electricity Board
 Head Office, Royal Road, Cumpise - Tel: 601 1100 - website: http://www.ceb.lk/mal.mtu
 BUSINESS REG. NO.: P0700041
 VAT REG. NO.: VAT2000891

Invoice No. 900002191325 Date 23.06.2009 JOHN DOE
 Business Partner 63442 MRU 615-19C ROYAL ROAD
 Contract Acct. 100684173 Tariff 110 FLIC-EN-FLAC
 Client VAT No. BRN
 Supply Address ROYAL ROAD, FLIC EN FLAC Delivery Address

METER READING DATA			
Meter No.	Current Rdg.	Previous Rdg.	Units
M25940	15,334	15,219	115

Consumption Period 05.05.09 to 02.06.09
 Last 3 Consumptions (kWh) 136/ 139/ 130
 Next Planned Rdg. Date 01.08.2009
 Next Invoice Rdgs.

Total units consumed (kWh) 115

STATEMENT OF ACCOUNT		Amount (Rs)	MESSAGES
Previous charges as at	26.05.2009	725.00	Mesures contre la GRIPPE MINI! -Lavez les mains régulièrement -Éternuez dans des mouchoirs en papier -Boire de l'eau souvent -Évitez les foules et lieux publics -Consultez votre médecin en cas de fièvre prolongée
Less Payments		725.00	
Balance from previous charges as at	23.06.2009 (A)	0.00	
New charges			Please ignore outstanding balance if payment has been done after the invoice date. For faults and emergencies, please dial 130. Old age pensioners may have an additional 14 days to pay their invoices (conditions overleaf)
Consumption Charges	487.00		
Meter Rental	10.00		
TV License Fee	100.00		
VAT		00.00	
Current amount payable by	23.07.2009 (B)	597.00	
Total Amount Due	(A + B)	597.00	LAST PAYMENT DATE 23.07.2009

JOHN DOE
 ROYAL ROAD
 FLIC-EN-FLAC

Contract Acct. 100684173 Outstanding Amt 0.00
 Due Date 23.07.2009 Current Amt 597.00
TOTAL AMOUNT DUE 597.00

If payment is made after 23.07.2009, a surcharge of 29.00 will be levied on Current Amt.

Customer's Copy

Charges for
the current month

Due date

9.3 Different types of tariffs

9.3.1 Domestic Customers

For domestic customers, three types of tariffs are available: tariffs 110, 120 and 140, depending on the declared load of the consumer at the time of the application for supply, or **subsequent to any material change in the actual consumption**.

Tariff	Units per month (kWh)	Rates applicable per kWh (Rs)
110, 120 & 140	First 25	3.16
	Next 25	4.38
	Next 25	4.74
	Next 25	5.45
	Next 100	6.15
	Next 50	7.02
	Next 50	7.90
	All additional units	8.77

Domestic Tariff category	Minimum Charge applicable when the monthly consumption is less than the amount indicated below
110	Rs 44
120	Rs 184
140	Rs 369

The Table above shows the rates applicable as from 1st of December 2010 and may change following the necessary notice being given in Government Gazette.

9.3.2 Commercial and Industrial Customers

There are several tariffs applicable for Industrial and Commercial consumers depending on their declared load and activity. For a complete set of Tariff schedules and further reference, see website: www.ceb.intnet.mu, or contact the nearest Customer Service Office.

10. Giving Customers more payment options

A range of options is offered to our customers for payment of electricity bills for their convenience:

- By Direct Debit from bank accounts;
- At CEB cash offices island-wide;

- At the Post Office;
- Through electronic payment channels (Please refer to our website for more details);
- At some CWA offices (Please refer to our website for more details);
- By mailing a cheque to CEB Head Office, Curepipe (the date of payment will be considered as the date of reception at the CEB).

