



UTTAR PRADESH ELECTRICITY REGULATORY COMMISSION

Notification No.: UPERC/Secy/Regulation/656

Dated, Lucknow, 16-12-2019

In exercise of powers conferred by Section 181 (1) and 181 (2) (za & zb) read with section 57 (1), 57 (2), 59 (1) and 86 (1) (i) all other provisions enabling in this behalf, the Uttar Pradesh Electricity Regulatory Commission hereby makes the following Regulations, namely:

1. Short Title and Commencement

- (a) These Regulations shall be called the Uttar Pradesh Electricity Regulatory Commission (Standards of Performance) Regulations, 2019;
- (b) These regulations shall come into force on the date of their publication in official gazette.

2. Definitions

2.1 In these Regulations, unless the context otherwise requires:

- (a) "Act" means the Electricity Act, 2003 and subsequent amendments thereof;
- (b) "Area of Supply" means the area within which a Licensee is authorized by its License to supply electricity;
- (c) "CGRF" means 'Consumer Grievance Redressal Forum' constituted by each Distribution Licensee pursuant to Section 42 (5) of the Electricity Act, 2003 and these Regulations;
- (d) "CGRF & Ombudsman Regulations" means UPERC (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2007 and its amendments thereof.



- (e) "Class-I Cities" means the cities with population of 10,00,000 or above as per census of India 2011 and including Noida and Greater Noida;
- (f) "Commission" means the Uttar Pradesh Electricity Regulatory Commission;
- (g) "Complaint centre" means suitable infrastructure/ setup for submission of complaint or claim of compensation 24X7 electronically (SMS, e-mail, mobile App, website of the Licensee) or telephonically (voice call-Landline / Mobile) or in writing or through any other mode as mentioned in the manual prepared as per Regulations 9.3
- (h) "Extra High Tension/Extra High Voltage" means the voltage exceeding 33 kV under normal conditions;
- (i) "Franchisee" means a persons authorized by a Distribution Licensee to distribute electricity on its behalf, in a particular area within his area of supply;
- (j) "High Tension/High Voltage" means the voltage exceeding 440 volts but not exceeding 33 kV under normal conditions;
- (k) "Licensee" means any person licensed under Part IV of the Act to distribute electricity;
- (l) "Low Tension/Low Voltage" means the voltage level that does not exceed 440 volts under normal conditions;
- (m) "Normal Fuse Off" means fuse blown off because of overloading or ageing;
- (n) "Rural Areas" means the areas included in Gram Panchayat excluding the areas covered under Class-I Cities and urban areas.
- (o) "SOP" means standards of performance;

92

2

- (p) "Urban Areas" means the areas covered by all Municipal Corporations and other Municipalities including the areas falling under the various Urban Development Authorities, Cantonment Authorities and industrial estates or townships, excluding the areas covered under Class-I Cities.
- (q) Words and expressions 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 sector in the state shall have the meaning assigned to them in such law.

3. Extent of Application

- 3.1 These Regulations shall be applicable to all the Distribution Licensees under section 14 of the Act, and Franchisee and all its consumers in the state of Uttar Pradesh.
- 3.2 Any standards and compensation defined in this regulation will override the standards and compensation mentioned in supply code or any Regulation of the Commission.

4. Interpretation

- 4.1 In the interpretation of these Regulations, unless the context otherwise requires:
- (a) words in singular or plural term, as the case may be, shall also be deemed to include plural or singular term, respectively;
- (b) references herein to the "Regulations" shall be considered as a reference to these Regulations as amended or modified by the Commission from time to time as per applicable laws.





5. OBJECTIVE

5.1 These standards lay down the guidelines to maintain distribution system parameters within the permissible limits. These standards shall serve as guidelines for Licensees for providing an efficient, reliable, coordinated and economical system of electricity distribution.

5.2 The objectives of these Regulations are:

- (a) to lay down standards of performance;
- (b) to measure performance against the standards for the Licensee in providing service;
- (c) to ensure that the distribution network performance meets a minimum standard which is essential for the consumers' installation to function properly;
- (d) to enable the consumers to design their systems and equipment to suit the electrical environment that they operate in;
- (e) to enhance the quality of the services to meet acceptable consumer service standards in the short term and gradually move towards improved customer service standards in the long term; and
- (f) to develop mechanism for ensuring fair compensation to the consumers in case the Licensee fails to achieve guaranteed standard of performance as described in Schedule-I of these Regulations.

6. STANDARDS OF PERFORMANCE

6.1 The standards specified in Schedule-I shall be the guaranteed standards of performance, which are the minimum standards of service that a distribution



Licensee shall achieve.

