

TELANGANA STATE ELECTRICITY REGULATORY COMMISSION
REGULATION No. 2016
LICENSEES' STANDARDS OF PERFORMANCE

Introduction:

In order to improve reliability and quality of supply, the erstwhile APERC notified: "Standards of Performance" to be adhered to by the Licensees under Regulation No. 7 of 2004 and its First Amendment dated 19.08.2005 and Second Amendment 9 of 2013. The Commission reviewed these standards and also decided to prescribe the compensation payable to Consumers for non-compliance of the Standards in terms of the provisions of Section 57 of the Electricity Act, 2003. Accordingly, the Commission formulated a draft Regulation.

In exercise of the powers conferred under Sec.181(za) and (zb) read with Section 57,58 and 59(1) & 86(1)(i) of the Electricity Act, 2003 and all other powers enabling it in that behalf, the Telangana State Electricity Regulatory Commission hereby makes the following Regulation regarding the Licensees' Standards of performance, namely:

1. Short title, extent commencement and applicability

- (1) This Regulation may be called the Telangana State Electricity Regulatory Commission (Licensees' Standards of Performance) Regulation, 2016.
- (2) This Regulation shall be applicable to all Licensees engaged in distribution of electricity in the State of Telangana.
- (3) This Regulation extends to the whole of the state of Telangana.
- (4) This Regulation shall come into force on the date of its publication in the Telangana state Gazette.

2. Scope of Application

These regulations shall be applicable to all the Distribution Licensees including Deemed Licensees under section 14 of the Act and all its consumers in the state of Telangana.

3. Definitions

- (1) In this Regulation, unless the context otherwise requires:

- a. "Act" means the Electricity Act, 2003;
- b. "area of supply" means the area within which a Licensee is authorized by his License to supply electricity;
- c. "Commission" means the Telangana state Electricity Regulatory Commission;
- d. "Cities and Towns" mean the areas covered by all Municipal Corporations and other Municipalities including the areas falling under the various Urban Development Authorities;
- e. "Rural areas" mean the areas covered by Gram panchayats, including major and minor Panchayats;
- f. "Extra High Tension/Extra High Voltage" means the Voltage exceeding 33000 volts under normal conditions;
- g. "High Tension/High Voltage" means the voltage exceeding 440 volts but not exceeding 33000 volts under normal conditions;
- h. "Licensee" means any person licensed under Part IV of the Act to distribute electricity including Deemed Licensee;
- i. "Low Tension/Low Voltage" means the voltage that does not exceed 440 volts under normal conditions;

(2) Words and expressions used and not defined in this Regulation shall bear the same meaning as in the Act or in absence of any definition in the Act, the meaning as commonly understood in the electricity supply industry.

4. Interpretation

In the interpretation of these Regulations, unless the context otherwise requires:

- (i) words in the singular or plural term, as the case may be, shall also be deemed to include the plural or the singular terms.
- (ii) References herein to this Regulation shall be construed as references to this Regulation as amended or modified by the Commission from time to time in accordance with the applicable Act and rules made there under.
- (iii) The headings inserted in this Regulation is for convenience only.
- (iv) References to the statutes, Regulations or guidelines shall be construed as including all provisions consolidated, amended or replaced by such other statutes, Regulations or guidelines as the case may be from time to time.

5. Other Statutes

This Regulation shall be read with, relevant provisions of the Act and also the Electricity Supply Code notified by the Commission, as may be amended from time to time.

6. Legal Provision

The Commission, in pursuance of section 57, read with clause (i) of sub-section (1) of section 86 of the Act, shall specify the standards of performance of the distribution licensees in the state of Telangana, intending to serve as guidelines for them to operate their distribution & supply services for providing quality, continuity and reliability of service and enforce the standard with respect to quality, continuity and reliability of service by the Licensees;

(ii) The sub-section (1) of Section 57 of the Act stipulates that the Commission after consultation with Licensees and persons likely to be affected shall specify standards of performance of a Licensee or a class of Licensees.

(iii) If a licensee fails to meet the standards specified under sub-section (1) of section 57 of the Act, without prejudice to any penalty, which may be imposed, or prosecution be initiated, he shall be liable to pay to a person affected such compensation as may be determined under sub section (2) of section 57 by the Commission;

Provided that before determination of compensation, the concerned Licensee shall be given reasonable opportunity of being heard.

(iv) Every licensee shall, within the period specified, in this Regulation, under sub-section 59 of the Act, by the Commission, furnish to the Commission the following information in the Annexures enclosed to this Regulation, namely:-

(1) For Guaranteed Standards, each Licensee shall furnish to the Commission, in a report for every month and in a consolidated annual report, the following information as per Annexure – I:

a) The levels of performance achieved by the Licensee with reference to the standards specified in Schedule – I to this Regulation;

- b) The number of cases in which compensation was paid under clause (iii) above, and the aggregate amount of the compensation payable and paid by the Licensee; and
- c) The measures taken by the Licensee to improve performance in the areas covered by Guaranteed Standards and Licensee's assessment of the targets to be imposed for the ensuing year.

(2) For Overall Standards, each Licensee shall furnish to the Commission, in a report for every quarter and in a consolidated annual report, the following information as per Annexure – II:

- a) The overall level of performance achieved with reference to the standards specified in Schedule – III to this Regulation; and,
- b) The measures taken by the Licensee to improve performance in the areas covered by Overall Standards and Licensee's assessment of the targets to be imposed for the ensuing year.