11. Complaints & Enquiries

11.1 How to contact us?

The CEB is committed to handling customer complaints and enquiries in a courteous and efficient manner. Customers can contact the CEB by the following means:

- Phone (From 8:30 to 16:00 hours) as per the following table;
- Call in person at Customer Service Walk-in centres (From 8:30 to 16:00 hours);
- Mail to
The General Manager, CEB Royal Road, Curepipe;
- Email to customerservice@ceb.intnet.mu; ceb@intnet.mu;
- Website- <http://www.ceb.intnet.mu>;

The following Customer Service Offices can be contacted as per Table below:

Section	Telephone	Fax	Section	Telephone	Fax
Bambous	452 1526	-	Pamplemousses	243 7525	243 3748
Bramsthan	413 2589	413 2336	Port Louis	210 9022	212 3301
Curepipe	601 1100	675 7963	Quatre Bornes	467 0723	465 0446
Flacq	413 1352	-	Rivière du Rempart	412 4295	-
Goodlands	283 9516	283 7279	Rose Hill	401 2000	464 7453
La Mivoie	483 6145	483 5099	Souillac	625 5544	625 5757
Mahebourg	631 3924	631 9470	Rodrigues	832 0210	8312405

In case you are still not satisfied with the above contacts, you may contact the CEB at the Head Quarters and request an appointment with the Customer Services Manager at the following address:

Central Electricity Board, Royal Road, Curepipe

Tel: +230 601 1100

Fax: +230 675 7958

Email: customerservice@ceb.intnet.mu

11.2 Emergency Repair Service – Dial 130

For any emergency repairs or complaints relating to faults/ power interruptions – a 24-hour reporting service, please dial 130. The CEB endeavours to attend to complaints in connection with the above within 24 hours.

11.3 Feedback

Feedback can be communicated either by phone (*please see phone numbers as per previous page*), by letters or by email. A suggestion box is also available in the above offices, where suggestions of customers are most welcomed.

12. Reporting faults and emergencies

The CEB is committed to handling customer calls in a courteous and efficient manner.

All planned outages are communicated to the public through the media.

If customers have a power outage but notice that their neighbours still have power, they are advised to check their fuses or circuit breakers. If everything is found to be in order, then customers can call CEB's emergency fault line on **130**, which will also provide up-to-date information on outages whenever available.

13. How can customers help the CEB?

- ❑ Giving to CEB officers safe and convenient access to sites where CEB meters and installations are located;
- ❑ Informing the CEB in the event of not receiving their monthly bill;
- ❑ Reporting any power interruption;
- ❑ Informing the CEB of any increase in their load at their premises;
- ❑ Reporting cases to the CEB where customers tamper with their meters;
- ❑ Avoiding interference with any broken lines;
- ❑ Preventing anyone else to interfere with their electricity meter;
- ❑ Informing the CEB through 130 of any street lighting problems, e.g. black- out or daylight burning of a series of lanterns;
- ❑ Making a global effort towards energy saving and teaching children how to save energy;
- ❑ Reporting installations that are suspected to be unsafe;
- ❑ Reporting cases whereby branches that are touching with CEB conductors.

14. The CEB will make every effort

Occasionally, in exceptional circumstances, the CEB cannot meet customers' service requests. These include: when customers' premises cannot be accessed by CEB personnel during cyclones, emergencies, major disruption to supplies, and as a result of action by third parties (such as vandalism), or risks to safety. Although guarantees cannot be offered in these cases, the CEB, nevertheless, undertakes to make every effort to give customers the best possible service

15. How to save on electricity bill?

Customers may use the following tips to save energy at home:

- Replace all incandescent lamps by compact fluorescent light (CFL) bulbs that allow about 70% savings on lighting;
- Use timers or movement sensors in lighting for security purposes;

- Electronic equipment, battery chargers and other equipment should be unplugged or removed from standby mode, when not in use;
- Unnecessary lights should be switched off and desk lamps with CFLs should be used when working at a desk;
- Avoid lowering the temperature of air conditioning thermostat by more than 5°, with respect to ambient temperature, to allow cost savings and ensure that all doors and windows are kept closed;
- When using a kettle, do not fill it in to the top, if all the water is not needed;
- Make use of fans as far as possible so as to reduce the cost on air conditioning;
- When there is warm ambient temperature, the setting for a water heater should be fixed at the lowest temperature;
- When using washing machines for laundry, ensure that temperature setting is on low or cold. This would result in a big saving on washing costs;
- Always use washing machines and dish washers only when they are fully loaded, as this would enable better efficiency of the equipment;
- Avoid opening and closing the refrigerator too frequently;
- Make use of solar panels for water heating as much a possible;
- Remove and clean room air conditioners monthly as dirty filters reduce the efficiency of air conditioners;
- During warm months, keep blinds and curtains closed as they would protect room from direct sunlight;
- Use light colour shades when painting walls inside your house, as this would mean less lighting fixtures and hence lower lighting costs;
- Consider planting trees around your house, as this would provide a cool atmosphere inside your house and in your garden, and hence reduce the use of air-conditioners.