6.2 The standards specified in Schedule-II shall be the overall standards of performance which Licensee shall seek to achieve in the discharge of its obligations.

6.3 The failure of Licensee to achieve the guaranteed standards of service shall entail payment of compensation to the consumer as per Schedule-III.

7. COMPLAINT HANDLING MECHANISM

7.1 Process of handling complaints

7.1.1 The Consumers of the Distribution Licensee may register a complaint electronically (SMS, e-mail, mobile App, website of the Licensee) or telephonically (voice call-Landline / Mobile) or in writing or through any other mode as mentioned in the manual prepared as per Regulations 9.3.

7.1.2 The consumer shall provide the account number or registered mobile number at the time of registration of the Complaint. No Complaint shall be registered in case no such information is provided by the consumer.

7.1.3 A Complaint number shall be generated and issued for complaint registered by the Consumer.

7.1.4 The Complaint number shall be communicated to the Consumer by the Licensee within 30 minutes of receiving the complaint, through the same mode as employed by the Consumer for registration of complaint.

Provided that in case of registration of complaint through telephone, the complaint number shall be provided immediately to the consumer on call.

Provided that in case mobile number and/ or email-id of the Consumer has been registered, the complaint details shall also be sent through SMS and e-mail to



the registered mobile number and e-mail id of the consumer within 30 minutes on receiving the Complaint.

7.1.5 Record details of each complaint (As per Annexure III);

7.1.6 After the resolution of the Complaint the Licensee shall update and record the total time taken for resolution of the complaint.

8. COMPENSATION MECHANISM

8.1 If Licensee fails to meet the guaranteed standards of performance as specified in Schedule-I, Licensee shall pay compensation to the affected person upon lodging of a claim for compensation. The compensation to be paid by the Licensee to the affected person is specified in Schedule-III of these Regulations. If the Consumer has any arrear, beyond 30 days, on the date of filing the claim for compensation then no compensation shall be payable to the consumer.

Provided if there is a stay order by any Court, Forum Tribunal, or by Commission, staying the recovery of any dues from consumer and during the operating period of any such order compensation shall become due but shall be payable to the Consumer only after the final decision of the case.

Further, Provided that the compensation paid by the Licensee to its consumers shall not be allowed as an eligible expenditure to be recovered in the Annual Revenue Requirement/ True-up of the Licensee.

8.2 The total compensation that will be payable by the Licensee to the consumer by means of this Regulation shall not exceed 30% of the total Fixed Charges / Demand charges payable by the consumer in a given Financial Year.

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8.3 In all cases of compensation, the payment of compensation shall be made only by adjustment against current and immediate future bills for supply of electricity by the Licensee. The details of the total compensation due and the amount paid thereof shall be shown in every electricity bill of the consumer.

8.4 Process of Claiming Compensation

8.4.1 After the resolution of the complaint or incase the complaint is pending to be resolved for more than two weeks, the consumer shall lodge claim for compensation as per the modes in Regulations 7.1.1. Such claim shall be made by the Consumer within 60 days after the date of resolution of the Complaint by the Licensee. The consumer shall provide the account number at the time of registration of the Claim.

8.4.2 The compensation claim number shall be communicated to the Consumer by the Licensee through the same mode as employed by the Consumer for lodging claim for compensation.

Provided that in case of lodging of claim for compensation through telephone, the compensation claim number shall be provided immediately to the consumer on call.

Provided that in case mobile number and/ or email-id of the Consumer has been registered, the compensation claim number shall be sent through SMS and e-mail to the registered mobile number and e-mail id of the consumer.

8.4.3 In case of failure of the Licensee to provide the compensation to the Consumer within 45 days from the date of lodging of claim or the consumer is not satisfied with the decision of the Licensee, then the consumer may approach CGRF of area of jurisdiction for redressal within 60 days. Any interest amount payable thereof on the compensation due to the Consumer shall be determined by





CGRF/Electricity Ombudsman.

8.4.4 In case the CGRF does not decide the amount of Compensation within the specified time as per the CGRF and Ombudsman Regulations or the aggrieved consumer is not satisfied with the decision of the CGRF, the consumer may approach Electricity Ombudsman who shall deal and decide according to the CGRF and Ombudsman Regulations. The decision of Electricity Ombudsman shall be final. **In case of non-compliance of any order of CGRF or Ombudsman by Discom the Consumer may approach Commission U/s 142 of the Act.**

8.4.5 In case in the reports submitted by the Licensee as per Regulations 9.1 it is highlighted that the Licensee fails to provide compensation to the Consumers even after the directions of CGRF and Ombudsman, as the case may be, the suitable **action may be taken** by the Commission at the time of True-up/ ARR and determination Tariff of the Distribution Licensee.

