

Notification

17th February, 2014

No. RERC/ Secy / Regulation 103 In exercise of the powers conferred on it by sections 57 to 59 read with sections 86(1)(i), 181(1) and 181(2)(za & zb) of the Electricity Act, 2003 (36 of 2003) and all other powers enabling it in this behalf, the Rajasthan Electricity Regulatory Commission hereby makes following regulations, namely:

1. Title and Commencement

- (1) These Regulations shall be called the 'Rajasthan Electricity Regulatory Commission (Standards of Performance for Distribution Licensees) Regulations, 2014.
- (2) These Regulations shall come into force with effect from 1st October, 2014. However compensation amount for the non-compliance of these Regulations by the licensees, shall be payable to the affected persons, from the date(s) to be notified separately by the Commission.

2. Scope of Application

These regulations shall be applicable to all the Distribution Licensees including Deemed Licensees in the state of Rajasthan.

3. Definitions

In these Regulations, unless the context otherwise requires:

- (1) "Act" means the Electricity Act, 2003;
- (2) "Area of Supply" means the area within which a licensee is authorized by his license for supply of electricity;
- (3) "Call-centre" means the office set-up by the licensee with adequate technology to register and process the complaints against the supply of electricity, round the clock throughout the year;
- (4) "Commission" means the Rajasthan State Electricity Regulatory Commission;
- (5) "Class-1 Cities" means the cities with population of more than 2,00,000 as per census of India 2011;
- (6) "Extra High Tension" (EHT) means the nominal voltage exceeding 33kV between the phases;
- (7) "High Tension" (HT) means the nominal voltage exceeding 440 volts but not exceeding 33kV, between the phases;
- (8) "Licensee" means the Distribution Licensee, including Deemed Distribution Licensee;
- (9) "Low Tension" (LT) means the nominal voltage not exceeding 440 volts between the phases;
- (10) "Rural Areas" means the areas covered by Gram Panchayats and Panchayat Samities;
- (11) "SOP" means standard of performance;
- (12) "Urban Areas" means the areas covered by Municipal Corporations and Municipalities including the areas falling under the various Urban Development Authorities, Cantonment Authorities and Industrial estates or townships, excluding the areas covered under Class-1 Cities.

Words and expression used and not defined in these regulations but defined in the Act shall have the meanings assigned to them in the Act. Expressions used herein but not specifically defined in these regulations or in the Acts but defined under any law passed by a competent legislature and applicable to the electricity industry in the state shall have the meaning assigned to them in such law.

4. Guaranteed Standards of Performance

- (1) The licensee shall provide best services well within time limits specified in Schedule-1 of these regulations, which are the guaranteed standards of service for its consumers. The failure of licensee to achieve these guaranteed standards shall entail payment of monetary compensation to the affected persons as per these regulations.
- (2) These guaranteed standards shall be read with the provisions specified under the RERC (Electricity Supply Code and Connected Matters) Regulations – 2004 and other relevant regulations, amended from time to time.

5. Complaint Handling Mechanism

- (1) The licensee shall publish a “Manual for Handling Consumer Complaints” incorporating the details of call centres, toll free telephone numbers for registering the complaints & to inform the status of its redressal, details of concerned officers, guaranteed SOP, compensation & its payment mechanism, application format and other relevant details, including that of Consumer Grievance Redressal Forum (CGRF) and Electricity Ombudsman.
- (2) The manual shall be in both languages i.e. English & Hindi and shall also have the format prescribed by licensee for claiming the compensation. It shall be available at every sub-divisional office for reference of general public as also for sale at nominal cost.
- (3) A copy of the Manual shall be filed with the Commission within three months from the date of commencement of these regulations.
- (4) The licensee shall establish Call-centres, easily accessible to its consumers, within
 - i. 12 months in Class-1 Cities
 - ii. 18 months in Urban Areasfrom the date of commencement of these regulations. The time limit for establishment of call centres in rural areas shall be notified separately by the Commission.
- (5) The affected person shall lodge the complaint with the respective Call centre. However, the licensee shall continue to use the existing channels for recording and redressal of the consumer complaints till the establishment of Call centres.
- (6) The licensee shall depute sufficient staff at its Call centres, set-up with adequate technology. It shall provide one or more ‘Toll-free number’ with sufficient lines to register and process the complaints against the licensee’s services, round the clock throughout the year. The complaints may be received in person or through telephonic voice or SMS or in writing.
- (7) The licensee, immediately upon establishment of its Call centres with toll-free telephone number, shall advertise through a public notice in newspapers in circulation in the area of supply. Such toll free numbers shall also be indicated on the electricity bills.
- (8) The Call-centre shall
 - i. register the complaint received in person or through telephonic voice or SMS or in writing and allot a complaint number which shall be communicated to the complainant for further reference. A model format for registration of the complaints is enclosed at Annexure – I;
 - ii. within 30 minutes of registering the complaint, intimate to the complainant through telephone or otherwise, the nature of fault and status of the complaint;