(3) The Commission in exercise of the powers vested in it under section 59 (2) shall, at least once in every year arrange for the publication of the information furnished by Licensees under this Regulation.

(v) The Commission may, in exercise of the powers vested in it under section 142 of the Act, resort to penal action against the officials of the licensee's responsible for non fulfilment of the standards of performance, in cases where licensee is able to identify such officers.

7. Guaranteed and Overall standards of performance

(1) The Standards specified in the Schedule –I shall be the Guaranteed Standards of Performance, being the minimum standards of service that a Licensee shall achieve, and the Standards specified in the Schedule-III shall be the Overall Standards of Performance which the Licensee shall seek to achieve in the discharge of his obligations as a Licensee.

(2) The failure of licensee to achieve the guaranteed standards of service shall entail payment of compensation to the consumer as per Schedule-II.

(3) The Commission may from time to time add, alter, vary, modify or amend the contents of the Schedule-I, Schedule-II and Schedule-III.

8. Manner of payment of compensation amount:

- (1) The Licensee shall register every complaint of a consumer regarding failure of power supply, quality of power supply, meters and payment of bills etc., at the customer service centers of each section and at section offices where customer service centers are not available and intimate the complaint number to the consumer.
- (2) The Licensee shall maintain consumer-wise records regarding the Guaranteed standards of performance in order to give a fair treatment to all consumers and avoid any dispute regarding violation of standard.
- (3) All payments of compensation shall be made by way of adjustment against current and/or future bills for supply of electricity, but not later than 90 days from the date of violation of a Guaranteed Standard.
- (4) If the Licensee, however, fails to dispense the compensation amount as laid out in paragraph 3 above the aggrieved consumer(s) can approach the Forum for redressal of grievances of consumers to seek such compensation.

9. Information on Standards of Performance

Guaranteed standards

- (1) For Guaranteed Standards, each Licensee shall furnish to the Commission, in a report for every month and in a consolidated annual report, the following information:
 - (a) The levels of performance achieved by the Licensee with reference to the standards specified in Schedule – I to this Regulation;
 - (b) The number of cases in which compensation was paid under clause 8 (3), and the aggregate amount of the compensation payable and paid by the Licensee, and
 - (c) The measures taken by the Licensee to improve performance in the areas covered by Guaranteed Standards and Licensee's assessment of the targets to be imposed for the ensuing year.

Overall standards

- (2) For Overall Standards, each Licensee shall furnish to the Commission, in a report for every quarter and in a consolidated annual report, the following information:

- (a) The level of performance achieved with reference to the standards specified in Schedule – I to this Regulation; and,
- (b) The measures taken by the Licensee to improve performance in the areas covered by Overall Standards and Licensee's assessment of the targets to be imposed for the ensuing year.

(3) The Commission shall, at such intervals as it may deem fit and not inconsistent with the provisions of the Act, arrange for the publication of the information furnished by Licensees under this Regulation.

10. Inclusions and Exclusions of Events

(1) A power interruption shall include any outage in the distribution system, extending from the distribution substation to the consumer meter, which may be due to the tripping action of protective devices during faults or the failure of distribution lines and/or transformers, and which results in the loss of power supply to one or more consumers.

(2) The application of the standard of performance specified in these regulations shall remain suspended in case of the following events:

- (a) force majeure events such as war, mutiny, civil commotion, riots, flood, cyclone, lightning, earthquake or other force and strike, lockout, fire affecting licensee's installations and activities;
- (b) outages due to generation failure or transmission network failure;
- (c) outages that are initiated by the National Load Despatch Centre/ Regional Load Despatch Centre/ State Load Despatch Centre during the occurrence of failure of their facilities; and
- (d) outages due to other events that the Commission shall approve after due notice and hearing.

(3) The Commission may by a general or special order after hearing the Licensee and the affected consumer(s) / consumer groups, absolve the Licensee from the liability to compensate the consumers for any default in the performance of any standard if the Commission is satisfied that such default is for reasons other than those attributable to the Licensee and further that the Licensee has otherwise made efforts to fulfill his obligations.

11. Issue of orders and practice directions

(1) Subject to the provisions of the Electricity Act, 2003 and this Regulation, the Commission may, from time to time, issue orders and practice directions in regard to the implementation of the Regulation and procedure to be followed and various matters which the Commission has been empowered by this Regulation to specify or direct.

(2) In particular, the Commission may authorize the Commission staff or any independent agency to conduct periodical checks, monitor the compliance of the Standards by the Licensees and report to the Commission.

12. Power to remove difficulties

If any difficulty arises in giving effect to any of the provisions of this Regulation, the Commission may, by general or special order, do or undertake or direct the Licensees to do or undertake things which in the opinion of the Commission are necessary or expedient for the purpose of removing the difficulties.

13. Power to Amend

(1) The Commission may at any time, vary, alter, modify, or amend any provisions of the Regulation.

(2) In particular the Commission may review these standards after a period of three years or at any other time, if considered necessary. This Regulation shall however continue to be in force till it is modified based on such review.

14. Repeal and Savings

(1) The Telangana State Electricity Regulatory Commission (adoption of previously subsisting regulations, decisions, directions or orders, licences and practice directions), Regulation, 2014 (Regulation No. 1 of 2014) to the extent relating to :

Licensees' Standards of Performance (Regulation No. 7 of 2004) along with amendments carried out from time to time, shall stand repealed on and from the date this regulation is published in the Official Gazette for the state of Telangana to the extent relating to the matters covered in this Regulation out of Regulation No.1 of 2014.