9. RESPONSIBILITIES OF THE LICENSEE

9.1 SUBMISSION OF REPORTS

9.1.1 Licensee shall furnish to the Commission, quarterly report providing the following information, within 30 days from the close of each quarter of the Financial Year:

(a) performance levels achieved by Licensee with reference to the guaranteed standards and overall standards as specified in Schedule-I and Schedule-II of these Regulations in the format as provided in Annexure – I and Annexure-II respectively of these Regulations; **The Commission shall publish the same on its website as deemed appropriate by the Commission.**



- (b) details regarding the cases in which compensation was paid as per format provided in Annexure – I and Annexure III of these Regulations.
- (c) Details of complaint (As per Annexure III);
- (d) measures taken to improve the performance;
- (e) separate projection of the capital expenditure for meeting requirements of these Regulations along with the performance trajectory;

9.1.2 Licensee shall develop report generation framework on its website, within six months from the date of notification of these Regulations, to generate reports related to complaints and claim for compensation. Such reports shall be generated dynamically based on the search parameters including but not limited to type of complaint, status of complaint, Name of Division, Complaint Number, Compensation Claim Number or as directed by the Commission from time to time. The report generation framework shall be approved by the Commission or the person authorized by the Commission.

9.2 Establishment of complaint Centre(s)

9.2.1 **Licensee or its Franchisee** shall develop suitable mechanism for providing customer interface channels to handle consumer complaints and claim for compensation by consumers and establish suitable infrastructure/ setup for submission of complaint or claim of compensation electronically / telephonically through SMS/ e-mail/ mobile applications etc. or in writing or through any other mode mentioned in the manual prepared as per Regulations 9.3.

9.2.2 **Licensee or its Franchisee** shall establish complaint centre(s) within the following time limits from the date of commencement of these Regulations:

- (a) for "Class-I Cities", within 9 months;
- (b) for "Urban Areas", within 12 months; and

(c) for "Rural Areas", within 18 months

9.2.3 Such complaint centre(s) shall be accessible to its consumers 24x7.

9.2.4 **Licensee or its Franchisee** shall use the existing channels for recording the customer complaints as per the procedure defined in Regulation 7 till the establishment of complaint centre(s).

9.2.5 Every Licensee shall employ or engage sufficient number of officers or employees at its Complaint centre(s).

9.2.6 For registering complaint and lodging of claim for compensation through telephone/mobile, the Licensee shall earmark or allot or establish a basic telephone or cellular mobile number having sufficient lines or connections to be called as the "toll free number" or helpline number" as the case may be, at its call centre(s). For registering complaint/ compensation claim through telephone/ mobile / email address automated system shall be developed. All details including email-id, toll free numbers, mobile application, address of complaint centres shall be communicated to the consumers through advertisements in newspapers at regular interval and on the website of the Licensee.

9.2.7 No call charges or short message service charges shall be levied upon, or payable by its consumers, for calls made, or, short message service sent, to the "tollfree number" or "helpline number", as the case maybe.

9.2.8 Every **Licensee or its Franchisee** shall, immediately upon establishment of its Complaint centre(s), inform through a public notice in newspapers in circulation in the Area of Supply and should also ensure proper circulation of information to the consumers in case of any changes in the details.

9.3 Manual of practice for handling consumer complaints

9.3.1 Every **Licensee** shall publish a "Manual of practice for handling customer



complaints" containing following information within four months from the date of commencement of these Regulations:

- (a) channels of complaint registration – details of personnel, offices, Complaint centre(s)/ electronic complaint like SMS/ e-mail/ mobile applications etc.;
- (b) process of handling complaints taking into consideration Regulation 7;
- (c) duties and obligations of Licensee - guaranteed standards of performance, overall standard of performance and compensation details as per Schedule-I, Schedule-II and Schedule-III respectively; and
- (d) any other information which may be affecting the consumers.

9.3.2 The manual shall be prepared in Hindi and English language.

9.3.3 The manual shall be available for reference of consumers at every office of Licensee and downloadable from its website.

9.3.4 A copy of the manual certified by Licensee as "true copy" thereof shall be filed with the Commission within four months from the date of commencement of these Regulations.