- iii. intimate the status of redressal of grievance as and when asked by the complainant;
 - iv. intimate the contact details of the next higher authority in case the complainant is not satisfied with the redressal of his complaint.
 - v. provide a copy of the relevant extract of Annexure-I to the complainant on demand, free of cost, for claiming the compensation; within three days of receiving a request.
- (9) The office where the complaint has been registered shall redress the complaint within the time specified for the purpose. In case any instructions/sanction is required to be obtained from higher authority, it shall be obtained by the complaint registering office. The affected person shall not be required to approach such higher authority.
- (10) Complaint against non- registration of complaints and/ or failure to perform/redress the complaint within specified time period, may be brought to the notice of the concerned Assistant Engineer /Executive Engineer by the affected person for expediting the redressal of the complaint.

6. Payment of Compensation

- (1) In the event of non-fulfilment of any Guaranteed Standards of Performance, specified in Schedule – 1, the affected person may file an application personally or by registered post to the concerned Assistant Engineer, in the format prescribed by the licensee, for the claim of compensation as specified in Schedule – 2 of these Regulations. Such application can be filed within 30 days of expiry of the specified time. The licensee shall pay such compensation, by way of adjustment through electricity bills, not later than 90 days from the date of violation of the Guaranteed Standard failing which an additional compensation @ 1% of the compensation amount shall be payable to the affected consumer for each week of delay or part thereof.
- (2) Failure by the licensee to pay the compensation as per Regulation 6(1) above shall constitute a Grievance, which shall be dealt and decided by the respective Consumer Grievance Redressal Forum, in accordance with procedure set out in the RERC (Guidelines for Redressal of Grievances) Regulations, 2008.
- (3) In case the Forum does not decide the amount of compensation within the specified time or the aggrieved consumer is not satisfied with the decision of the Forum, he will be free to approach the Electricity Ombudsman, who shall deal and decide the case under RERC (Settlement of Disputes by Electricity Ombudsman) Regulations, 2010.
- (4) The aggrieved consumer shall not be liable to pay any fee for lodging a claim of compensation under these regulations before the licensee, Forum or Electricity Ombudsman.
- (5) The payment of such compensation shall be without prejudice to any penalty which may be imposed or prosecution be initiated for the failure of the licensee in meeting the standards specified in these Regulations.

7. Overall Standards of Performance

- (1) The licensee shall achieve the Overall Standards of Performance in the discharge of its obligations towards the various standards specified in Schedule-3. The minimum Overall Standards of Performance to be achieved by a licensee during the year shall be as specified in Schedule-4.
- (2) The compensation amount paid by the licensee, may be allowed to be recovered partly or fully in the ARR, keeping in view the extent to which the licensee is able to achieve the Overall Standards as per the Schedule - 3.'

8. Submission of SOP Reports

- (1) The licensee shall furnish the Commission as well as the Electricity Ombudsman, half yearly reports within 45 days respectively from 30th September and 31st March of each financial year, indicating its actual performance in the formats SOP-1 to SOP- 5, attached to these regulations. These formats are as listed below;

SoP 1: Establishment of Call Centers
SoP 2: Redressal of Consumer Complaints
SoP 3: Compensation Information
SoP 4: SAIFI
SoP 5: SAIDI
- (2) The licensee shall also furnish a report along with the half yearly reports as per (1) above, indicating
 - i. the measures taken to improve performance,
 - ii. the reasons for not achieving the specified targets, if any.
- (3) The Commission may revise the formats through separate orders, as warranted necessary from time to time.'