(2) Notwithstanding such repeal, anything done or any action taken or, purported to have been done or taken including any order, direction or notice made or issued under the repealed Regulation shall remain valid.

(3) Nothing in this Regulation shall affect the rights and privileges of the consumers under any other law including the Consumer Protection Act, 1986.

SCHEDULE-I

I. Restoration of Power Supply

1.1 Normal Fuse-off: The Licensee shall restore power supply in the case of normal fuse-off calls (replacing Horn Gap (HG) fuses or Low Tension (LT) fuses at the distribution transformer or at the consumer premises) within 4 working hours of receiving the complaint in towns and cities and within 8 working hours of receiving the complaint in rural areas. Individual fuse-off calls at consumer premises, wherever the fault is of such nature that it requires shutting down the power supply affecting other consumers also, shall not however be attended to between 6 PM and 8 AM except in case of essential services covered under the Essential Services Maintenance Act (ESMA).

1.2 Overhead Line/Cable Breakdowns: In case of overhead line/cable breakdowns, the Licensee shall ensure restoration of power supply within 6 hours of occurrence of breakdown in towns and cities and within 24 hours of occurrence of breakdown in rural areas.

1.3 Underground Cable Breakdowns: In case of breakdown of underground cable, the Licensee shall ensure restoration of power supply within 12 hours of occurrence of breakdown in towns and cities and within 48 hours of occurrence of breakdown in rural areas.

1.4 Distribution Transformer failure: The Licensee shall restore supply in the case of distribution transformer failures by replacement of transformer within 24 hours of receiving the complaint in towns and cities and within 48 hours of receiving the complaint in rural areas.

1.5 Period of scheduled outages: Interruption in power supply due to scheduled outages, other than the load-shedding, shall be notified by the Licensee at least 24 hours in advance and shall not exceed 12 hours in a day. In each such event, the Licensee shall ensure that the supply is restored by not later than 6.00 PM. Total number of scheduled outages for any 11 kV feeder shall not exceed more than 4 in a year in Urban areas and shall not exceed more than 6 in a year in Rural areas.

II. Quality of Power Supply

2.1 Voltage fluctuations

(i) The Licensee shall maintain the voltages at the point of commencement of supply to a consumer within the limits stipulated hereunder, with reference to declared voltage:

- (a) In the case of Low Voltage, +6% and -6%;
- (b) In the case of High Voltage, +6% and -9%; and
- (c) In the case of Extra High Voltage, +10% and -12.5%

On receipt of a voltage fluctuation complaint, licensee shall verify if the voltage fluctuation is exceeding the limits specified and upon confirmation, licensee shall:

- (a) ensure that the voltages are brought within the specified limits, within 10 days of original complaint provided no expansion / enhancement of the network is involved; and
- (b) resolve the complaint within 120 days, if up-gradation of the distribution system is required.

In cases where substation is required to be erected to resolve voltage fluctuation complaints, licensee shall, within one month of the receipt of such complaint, submit to the Commission a proposal for erection of substation, together with the time required to complete erection and commissioning of such substation and get the same approved by the Commission. In such cases, licensee is required to inform the consumer about the likely time of resolution of the complaint.

Provided that where such substation is covered in licensee's investment plan approved by the Commission, licensee shall complete the erection and commissioning of such substation within the time period specified in such investment plan.

The compensation for industrial and agricultural consumers, who are expected to install capacitors at their end, shall not be paid the compensation if capacitors of adequate capacity are not installed at their premises.

2.2 Harmonics

(i) The Licensee shall maintain the limits of harmonics as per the stages prescribed hereunder:

Stage-1: The cumulative Total Voltage Harmonic Distortion (THD_v) at the Point of Commencement of Supply for each consumer connected at 132KV and above shall be limited to 3% (as per Grid Code applicable in the State of Telangana).

Stage-2: The cumulative Total Voltage Harmonic Distortion (THD_v) at the Point of commencement of supply for each consumer connected at 33 KV shall be limited to 8% (as per Grid Code applicable in the State of Telangana).

Stage-3: The cumulative Total Voltage Harmonic Distortion (THDV) at the point of commencement of supply for each consumer connected at 11 KV shall be limited to 8% (as per Grid Code applicable in the State of Telangana).

(ii) Stage-1 shall be effective on the expiry of one year from the date of publication of this Regulation. The Commission will notify the compensation amounts for default on this standard on commencement of Stage-I.

(iii) The Commission will specify the effective dates for Stage-2 and Stage-3 after consultation with the Licensees.

(iv) The assessment method for recording harmonic levels shall be as laid out in the Grid Code of Telangana, until the Commission lays down a separate procedure.

III Meter complaints

3.1 The licensee shall perform the following meter related activities subject to the provisions provided in the Supply Code and other associated regulations and codes including General Terms and Conditions of Supply notified by the Commission.

3.2 The licensee shall read consumer's meter at least once in every month for consumers in Cities , Towns , Mandal headquarters and reading of all high value services in terms of consumption/load shall be taken monthly in rural areas. In regard to other consumer services, the consumer meter readings shall be taken at a periodicity not more than 2 months and as specified in Supply Code regulations.

3.3 Licensee shall inspect and check the correctness of the meter within 7 days of receiving the complaint in Cities and Towns Areas and within 15 days of receiving the complaint in Rural Areas.

3.4 Licensee shall replace the non working (stuck up, running slow, fast or creeping) meter at its own cost.

3.5 Licensee shall replace at its own cost the burnt out meters within 7 days of receiving the complaint, if the burning of meter is due to causes attributable to licensee.