9.4 Creating awareness

9.4.1 **Licensee or its Franchisee** shall ensure that the following steps are undertaken for creating proper awareness among consumers and Licensee staff:

9.4.2 "Manual of practice for handling customer complaints" shall be available for reference of consumers at every office of Licensee and downloadable from its website;

9.4.3 **Licensee or its Franchisee** should publish the guaranteed standards of performance along with compensation structure, information on procedure for filing of complaints, on their website and in the newspapers for month of



January and July. If possible, it shall also be published at the back of the bills or separate hand out may be distributed along with the bills.

10. FEES AND FINES

10.1 No fees shall be levied/ applicable to the consumer for lodging a complaint / claim under these Regulations with the Licensee and application/ complaint for redressal of the claim for compensation to the CGRF or Ombudsman.

11. EXCLUSIONS OF EVENTS

11.1 The application of the standard of performance specified in these Regulations shall not be applicable 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 grid failure;
- (c) outages that are initiated by the National Load Despatch Centre/ Regional Load Despatch Centre/ State Load Despatch Centre;

12. POWER TO REMOVE DIFFICULTIES

If any difficulty arises in giving effect to any of the provisions of these Regulations, 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:

13.1 The Commission may at any time, vary, alter, modify, or amend any provisions of these Regulations.



14. POWER TO RELAX:

14.1 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 by grant of relaxation, may relax any of the provisions of these regulations on its own motion or on an application made before it by an interested person.

15. REPEAL AND SAVINGS:

15.1 Save as otherwise provided in these Regulations, the chapter 7 along with concerned annexures (Standards of Performance) along with annexures in earlier Regulations namely "Uttar Pradesh Electricity Regulatory Commission (Supply Code) Regulations, 2005" read with all amendments thereto, as applicable to the subject matter of these Regulations are hereby repealed.

15.2 Notwithstanding such repeal, anything done or action taken or purported to have been taken, or proceedings initiated under such repealed Regulations, shall be deemed to have been taken under these Regulations to the extent that same were not inconsistent with the Act.



16. SCHEDULE-I: GUARANTEED STANDARDS OF PERFORMANCE

16.1 Operation of complaint centre(s)

16.1.1 First response against a consumer call: The response time for the consumer call at the complaint centre(s) shall be 10 minutes and any delay in the response time beyond standard time allowed shall be subject to compensation as per Schedule-III of these Regulations.

16.1.2 Registration and issuance of complaint/ compensation number:

The registration and issuance of complaint/ compensation number shall be completed as per the provisions of Regulation 7 and Regulation 8 of these Regulations and any delay beyond standard time allowed shall be subject to compensation as per Schedule-III of these Regulations.

16.2 Restoration of supply

16.2.1 Normal fuse-off: Licensee or its Franchisee shall restore power supply in the case of normal fuse-off calls, fuses at the distribution transformer or at the consumer premises within 2 hours of receiving the complaint in Class-I Cities, within 4 hours of receiving the complaint in Urban Areas and within 6 hours of receiving the complaint in Rural Areas.

16.2.2 Overhead line/cable breakdowns: In case of overhead line/cable breakdowns, **Licensee or its Franchisee** shall ensure restoration of power supply within 2 hours of occurrence of breakdown in Class-I Cities, within 3 hours of occurrence of breakdown in Urban Areas and within 24 hours of occurrence of breakdown in Rural Areas.

16.2.3 Underground cable breakdowns: In case of breakdown of underground cable, **Licensee or its Franchisee** shall ensure restoration of power supply within 12 hours of occurrence of breakdown in Class-I cities & Urban Areas and

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within 48 hours of occurrence of breakdown in Rural Area.

16.2.4 Distribution transformer failure: Licensee or its Franchisee shall restore supply in the case of distribution transformer failures by replacement of transformer within 6 hours of receiving the complaint in Class-I Cities, within 8 hours of receiving the complaint in Urban Areas and within 48 hours of receiving the complaint in Rural Areas.

16.2.5 Period of scheduled outages: Interruption in power supply due to scheduled outages, other than the load-shedding, shall be notified by **Licensee or its Franchisee** at least 24 hours in advance. Total scheduled outages for any 11kV feeder, for Class-I and Urban shall not exceed more than 12 hours in Urban and Class-1 cities and 24 hours in Rural in a month.

For Instance, in case of rural schedule, in case as per roaster, the power is to be supplied for 10 hours, the period of scheduled outage will be calculated for outage during the period of 10 hours only. In reference to load shedding (in case of rural schedule) and scheduled outage, the complete details shall be published by **Licensee or its Franchisee** on their website. The **Licensee or its Franchisee** shall maintain such data for at least past one year on their website.