9. Information with respect to Levels of Performance

The Commission shall once in every half year arrange for the publication, in such form and manner as it considers appropriate, of such of the information furnished to it under Regulation 8 above, by each licensee.

10. Exclusions of Events

The application of the standard of performance specified in these regulations shall remain suspended in case of force majeure

- i. events such as war, mutiny, civil commotion, riots, flood, cyclone, lightning, earthquake, fire etc. affecting licensee's installations and also under wind or rainy conditions affecting safety of electrical equipment and personnel,
- ii. activities like strike, lockout, outages of generation or transmission lines, instructions of SLDC for shut down, any act of law beyond the control of the licensee, and
- iii. outages due to shut down required to carry out the work by / for other agency.

11. Protection of Consumer Rights

Nothing contained in these regulations, shall in any way, prejudice or affect the rights & privileges of the consumers under other laws including the Consumer Protection Act, 1986 (Central Act of 68 of 1986).

12. Repeal and Saving

- 1) Save as otherwise provided in these regulations, the RERC (Distribution Licensee's Standards of Performance) Regulations, 2003 are hereby repealed on coming into force of these regulations except the Regulation 9(iii) thereof so far as charging of cost /

security in case of burnt meters, is concerned which will remain in force till it is incorporated in the RERC (Supply Code and Connected Matters) Regulations, 2004.

- 2) Notwithstanding such repeal anything done or action taken or purported to have been done for the purpose of meeting SoP obligation shall be deemed to have been done or taken under the corresponding provisions of these Regulations.
- 3) Any rights and liabilities arising out of the Regulation so repealed shall be settled within the framework of the repealed Regulations.

13. Power to remove difficulties

If any difficulty arises in giving effect to the provisions of these Regulations, the Commission may Suo-motu or on a petition, by general or specific order, makes such provisions not inconsistent with the provisions of the Act, as may appear to be necessary for removing the difficulty.

14. Power to amend

The Commission may, at any time, vary, alter, modify or amend any provision of these Regulations, with reasons to be recorded in writing.

15. Power to Relax

The Commission, may by general or special order, for reasons to be recorded in writing, and after giving an opportunity of hearing to the parties likely to be affected, relax any of the provisions of these Regulations on its own motion or on an application made before it by an interested person.

By order of the Commission,

(G. K. Sharma)
Secretary
RERC, Jaipur

Licensee's Guaranteed Standards of Performance

1. Restoration of Supply:

1.1 No Current Complaint

The licensee shall restore the supply in case of supply related problem/ fault like blowing of HT/LT fuse/MCB prior to meter or at distribution transformer or due to loose connections at meter or service line within:

- i. 4 hrs. in Class 1 Cities
- ii. 6 hrs. in Urban Areas
- iii. 24 hrs. in Rural Areas

from the time of reporting of fault by the consumer. However in case of any practical difficulty if a complaint is not redressed during the period 10 PM to 6 AM, it could be redressed later within the time frame specified above, excluding such period in reckoning of the said time frame.'

1.2 Overhead line/cable breakdowns

The licensee shall restore the supply in case of its overhead line/cable breakdowns within:

- i. 6 hrs. in Class 1 Cities
- ii. 12 hrs. in Urban Areas
- iii. 24 hrs. in Rural Areas

from occurrence of fault. However in case of any practical difficulty if a complaint is not redressed during the period 10 PM to 6 AM, it could be redressed later within the time frame specified above, excluding such period in reckoning of the said time frame.'

1.3 Underground cable breakdowns

The licensee shall restore the supply in case of breakdown of its underground cable within:

- i. 12 hrs. in Class 1 Cities
- ii. 24 hrs. in Urban Areas
- iii. 36 hrs. in Rural Areas

from occurrence of fault. However in case of any practical difficulty if a complaint is not redressed during the period 10 PM to 6 AM, it could be redressed later within the time frame specified above, excluding such period in reckoning of the said time frame.'

1.4 Transformer failure

The licensee shall restore the supply in case of failure of its transformer within:

a) Distribution Transformers

- i. 16 hrs. in Class 1 Cities
- ii. 36 hrs. in Urban Areas
- iii. 72 hrs. in Rural Areas

from the time of reporting of fault by the consumer and

b) Power Transformers

3 working days from occurrence of fault.