3.6 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., licensee shall serve a notice to the consumer for recovery of cost of the meter within 7 days of detection and shall replace the meter within 7 days of receiving the payment from the consumer and after necessary corrective action is taken to avoid future damage to the meter.

IV. Shifting of meters/service lines

4.1 As per clause 5.4.1.4 of GTCS , Wherever the consumer's requests for shifting the service connection in the existing premises or for deviation for the existing lines at their own cost, licensee shall inspect and inform the estimated cost to the consumer within 10 days of receipt of application in Cities and Towns Areas and 15 days of receipt of application in Rural Areas.

4.2 The following time schedule shall be observed for completing the works from date of payment of the charges and necessary clearances:

Shifting of meter/ service line: 7 days

V. Application for New connections/additional load

5.1 Cases where power supply can be provided from existing network

- (i) In cases where power supply can be provided from existing network, licensee shall release supply to an applicant within 30 days of receipt of application.

Provided that in case of applications requiring supply under Low Tension Agricultural category, such obligation on the part of the Licensee shall be limited to the number of connections that can be covered within the target fixed for the year for release of agricultural connections. The Licensee shall maintain a waiting list of such applicants in a serial order based on the receipt of applications and the waiting list number shall be communicated to the concerned applicant in writing within 15 days of receipt of application. If, however, the applicant's case cannot be covered in the programme of release of agricultural connections fixed for the year, it shall be so indicated in the said written communication and his seniority shall be maintained so as to release service whenever his turn comes as per seniority list in subsequent year.

(ii) The Licensee shall keep the fees, charges and security payable by the applicants for new connections notified and also specify the same on the application form.

5.2 Cases where power supply requires extension of distribution mains

- (i) In cases where power supply requires extension of distribution mains, licensee shall acknowledge the receipt of the application within 2 days and shall intimate to the applicant in writing, the amount of security and other charges payable within 7 days of receipt of application for Low Tension, within 15 days of receipt of application for High Tension(11 kV) , within 30 days for High Tension(33 kV) and within 45 days of receipt of application for Extra High Tension.
- (ii) The supply of electricity in such cases shall be effected by licensee within the time limits specified as under:

Supply Voltage	Time limit*
Low Tension	30 days
High Tension (11 kV)	60 days
High Tension (33 kV)	90 days
Extra High Tension (Above 33 kV)	180 days

* To be applicable from date of payment of required security and other charges, within which supply of electricity should be provided

Licensee may approach the Commission for extension of time specified above, in specific cases where the extension of distribution mains requires more time, along with the details. In such cases, licensee shall inform the consumer about the likely time of resolution of the complaint.

5.3 Erection of substation to extend supply

In case of application for new connection, where extension of supply requires erection and commissioning of new substation, the licensee shall submit to the Commission within 15 days of receipt of such application, a proposal for erection of such substation together with the time required for erection and commissioning, and get approval of the Commission. Licensee shall commence power supply to the applicant within the time period so approved by the Commission.

Provided that where such substation is covered in the investment plan approved by the Commission, the licensee shall not be required to take any further approval

from the Commission and shall complete erection of such substation within the time period specified in such investment plan.

In cases where the substation is meant to extend supply to an individual consumer, licensee shall commence erection of the substation only after the receipt of necessary security from the applicant.

Licensee shall not, be held responsible for the delay, if any, in extending supply, if the same is on account of problems relating to right of way, acquisition of land, or the delay in consumer's obligation to obtain approval of Chief Electrical Inspector to Government for his HT or EHT installation etc., over which licensee has no reasonable control.

VI. Transfer of ownership and conversion of services

6.1 Licensee shall give effect to transfer of ownership, change of category and conversion of the existing services from Low Tension to High Tension and vice-versa within the following time limits:

Change of category	Time limit
(a) Title transfer of ownership	within 7 days of receipt of application, with necessary documents and prescribed fee, if any
(b) Change of category	
(c) Conversion from Low Tension single phase to Low Tension 3-phase and vice-versa	within 30 days from the date of payment of necessary charges by the consumer
(d) Conversion from Low Tension to High Tension and vice-versa	within 60 days from the date of payment of necessary charges by the consumer

6.2 In case of change of category licensee shall examine the provisions as per Tariff Order of relevant year upon receipt of such application and inform the consumer within 7 days of receipt of application about the feasibility.

6.3 Provided that in case of conversion from Low Tension to High Tension and vice-versa, the Licensee shall not be held responsible for the delay if the same is on account of delay in consumer's obligation to obtain approval of Chief Electrical Inspector to Government, for such installation.

VII. Complaints about consumer's bills

7.1 (i) The Licensee shall acknowledge the consumer's complaint immediately, if received in person and within 2 working days, if received by post. The Licensee shall resolve the complaint regarding electricity bills within 2 working days of its

receipt, if no additional information is required to be collected and within 7 working days of receipt of complaint in case any additional information is required.

(ii) In case the complaint is genuine and revision of bill already issued becomes necessary, the due date for payment of bill shall be reckoned from the date of revised bill for the purpose of disconnection of supply or for levy of additional charges for belated payment.

7.2 Reconnection of supply following disconnection due to non-payment of bills

The Licensee shall restore power supply to a consumer, whose supply has been disconnected due to non-payment of electricity bills, within 4 working hours of receipt of production of proof of payment by the consumer in towns and cities, and within 12 working hours of production of proof of payment by the consumer in rural areas.

