



PUNJAB STATE POWER CORPORATION LTD.

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OFFICE OF CHIEF ENGINEER /COMMERCIAL

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To

All EICs/CEs/Operation,
Punjab State Power Corporation Limited.

Memo No. 258 - 262
Date 19/12/2024

Subject:- Guidelines for Processing Requests for Shifting of Agricultural Tubewell Connections.

It has come to notice that in numerous cases regarding the shifting of agricultural tubewell connections, critical deficiencies are observed during processing. Specifically there is no record of the consumer in the field office, and the Tubewells at the connection site are not operational. The SAP system only shows the existence of these connections by name, but in many instances, the land where the tubewell connection is registered has been sold, and the area is now occupied by colonies, factories, or other establishments. This makes the connections non-compliant with the essential requirement of having an operational tubewell at the specified site. Additionally, in some cases, the applicant has insufficient land for the connection to be shifted, and in other instances, the applicant does not have legal occupancy at the place to which the connection is being shifted.

Despite awareness of such discrepancies, these cases are being forwarded to the Commercial Organization, leading to delays in processing, unnecessary consumer grievances, and disruptions in delivering timely services.

In view of the above, the following instructions are issued for strict compliance:

- 1) **Verification at the Divisional Level:** The respective Chief Engineer/Operation shall ensure that every case related to shifting of agricultural tubewell connections is thoroughly verified at the divisional level.
 - The concerned Sr. Xen/Operation initiating such cases must confirm the fulfillment of basic requirements, including the existence of tubewell at the specified site.
 - A certificate from the CE/Operation must accompany the case, stating that the matter has been thoroughly checked, adheres to the rules, and is genuine and fit for processing.
- 2) **Action on Non-Compliance:** In instances where cases are forwarded with evident deficiencies or in violation of the rules, the respective

CE/Operation shall call for an explanation from the Sr. Xen/Operation responsible for initiating such cases.

3) **Minimizing Delays and Grievances:**

- Cases with incomplete documentation or non-compliance shall not be forwarded to the Commercial Office.
- Efforts shall be made to streamline the process to avoid unnecessary consumer grievances and delays in providing services.

4) **Minimum Landholding and Legal Occupation:** It must be verified that the consumer requesting the shifting of the agricultural tubewell connection owns a landholding where the connection is intended to be shifted of not less than one acre and is the legal occupier of the said land. This requirement is mandatory for the processing of such cases.

The above instructions are issued in the interest of ensuring procedural integrity and enhancing consumer service efficiency. Any deviation from these guidelines will be viewed seriously and dealt with accordingly.

This issue with the approval of competent authority.

19/12/24
**Dy.CE/Sales-I,
For CE/Commercial,
PSPCL, Patiala.**