1.5 Scheduled outages

Interruption in power supply due to schedule outages, other than the load-shedding, shall be notified by licensee at least 24 hours in advance for planned shutdown and same day in emergent cases and shall not exceed 10 hours in a day. The supply should normally be restored by 6 PM

2. Quality of Supply

2.1 Voltage Variations

The licensee shall maintain voltages at the point of commencement of the supply to a consumer within the limits as under subject to voltage availability within the specified limits at incoming point of the distribution system:

- i. +6% and -6% in case of LT supply
- ii. +6% and -9% in case of HT supply

and in case of variation, the problem shall be resolved within the time frame as given below:

- i. 2 working days in general
 - ii. 1 month in case of transformer repair/ replacement
 - iii. 4 months in case of substation augmentation
 - iv. 6 months in case of new substation
- from the time of reporting by the consumer.

3. Meter Complaints

3.1 Testing of Meter

In case a consumer reports that meter is not functioning properly, a notice can be given to the licensee, who shall verify the correctness of meter at site and if required replace the meter within 2 months of the date of notice by the consumer.

3.2 Replacement of stopped / damaged / burnt Meter

In case of stopped / damaged / burnt meter reported by the consumer or noticed by the licensee, the meter shall be replaced by the licensee, within 2 months of such detection.

Provided that in case of no current complaint on account of stopped / damaged / burnt meter, the licensee shall replace the meter within 48 hrs of reporting by the consumer or detection by the licensee, as the case may be, unless it is established that the meter has been tampered or damage in any way including excess load by the consumer, in which case, the licensee shall replace the meter within 48 hours after depositing the amount of security of meter towards cost of meter by the consumer.

4. Shifting of Meters/Service Lines

4.1 Demand Note

The licensee shall inspect and inform the estimated cost to the consumer within 15 days of receipt of application.

4.2 Shifting of Meter

The licensee, on receipt of amount of demand note and necessary clearances / no-objection, shall shift the meter within:

- i. 7 working days in case of LT consumers
- ii. 15 working days in case of HT consumers

4.3 Shifting of Service Line

The licensee, on receipt of amount of demand note and necessary clearances / no-objection, shall shift the service line within:

- i. 15 working days in case of LT consumers
- ii. 1 month in case of HT consumers

5. Release of New Connections or additional power

5.1 The licensee shall release new connections to different categories of consumers under different situations, as per the norms specified in the RERC Supply Code Regulations.

5.2 In case of any delay in release of new connection or additional power, the consumer should first approach the concerned sub-divisional officer who shall appraise him the factual status in the matter and expected date / period of completion of work. In case of unsatisfactory response, the consumer may get the complaint lodged in Call centre.'

6. Transfer of ownership and change of category

6.1 The licensee, on receipt of necessary documents certifying the transfer of ownership or change of category, as the case may be, shall transfer the ownership of the connection or change of category on the existing system, within 2 months.

7. Consumer bill complaint

7.1 In case of any billing problem, the consumer should first approach the concerned Sub-divisional officer or Billing officer who shall resolve the problem. However, in case of unsatisfactory response, the consumer may get his complaint lodged in Call centre. The licensee shall resolve the billing problem within:

- i. 3 working days, in case no information is required to be collected
- ii. 7 working days, in case some information is required to be collected by the billing authority.

In case the complaint is genuine, the licensee shall extend the due date for payment of bill so as to allow at least 7 working days for making payment by the consumer.

8. Disconnection of supply

8.1 The licensee, on receipt of a request and clearance of dues from the consumer along with disconnection fee, if any, prescribed by the Commission, shall disconnect the supply within:

- i. 3 working days in Class 1 Cities
- ii. 7 working days in Urban Areas
- iii. 10 working days in Rural Areas

8.2 In case of permanent disconnection, the licensee shall refund all the money payable to the consumer such as security etc and issue a "No- Dues Certificate" within 2 months from the date of disconnection or from the date of clearing the dues by the consumer payable to the licensee; whichever is later.

9. Restoration of a disconnected consumer

9.1 The licensee, on clearing the dues by a disconnected consumer, shall restore supply as envisaged under RERC Supply Code Regulations.