SCHEDULE - II

GUARANTEED STANDARDS OF PERFORMANCE AND COMPENSATION TO CONSUMERS IN CASE OF DEFAULT

Sl.No	Service Area	Time Standard	Compensation payable in case of violation of standard	
			to individual consumer if the event affects a single consumer	to individual consumer if the event affects more than one consumer
I. Normal Fuse-Off				
i.	Cities and towns	Within 4 working hours	Rs.250 in each case of default	Rs.125 to each consumer affected
ii.	Rural areas	Within 8 working hours	Rs.250 in each case of default	Rs.125 to each consumer affected
II. Overhead Line/cable breakdowns				
i.	Cities and towns	Within 6 hours default	Rs.250 in each case of affected	Rs. 125 to each consumer
ii	Rural areas	Within 24 hours	Rs.250 in each case of affected	Rs. 125 to each consumer
III. Underground cable breakdowns				
i.	Cities and towns	Within 12 hours default	Rs.250 in each case of affected	Rs. 125 to each consumer
ii.	Rural areas	Within 48 hours	Rs.250 in each case of affected	Rs. 125 to each consumer
IV. Distribution Transformer failure				
i.	Cities and towns	Within 24 hours default	Rs.500 in each case of affected	Rs. 250 to each consumer
ii	Rural areas	Within 48 hours	Rs.500 in each case of affected	Rs. 250 to each consumer
V. Period of Scheduled Outage				
i.	Maximum duration in a single stretch consumer affected	Not to exceed 12 hours	Rs.500 in each case of affected	Rs. 250 to each consumer
ii.	Restoration of supply	By not later than 6:00 PM	Rs.500 in each case of affected	Rs. 250 to each consumer
VI. Voltage fluctuations				
i.	No expansion/ enhancement of network involved	Within 10 days	Rs.250 for each day of default	Rs.125 to each consumer affected for each day of default
ii	Up-gradation of distribution system required	Within 120 days	Rs.500 for each day of default	Rs. 250 to each consumer affected for each day of default
iii	Erection of Substation	Within the time period as approved by the Commission	Rs.1250 for each day of default	Rs.625 to each consumer affected for each day of default

VII. Meter complaints				
i.	Inspection and replacement of slow,fast/ creeping, stuck-up meters	Inspection within 7 days in towns and cities and within 15 days in rural areas and replacement within 15 days thereafter	Rs. 250 for each day of default	Not applicable
ii	Replace burnt meters if cause attributable to Licensee	Within 7 days		
Iii	Replace burnt meters if cause attributable to consumer	Within 7 days of receiving payment from consumer		
iv	Shifting of meter/service line	Within 7 days	Rs.200 for each day of default	Not applicable
VIII. Processing of application & intimation of relevant charges payable for new connection/sanction of additional load /Demand				
i.	All Cases – If connection feasible from existing network for release of supply	Within 30 working days of receipt of application	Rs.250 for each day of default	
ii. If network expansion / enhancement required to release supply				
a.	Release of supply -Low Tension	Within 7 days of receipt of application	Rs.250 for each day of default	
b.	Release of Supply -High Tension 11kV	Within 15 days of receipt of application	Rs.250 for each day of default	
c.	Release of Supply -High Tension 33 kV	Within 30 days of receipt of application	Rs.1250 for each day of default	Not Applicable
d.	Release of Supply -Extra High Tension	Within 45 days of receipt of application	Rs.1250 for each day of default	
IX. Release of new connection/additional load upon payment of all charges				
i.	All Cases – If connection feasible from existing network for release of supply	Within 30 days of receipt of application (along -with prescribed charges)	Rs.250 for each day of default	Not Applicable

ii. Network expansion / enhancement required to release supply				
a.	Release of supply -Low Tension	Within 30 days of receipt of prescribed charges	Rs.250 for each day of default	Not Applicable
b.	Release of Supply -High Tension 11kV	Within 60 days of receipt of prescribed charges	Rs.250 for each day of default	
c.	Release of Supply -High Tension 33 kV	Within 90 days of receipt of prescribed charges	Rs.1250 for each day of default	
d.	Release of Supply -Extra High Tension	Within 180 days of receipt of prescribed charges	Rs.1250 for each day of default	
e.	Erection of substation required for release of supply	Within the time period approved by the Commission	Rs.2500 for each day of default	
X. Transfer of ownership and conversion of services				
i.	Title transfer of ownership	Within 7 days along- with necessary documents and prescribed fee, if any	Rs.250 for each day of default	Not Applicable
ii.	Change of category	Within 7 days along- with necessary documents and prescribed fee, if any		
iii.	Conversion from LT 1-ph to LT 3-ph and vice versa	Within 30 days of payment of charges by the consumer		
iv.	Conversion from LT to HT and vice versa	Within 60 days of payment of charges by the consumer	Rs.500 for each day of default	
XI. Resolution of complaints on consumer's bill				
i.	If no additional information is required	Within 24 working hours of receipt of complaint	Rs.125 for each day of default	Not Applicable
ii.	If additional information is required	Within 7 working days of receipt of complaint		

XII. Reconnection of supply following disconnection due to non-payment of bills				
i.	Cities and Towns	Within 4 working hours of production of proof of payment by consumer	Rs.250 in each day of default	Not Applicable
ii.	Rural areas	Within 12 working hours of production of proof of payment by consumer.	Rs.250 in each day of default	Not Applicable
XIII. Wrongful disconnection of service connection / levy of reconnection charges without disconnection				
i.	Wrongful disconnection of service connection even after payment of electricity charges due		Rs.250 in each day of default	Not Applicable
ii.	Levy of reconnection charges without actual physical disconnection			

Manner of payment of compensation amount:

1. The Licensee shall establish IVRS to register the complaints of consumers , within one year from the date of issue of this regulation. In the meanwhile, the Licensee shall register every complaint of a consumer regarding various service parameters as mentioned in the above schedule, at the customer service centers of each Sub-Division office, centralized customer service centers at Towns/Cities, Fuse-off-call offices wherever available and intimate the unique complaint identification (UCI) number to the consumer.