16. Some safety tips

An electrical installation should be adequately protected to ensure that both human life and equipment are safe from damage. The tips below will help to avoid health hazards due to electricity.

- Consider positioning sockets out of the reach of children;
- Avoid leaving sockets “ON” when not in use or temper resistant outlets to insulate them from human contact, especially from children;
- Have your installations done and verified by a qualified technician;
- Ensure that an RCD is connected to your mains supply to avoid earth leakages and to protect human life, and carry out periodic testing to ensure proper operation;
- Always insulate live parts of your installation to avoid the risk of electrocution;
- Replace all damaged, broken or cracked insulation of conductors/wiring;
- Avoid using too many plugs connected loosely in a multi-plug;
- Avoid overloading circuits with high-capacity rated equipment;
- Do not place space heaters in rooms when children are unsupervised;
- Never leave electric tools unattended where children can have access to these;

- Store electric tools in a dry place and away from sunlight and water to avoid any damage to equipment;
- Use wooden ladders or fibreglass ones when working near electrical wiring, instead of metallic ones to avoid the risk of electrocution;
- When you bury an electric cable under the ground, ensure that there is enough mechanical protection and guards to indicate the electrical cable route;
- Placing lamps near curtains that can start a fire at home;
- Switch off the iron each time after use;
- Avoid standing on humid or wet surfaces or in pool of water when fixing your TV antenna on your roof;
- Avoid climbing on to your roof, in the presence of CEB conductors over or close to your building, to prevent risk of electrocution or death;

ANNEX 1 – RATES APPLICABLE SINCE 3.01.2008. THESE MAY BE SUBJECT TO REVISION BY THE BOARD

Item	Type of service	Rate (Rs)
1	Reconnection fee following the disconnection of supply for non –payment of accounts (When consumer’s account is still open and move out has not been processed). Fee to be paid before reconnection of supply	450
2	Disconnection & Reconnection of supply Either	
	(a) Fee to be paid at the time of the disconnection if the date and location of reconnection are specified or (b) Fee to be paid at the time of reconnection if supply has previously been closed as a result of an advice note.	750 750
3	Displacement of service line and /or Lead-in and / or Meter at consumer’s request. Fee to be paid upon application.	450
4	Removal & re-fixing of service line and/or Meter to allow repairs. Fee to be paid upon application.	450
5	Connection and disconnection of load for temporary supply on existing meter. Fee to be paid by applicant upon application.	450
6	Changing of meter for test at the Meter Laboratory at consumer’s request (fee to be refunded if meter is found faulty). Fee to be paid upon application.	450
7	Installation of check meter at consumer’s request (fee to be refunded if meter being checked is found defective). Fee to be paid upon application.	450
8	Connection fee. Fee to be paid before connection of supply	
	For Single–phase consumers	750
	For Three–phase consumer without Current Transformers	1 500
	For Three- phase consumer with Current Transformers	3 000
9	Inspection by Inspector for the checking of meter at consumer’s request (fee to be refunded if meter being checked is found defective). Fee to be paid by applicant upon application.	150
10	Processing fee in respect of clearance for construction purposes. Fee to be paid by applicant upon application.	375
11	Original preparation of planning & estimates at the request of applicant (excluding parcelling). Fee to be paid by applicant upon application:	
	Domestic customers	1 500
	Non-Domestic customers: For Low Voltage network only	8 500
	For High Tension line +Substation + Low Voltage network HT Metering projects-load exceeding 500 kVA (New Charge)	13 000 25 000
12	Revision of planning & estimates at the request of applicant (excluding parcelling). Fee to be claimed upon application:	
	Domestic customers	1500
	Non-Domestic customers: For Low Voltage network only (more than 3 spans)	1500
	For High Tension+ Substation+ Low Voltage network HT Metering Projects (New Charge)	3000 3000
13	Processing fee for parcelling of land. Fee to be paid upon application: Non IRS Projects -calculated on a per plot basis at RS 2000 per plot.	2000 per plot
	IRS project – calculated on the declared load at Rs 50/- per kW (New Charge)	50 per kW
14	Processing fee to provide a preliminary budgetary estimate at a promoter's request. Fee to be paid upon application (New Charge)	2 000