10. System reliability to avoid heavy fluctuations or short circuiting of lines

10.1 The Licensee shall erect and keep the system so reliable to avoid any damage to electrical equipments of the consumers on account of heavy fluctuations in supply voltage or short circuiting of lines.

Schedule-2

Compensation Payable by the Licensee

In case of failure of a licensee to meet the Guaranteed Standards of Performance as specified in Schedule – 1 of these regulations, the following compensation shall be payable to the consumer by the licensee-

S. No.	Ref no. of Sch.- 1	SOP Parameters	Compensation to individual
1. Restoration of supply			
1	1.1	No current complaint	Rs. 50 for LT Rs. 100 for HT
2	1.2	Overhead Line / Cable breakdowns	Rs. 50 for LT Rs. 100 for HT
3	1.3	Under ground cable break down	Rs. 50 for LT Rs. 100 for HT
4	1.4	Transformer Failure	Rs. 100 for LT Rs. 300 for HT
5	1.5	Scheduled outage	Rs. 50 for LT Rs. 100 for HT
2. Quality of supply			
6	2.1	Voltage variations	Rs. 100 for LT Rs. 300 for HT
3. Meter Complaints			
7	3.1	Testing of meter	Rs. 200 for LT Rs. 500 for HT Rs. 1000 for EHT
8	3.2	Replacement of stopped /defective /burnt Meter	As per Supply Code Regulations
9	3.2	For no-current complaint due to meter	Rs. 200 for LT Rs. 500 for HT Rs. 1000 for EHT
4. Shifting of Meter / Service line			
10	4.1	Demand note	Rs. 50 for LT Rs. 100 for HT Rs. 200 for EHT
11	4.2	Shifting of Meter	Rs. 50 for LT Rs. 100 for HT Rs. 200 for EHT
12	4.3	Shifting of Service line	Rs. 50 for LT Rs. 100 for HT
5. Release of new connection/additional power			
13	5.1	Release of new connection/additional power	Rs. 200 for LT Rs. 500 for HT Rs. 1000 for EHT
6. Transfer of ownership or change of category			

S. No.	Ref no. of Sch.- 1	SOP Parameters	Compensation to individual
14	6.1	Transfer of ownership or change of category	Rs. 50 for LT Rs. 100 for HT Rs. 200 for EHT
7. Consumer bill complaint			
15	7.1	Billing complaint resolution	Rs. 50 for LT Rs. 100 for HT Rs. 200 for EHT
8. Disconnection of supply			
16	8.1	Disconnection of supply	Rs. 50 for LT Rs. 100 for HT Rs. 200 for EHT
17	8.2	Issue of no dues certificate	Rs. 50 for LT Rs. 100 for HT Rs. 200 for EHT
9. Restoration of a disconnected consumer			
18	9.1	Restoration of a disconnected consumer	Rs. 50 for LT Rs. 100 for HT Rs. 200 for EHT
10. Compensation for damages on account of heavy fluctuations in supply or short circuiting of lines			
19	10.1	Fan, B&W TV, Mixy	Rs 500
20	10.1	Color TV, Semi-auto Washing m/c, Fridge	Rs 1000
21	10.1	Full auto Washing m/c, Computer, A/C	Rs 2000

Note

- i. Compensation for damages on account of heavy fluctuations in supply or short circuiting of lines shall be payable to individuals when event affects more than five consumers on a feeder and subject to physical verification of the damaged equipments by the licensee.
- ii. The above mentioned amount of compensation shall remain the same if time taken by licensee is up to double the specified period; thereafter the amount of compensation shall be double the amount specified above.

Overall Standards of Performance for a Licensee:

3.1 Consumer Satisfaction

The licensee shall redress the consumer complaints within the time limit specified in Schedule – 1. The licensee shall maintain the minimum overall consumer satisfaction level as specified in Schedule– 4.

3.2 Replacement of incorrect meters

The licensee shall try to replace the incorrect meters at the earliest and keep all the consumer meters correct. The licensee shall maintain the minimum percentage of correct meters to the total number of meters in service as specified in Schedule– 4.

3.3 Replacement of transformers

The licensee shall try to replace the burnt or defective transformers at the earliest and keep all the transformers in working condition. The licensee shall maintain the minimum percentage of working transformers to the total number of transformers connected for service, separately for Distribution and Power Transformers, as specified in Schedule– 4.