2. Once the complaint is rectified/addressed, the Distribution Licensee shall arrange a SMS message to the registered mobile number of the Consumer or the number from which complaint has been made. The time of sending of such message from the licensee shall be treated as time of rectification of the complaint for the purpose of reckoning compliance to the Service Standard.

3. An IVRS is to be put in place by the Lisensee which records the complaint and default will be counted from that date. The features of the IVRS should be as follows:

- i. The consumer is to be provided options for entering the nature of complaint like
 - a) Normal Fuse-off
 - b) Overhead Line/Cable breakdowns
 - c) Underground cable breakdowns
 - d) Distribution Transformer failure

- e) Period of scheduled outage
- f) Voltage fluctuations
- g) meter complaints
- h) shifting of meter/service line
- i) processing of application & intimation of relevant charges payable for new connections/sanction of additional load/Demand
- j) Release of new connection/additional load upon payment of all charges
- k) Transfer of ownership and conversion of services
- l) Resolution of complaints on consumer's bill
- m) Reconnection of supply following disconnection due to non-payment of bills
- n) wrongful disconnection of service connection/levy of reconnection charges without disconnection

(any other complaint should necessarily present in the options as some consumers may not be aware of specific nature if complaint).

- ii. The system should prompt for a mobile number on which SMS can be sent
 - iii. A unique complaint number auto generated by the system is to sent to the consumer as SMS
 - iv. SMS is to be sent to the consumer as to when the rectification is done.
 - v. Duration for rectification of complaint is the number of days between date of registration of complaint on IVRS and the date of rectification sent to the consumer .
 - vi. The IVRS should be in place with a period of one year from the date of issue of this regulation.
4. A quarterly report should be sent to CGRF and Ombudsman. The reports will be analysed/monitored by the CGRFs. The format of the report (Annexure) is given below:

S.No	No. of complaints received	No. of cases where the fault is on consumer's side	No. of cases where the fault is on Licensee's side	Amount recovered

5. The Licensee shall maintain consumer –wise records regarding the Guaranteed standards of performance in order to give a fair treatment to all consumers and avoid any dispute regarding violation of standard.
6. Consumer will be required to make a claim for compensation towards non-compliance of a Guaranteed Standard, within 30 days of violation of such service standard by the Licensee, to a senior officer as may be designated by the Licensee for this purpose, who is based at the headquarters of the Licensee. The same officer is responsible for monitoring compliance of the Regulation and submitting periodical reports to the Commission, as may be required.
7. All payments of compensation shall be made by way of adjustment against current and/or future bills for supply of electricity, but not later than 90 days from the date of violation of a Guaranteed Standard.
8. If the Licensee, however, fails to dispense the compensation amount as laid out in paragraphs above the aggrieved consumer(s) can approach the Forum for redressal of grievances of consumer to seek such compensation.
9. Any consumer, who is aggrieved by non-redressal of his grievance by the Forum, may make a representation to the Vidyut Ombudsman appointed by the Commission , in accordance with the provisions of the Act.
10. If the Licensee does not meet the overall standards an amount as decided by the Commission which may be upto 2% will be recovered from the ARR of the Licensee.

SCHEDULE-III
OVERALL STANDARDS OF PERFORMANCE

1.1 Normal fuse-off calls: The Licensee shall maintain the percentage of fuse-off calls rectified within the time limits prescribed under sub-paragraph 1.1. of Schedule-I to total calls received at a value not less than 99%.

1.2 Line Breakdowns: In case of line breakdowns, the Licensee shall ensure restoration of power supply within 6 hour of occurrence of breakdown in towns and cities and within 24 hours of occurrence of breakdown in rural areas as prescribed in sub-paragraph 1.2 of Schedule-I. The Licensee shall achieve this standard of performance in at least 95% of the cases.

1.3 Distribution Transformer Failures: The Licensee shall maintain the percentage of distribution transformers replaced within the time limits prescribed in sub-paragraph 1.4 of Schedule-I to the total distribution transformers failed at a value not less than 95%.

1.4 Period of scheduled outages: As specified in sub-paragraph 1.5 of Schedule-I, interruption in power supply due to scheduled outages, other than the load-shedding, has to be notified in advance and shall not exceed 12 hours in a day and in each such event, the Licensee has to ensure that the supply is restored by 6.00 PM. The Licensee shall achieve both of these standards of performance in at least 95% of the cases.

1.5 Street Light faults

1.5.1 The Licensee shall rectify line faults and restore streetlights within 24 hours of detection or receipt of complaint, whichever is earlier, and shall achieve this standard of performance in at least 90% of the cases.

1.5.2 In case of a fused light or defective unit, the Licensee, wherever responsible for maintenance of street lights, shall replace the light or rectify/replace the unit within 24 hours of detection or receipt of complaint, whichever is earlier, and shall achieve this standards of performance in at least 90% of the cases.

1.6 Reliability Indices

(i) The following reliability/outage indices are prescribed by the Institute of Electrical and Electronics Engineers (IEEE) Standard 1366 of 1998. The Licensee shall compute and report the value of these indices from 2002-03 onwards:

(a) **System Average Interruption Frequency Index (SAIFI):** The Licensee shall calculate the value a per the formula and methodology specified below.

(b) **System Average Interruption Duration Index (SAIDI):** The Licensee shall calculate the value as per the formula and methodology specified below.

(c) **Momentary Average Interruption Frequency Index (MAIFI):** The Licensee shall calculate the value as per the formula and methodology specified below.

Method to compute Distribution System Reliability Indices:

The Indices shall be computed for the Discom as a whole by stacking, for each month all the 11 KV/33 KV feeders in the supply area, excluding those serving predominantly agricultural loads, and then aggregating the number and duration of all interruptions in that month for each feeder. The Indices would then be computed using the following formulae:

$$1. SAIFI = \frac{\sum_{i=1}^n (A_i * N_i)}{N_t} \text{ Where}$$

A_i = Total Number of sustained interruptions (each longer than 5 minutes) on i^{th} feeder for the month

N_i = Connected load of i^{th} feeder affected due to each interruption

N_t = Total connected load at 11 KV in the Distribution Licensee's supply area

n = number of 11 KV feeders in the licensed area of supply (excluding those serving predominantly agricultural load)

$$2. SAIDI = \frac{\sum_{i=1}^n (B_i * N_i)}{N_t} \text{ Where}$$

B_i = Total duration of all sustained interruptions on i^{th} feeder for the month

$$3. MAIFI = \frac{\sum_{i=1}^n (C_i * N_i)}{N_t}$$

C_i = Total number of momentary interruptions (each less than or equal to 5 minutes) on i^{th} feeder for the month

Note: The feeders must be segregated into rural and urban and the value of the indices must be reported separately for each month.

(i) The Licensee shall compute the value of these indices separately for feeders serving predominantly agricultural loads. The methodology for computation of indices shall remain the same as in the case of other feeders.

(ii) Based on the information provided by the Licensees, the Commission would notify the target levels for these indices annually.

1.7 Frequency variations: The Licensee shall achieve coordination with other network constituents such as State Transmission Utility, State Load Dispatch Center, distribution Licensees and other transmission Licensees in an endeavour to maintain the supply frequency as per the Indian Electricity Grid Code (the

present values being between 49.0 and 50.5 Hz), as amended from time to time. The Licensee shall conduct hourly measurement of supply frequency and report the number of events when the supply frequency was outside prescribed limits.

1.8 **Voltage Unbalance:** The Licensee shall ensure that the voltage unbalance does not exceed 3% at the point of commencement of supply. Voltage Unbalance shall be computed in a manner to be specified by the Commission separately or as part of the Distribution Code or Distribution Operating Standards.

1.9 **Billing mistakes:** The Licensee shall maintain the percentage of bills requiring modifications following complaints to the total number of bills issued, at a value not greater than 0.1%

1.10 **Faulty meters:** The Licensee shall maintain the percentage of defective meters to the total number of meters in service, at a value not greater than 3%.

1.11 **The Summary of Overall performance standards is as follows:**

Service area	Overall Standard of Performance
Normal fuse-off calls	At least 99% calls received should be rectified within prescribed time limits in both Cities and Towns and in Rural areas
Line Breakdowns	At least 95% of cases resolved within time limit in both Cities and Towns and in Rural areas
Distribution Transformer failure	At least 95% of DTRs to be replaced within prescribed time limits in both Cities and Towns and in Rural areas
Period of scheduled outage	
Maximum duration in a single stretch	At least 95% of cases resolved within time limit
Restoration of supply by 6.00 PM	
Street Light Faults	
Rectification of line faults	At least 90% cases should be complied within prescribed time limits
Replacement of fused/defective unit	
Continuity Indices	
SAIFI	To be laid down later by the Commission
SAIDI	
MAIFI	
Frequency variations	To maintain supply frequency within 49–50 Hz as per IEGC
Voltage Unbalance	Maximum of 3% at point of commencement of supply
% billing mistakes	Not exceeding 0.1%
% faulty meters	Not exceeding 3%

Commission Secretary

ANNEXURE-I (REPORTING FORMATS- GUARANTEED STANDARDS)

The following format shall be used by licensee for reporting the performance levels for guaranteed standards on a monthly basis to the Commission:

Sl. No	Service Area	No. of complaints			No. of complaints redressed in the month (No.)				
		Pending in previous month	Received in the month	total	Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	Pending complaints (No.)
I. Normal Fuse-Off									
i.	Cities and towns								
ii.	Rural areas								
II. Overhead Line/cable breakdowns									
i.	Cities and towns								
ii	Rural areas								
III. Underground cable breakdowns									
i.	Cities and towns								
ii	Rural areas								
IV. Distribution Transformer failure									
i.	Cities and towns								
ii	Rural areas								
V. Period of Scheduled Outage									
i.	Maximum duration in a single stretch consumer affected								
ii	Restoration of supply								
VI. Voltage fluctuations									
i.	No expansion/ enhancement of network involved								

Sl. No	Service Area	No. of complaints			No. of complaints redressed in the month (No.)				
		Pending in previous month	Received in the month	total	Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	Pending complaints (No.)
ii.	Up-gradation of distribution system required								
iii.	Erection of Substation								
VII. Meter complaints									
i.	Inspection and replacement of slow, fast / creeping, stuck-up meters								
ii	Replace burnt meters if cause attributable to Licensee								
iii	Replace burnt meters if cause attributable to consumer								
iv	Shifting of meters/service lines								
VIII. Processing of application & intimation of relevant charges payable for new connection/sanction of additional load /Demand									
i.	All Cases – If connection feasible from existing network for release of supply								
ii.	If network expansion / enhancement required to release supply								
a.	Release of supply -Low Tension								
b.	Release of Supply -High Tension 11kV								
c.	Release of Supply -High Tension 33 kV								