3.4 Reliability Indices

3.4.1 Reliability of the distribution system operated by the licensee shall be computed on the basis of number and duration of sustained interruptions in each half year. In a power delivery system, it may take a few minutes to restore power after transient faults or to reroute power in the network to restore supply to the affected area where a large number of customers are involved. Such momentary interruptions of up to ten minutes shall not be considered but sustained interruptions of more than ten minutes duration shall be considered for judging the reliability of the system.

3.4.2 Reliability standards of the licensee shall be judged by the following two indices:

- a) System Average Interruption Frequency Index (SAIFI), which shall be calculated by dividing the total number of sustained interruptions to consumers in each half year by the total number of consumers served. An interruption in supply to a consumer shall be considered as one interruption to one consumer. In case of failure of a line or transformer, number of interruptions shall be equal to the number of consumers affected. The index shall be expressed as number of interruptions per consumer per half year.
- b) System Average Interruption Duration Index (SAIDI), which shall be calculated by dividing the total minutes of sustained interruption in supply to consumers in each half year by the total number of consumers served. The index shall be expressed as number of minutes of interruption per consumer per half year.

3.4.3 While calculating the above indices, the following types of interruptions shall not be taken into account:

- a) Planned outages
- b) Momentary outages of ten minutes or less
- c) Outages due to failure of upstream power system including generation and transmission network.
- d) Outages due to reasons allowed in these Regulations under 'Exclusions of Events'.

- 3.4.4 For calculating reliability indices, licensee shall maintain data at each sub- station and compile monthly data for each Circle to ascertain Circle wise reliability indices of the system. The licensee shall workout each Reliability Index as above and calculate circle wise SAIFI and SAIDI in the formats SOP-4 and SOP-5 respectively.
- 3.4.5 The Commission shall separately notify the overall reliability indices standards required to be achieved by each licensee.

Minimum Overall Standards of Performance to be achieved by a Licensee**A. Consumer Satisfaction**

S. No.	Ref no. of Sch.- 1	SOP Parameters	Minimum Standards for redressal of consumer grievances to be achieved during each year
1	1.1	No current complaint	95%
2	1.2	Overhead Line / Cable breakdowns	90%
3	1.3	Underground cable break down	90%
4	1.4	Transformer Failure (separately for LT & HT supply consumers)	90%
5	1.5	Scheduled outage	90%
6	2.1	Voltage variation	90%
7	3.1	Testing of Meter	90%
8	3.2	Replacement of stopped/defective Meter	90%
9	3.2	For no-current complaint due to meter	90%
10	4.1	Demand note	90%
11	4.2	Shifting of Meter	90%
12	4.3	Shifting of Service line	90%
13	5.1	Release of new connection/additional power	90%
14	6.1	Transfer of ownership or change of category	90%
15	7.1	Billing complaint resolution	95%
16	8.1	Disconnection of supply	90%
17	8.2	Issue of no dues certificate & refund of security	95%
18	9.1	Restoration of a disconnected consumer	90%
19	10.1	System reliability to avoid heavy fluctuations or short circuiting of lines	90%

B. System Reliability

S. No.	Ref no. of Sch.- 3	SOP Parameters	Minimum Standards to be achieved during each year
1	3.2	Correct meters to the total number of meters installed	90%
2	3.3	Transformers in working condition to the total number of transformers connected in service i. Distribution Transformer ii. Power Transformer	90% 90%
3	3.4	SAIFI	The Commission shall separately notify the overall reliability indices standards required to be achieved by each licensee.
4	3.4	SAIDI	

Distribution SOP Reporting Formats

Establishment of Call - Centres

SOP - 1

Name of Licensee:

For the 1st/ 2nd Half Year ending: _____

S. No.	Name of circle	Total No. of Call Centres to be established	No. of Call Centres previously established	No. of Call Centres established during the period	Total No. of Call Centres established	Call centres yet to be established	No. of consumers connected with Call centres	Total No. of consumers in the area
1								
2								
3								
	Total							

(Signatures with Designation)