Sl. No	Service Area	No. of complaints			No. of complaints redressed in the month (No.)				
		Pending in previous month	Received in the month	total	Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	Pending complaints (No.)
d.	Release of Supply -Extra High Tension								
IX. Release of new connection/additional load upon payment of all charges									
i.	All Cases- If connection feasible from existing network for release of supply								
ii.	Network expansion / enhancement required to release supply								
a.	Release of supply -Low Tension								
b.	Release of Supply -High Tension 11kV								
c.	Release of Supply -High Tension 33 kV								
d.	Release of Supply -Extra High Tension								
e.	Erection of substation required for release of supply								
X. Transfer of ownership and conversion of services									
i.	Title transfer of ownership								
ii.	Change of category								
iii.	Conversion from LT 1-ph to LT 3-ph and vice versa								
iv.	Conversion from LT to HT and vice versa								
XI. Resolution of complaints on consumer's bill									

Sl. No	Service Area	No. of complaints			No. of complaints redressed in the month (No.)				
		Pending in previous month	Received in the month	total	Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	Pending complaints (No.)
i.	If no additional information is required								
ii	If additional information is required								
XII. Reconnection of supply following disconnection due to non-payment of bills									
i.	Cities and Towns								
ii.	Rural areas								
XIII. Wrongful disconnection of service connection / levy of reconnection charges without disconnection									
i.	Wrongful disconnection of service connection even after payment of electricity charges due								
ii.	Levy of reconnection charges without actual physical disconnection								

The monthly information regarding the compensation shall be submitted by licensee to the Commission in the following format for individual complaints where compensation has been paid:

S. No	Complaint number	Date of filing of Complaint	Consumer number	Name and Address of consumer	Nature of complaint	Reference Guaranteed standard	Amount of Compensation paid (Rs.)	Date of payment of Compensation
1								
2								
3								

ANNEXURE-II (REPORTING FORMATS- OVERALL STANDARDS)

Licensee shall furnish the information with respect to the overall standards every quarter to the Commission in the following format:

Service area	Overall Standard of Performance	No. of complaints				
		pending at the start of the quarter (A)	filed by the consumers in this quarter (B)	Total C= (A+B)	redressed within the stipulated time for Overall standards	pending at the end of the quarter
Normal fuse-off calls	At least 99% calls received should be rectified within prescribed time limits in both Cities and Towns and in Rural areas					
Line Breakdowns	At least 95% of cases resolved within time limit in both Cities and Towns and in Rural areas					
Distribution Transformer failure	At least 95% of DTRs to be replaced within prescribed time limits in both Cities and Towns and in Rural areas					
Period of scheduled outage						
Maximum duration in a single stretch						
Restoration of supply by 6.00 PM	At least 95% of cases resolved within time limit					
Street Light Faults						

Service area	Overall Standard of Performance	No. of complaints				
		pending at the start of the quarter (A)	filed by the consumers in this quarter (B)	Total C= (A+B)	redressed within the stipulated time for Overall standards	pending at the end of the quarter
Rectification of line faults						
Replacement of fused/ defective unit	At least 90% cases should be complied within prescribed time limits					
Continuity Indices						
SAIFI	To be laid down later by the Commission					
SAIDI						
MAIFI						
Frequency variations	To maintain supply frequency within 49 – 50 Hz as per IEGC					
Voltage Unbalance	Maximum of 3% at point of commencement of supply					
% billing mistakes	Not exceeding 0.1%					
0% faulty meters	Not exceeding 3%					

The quarterly information regarding faulty meters shall be submitted by licensee in the following format:

No. of faulty meters at the start of the quarter	No. of faulty meters added during the quarter	Total no. of faulty meters	No. of meters rectified/replaced	No. of faulty meters pending at the end of the quarter

The proforma for submission of quarterly report on reliability indices shall be as follows:

S. No.	quarter	Ni = Connected load of ith feeder affected for each interruption	Ai = Total number of sustained interruptions (each longer than 5 minutes) on ith feeder for the quarter	Nt = Total connected load at 11kV in licensees area of supply (1)	= $\Sigma(Ai * Ni)$ for all 11kV feeders excluding agriculture feeders (2)	SAIFI= (2) / (1)

S. No.	quarter	Ni = Connected load of ith feeder affected for each interruption	Bi = Total duration of sustained interruptions (each longer than 5minutes) on ith feeder for the quarter	Nt = Total connected load at 11kV in licensees area of supply (1)	= $\Sigma(Bi * Ni)$ for all 11kV feeders excluding agricultural feeders (2)	SAIDI= (2) / (1)

S. No.	quarter	Ni = Connected load of ith feeder affected for each interruption	Ci = Total number of momentary interruptions (each less than or equal to 5 minutes) on ith feeder for the quarter	Nt = Total connected load at 11kV in licensees area of supply (1)	= $\Sigma(Ci * Ni)$ for all 11kV feeders excluding agricultural feeders (2)	MAIFI= (2) / (1)

ANNEXURE - III

The format for registering a complaint in the complaint office is shown as under:

S. No.	Time & Date of receiving complaint	Name, Address, Contact no. of complainant	Nature of complaint	Complaint number	Reference Guaranteed standard	Time & Date of redressal of complaint	Total time taken for complaint redressal (in Hrs/mts)