Distribution SOP Reporting Formats
Redressal of Consumer Complaints

SOP – 2

Name of Licensee: _____

For the 1st/ 2nd Half Year ending _____

A. Consumer Satisfaction

S. No.	Ref no. of Sch.-1	SOP Parameters	Complai nts brought forward	Receiv ed during period	Total compl aints	Redresse d in time	Redres sal in time (%)	Redresse d beyond time	Total compla ints redress ed	Compl aints pendi ng	Total Redress al (%)	Target fixed
1	1.1	No current complaint										95%
2	1.2	Overhead Line / Cable breakdowns										90%
3	1.3	Under ground cable break down										90%
4	1.4	Transformer Failure										90%
5	1.5	Scheduled outage										90%
6	2.1	Voltage variation										90%
7	3.1	Testing of Meter										90%
8	3.2	Replacement of stopped/defective Meter										90%
9	3.2	No-current complaint due to meter										90%
10	4.1	Demand note										90%
11	4.2	Shifting of Meter										90%
12	4.3	Shifting of Service line										90%
13	5.1	Release of new connection/additional power										90%
14	6.1	Transfer of ownership or change of category										90%
15	7.1	Billing complaint resolution										95%
16	8.1	Disconnection of supply										90%

S. No.	Ref no. of Sch.-1	SOP Parameters	Complaints brought forward	Received during period	Total complaints	Redressed in time	Redressal in time (%)	Redressed beyond time	Total complaints redressed	Complaints pending	Total Redressal (%)	Target fixed
17	8.2	Issue of no dues certificate										95%
18	9.1	Restoration of DC consumers										90%
19	10.1	System reliability to avoid heavy fluctuations or short circuiting of lines										90%

B. System Reliability

S. No.	Ref no. of Sch.-3	SOP Parameters	Complaints brought forward	Received during period	Total complaints	Redressed in time	Redressal in time (%)	Redressed beyond time	Total complaints redressed	Complaints pending	Total Redressal (%)	Target fixed
1	3.2	Correct meters to the total number of meters installed										90%
2	3.3	Transformers in working condition to the total number of transformers connected in service i. Distribution Transformers ii. Power Transformers										90% 90%

(Signatures with Designation)

Distribution SOP Reporting Formats

Details of Compensation Paid

SOP - 3

Name of Licensee:

For the 1st/ 2nd Half Year ending: _____

S. No.	Name of circle	No. of consumers in the circle	No. of complaints received during the Half Year	Compensation Complaints lodged		Compensation paid	
				No. of consumers	Amount (Rs)	No. of consumers	Amount (Rs)
1							
2							
3							
	Total						

(Signatures with Designation)

Distribution SOP Reporting Formats

Reliability Indices

System Average Interruption Frequency Index (SAIFI)

SOP - 4

Name of Licensee:

For the 1st/ 2nd Half Year ending _____

S. No.	Name of circle	Total number of consumers served (1)	Total number of sustained interruptions to consumers (2)	SAIFI= (2) / (1) (Number of interruptions/ consumer)	Target specified by the Commission
1					
2					
3					
4					
5					
6					
Total					

Note:

An interruption in supply to a consumer shall be considered as one interruption to one consumer. In case of failure of a line or transformer, number of interruptions shall be equal to the number of consumers affected.

(Signatures with Designation)

Distribution SOP Reporting Formats

Reliability Indices

System Average Interruption Duration Index (SAIDI)

SoP - 5

Name of Licensee:

For the 1st/ 2nd Half Year ending _____

S. No.	Name of circle	Total number of consumers served (1)	Total minutes of sustained interruptions to consumers (2)	SAIFI= (2) / (1) (Minutes/consumer)	Target specified by the Commission
1					
2					
3					
4					
5					
6					
Total					

Note:

An interruption in supply to a consumer shall be considered as one interruption to one consumer. In case of failure of a line or transformer, number of interruptions shall be equal to the number of consumers affected.

(Signatures with Designation)

Model format for registering a complaint

Annexure -I

Name of Complaint Centre:

Name of circle:

Month _____

S. No	Time & Date of receiving complaint	Mode of receiving complaint	Name, Address, contact no. of complainant	A/c No.	Nature of complaint	Complaint number	Name of Sub Div & Division	Reference Guaranteed Standard	Time & Date of intimating status	Time & Date of redressal of complaint	Total time taken for complaint redressal (in Days/Hrs)	Redressal of grievance within / beyond Std time

(Signatures with Designation)