16.3 Quality of supply

16.3.1 Voltage fluctuations: Licensee or its Franchisee shall maintain voltages at the point of commencement of the supply to a consumer within the limits stipulated as under, with reference to the 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%.

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16.3.2 The above standards shall be applicable subject to voltage availability at transmission distribution interfaces within the specified limits.

16.3.3 On receipt of a voltage fluctuation complaint, Licensee shall verify if the voltage fluctuations exceeding the limits specified and upon confirmation, Licensee shall:

- (a) ensure that the voltages are brought within the specified limits, within 2 days of original complaint provided the fault is identified to a local problem on the transformer;
- (b) 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
- (c) resolve the complaint within 120 days, if up-gradation of the distribution system is required.

16.3.4 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 capital expenditure plan approved by the Commission, Licensee shall complete the erection and commissioning of such substation within the time period specified in such capital expenditure plan.

16.3.5 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.

16.4 Meter complaints

16.4.1 Licensee shall perform the meter related activities as provided in Regulations 16.4.2 to 16.4.6 subject to the provisions provided in the Supply Code and other associated Regulations and codes.

16.4.2 Licensee shall read consumer's meter at least once in every 6 months. If Smart meter/ Prepaid meter is installed at consumer premises then the necessity to read the consumer's meter is not required.

16.4.3 Licensee shall inspect and check the correctness of the meter, on receiving the complaint, as per the provisions of Section 5.6 of the UPERC Electricity Supply Code and its amendments.

16.4.4 Licensee shall replace the non-working/ defective meters including but not limited to stuck up, running slow, fast or creeping meter as per the provisions of Section 5.9 of the UPERC Electricity Supply Code and its amendments.

16.4.5 In case of complaint for burnt meter, Licensee shall take necessary actions as per the provisions of Section 5.8 of the UPERC Electricity Supply Code and its amendments.

16.4.6 Licensee shall replace the burnt-out meters as per the provisions of Section 5.9 of the UPERC Electricity Supply Code and its amendments. The cost of Replacement of meters shall be borne by the consumer or the Licensee as per the provisions of Section 5.9 of the UPERC Electricity Supply Code and its amendments.

16.5 Shifting of meters/service lines

16.5.1 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 7 days of receipt of application in Class-I Cities, within 10 days of receipt of application in Urban Areas and 15 days of receipt of application in Rural Areas.

16.5.2 The time schedule shall be observed for completing the works from date of payment of the charges and necessary clearances of Shifting of meter/ service line shall be 7 days.

16.6 New connections/additional load/ reduction in load

16.6.1 In cases of new Connections where extension of distribution mains is not required, the Licensee shall take necessary actions as per the provisions of section 4.7 of the UPERC Electricity Supply Code.

16.6.2 In cases of new Connections where extension of distribution mains is required, the Licensee shall take necessary actions as per the provisions of section 14.8 of the UPERC Electricity Supply Code.

16.6.3 In case request for reduction in Contracted Load, the Licensee shall take necessary actions as per the provisions of section 4.41 of the UPERC Electricity Supply Code.

16.6.4 In case request for enhancement of Load, the Licensee shall take necessary actions as per the provisions of section 4.43 of the UPERC Electricity Supply Code.

16.7 Transfer of ownership and change of category

16.7.1 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:



(a) Title transfer of ownership - within second billing cycle from the date of receipt of application, and

(b) change of category, as shown below;

Change of category	Time limit
Conversion from single phase to Low Tension 3-phase and vice-versa	Within second billing cycle from the payment of necessary charges
Conversion from Low Tension 3-phase to High Tension 3-phase and vice-versa	Within second billing cycle from the payment of necessary charges

16.7.2 In case of change of category Licensee shall examine the technical feasibility upon receipt of such application and inform the consumer within 7 days of receipt of application about the feasibility.

16.8 Temporary supply of power

16.8.1 The Temporary supply shall be provided as per the section 4.10 of UPERC Electricity supply Code.

16.9 Consumer bills complaint

16.9.1 In case of billing related complaints, the Licensee shall take necessary actions as per the provisions of section 6.5 of UPERC Electricity Supply Code.

16.10 Permanent Disconnection of supply

16.10.1 The Licensee can disconnect the supply on receipt of request for permanent disconnection as per the provisions of section 4.38 of UPERC Electricity Supply Code.

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

16.11.1 The Licensee shall restore power supply to a consumer, whose supply has



been disconnected due to non-payment of electricity bills as per the provisions of section 4.39 of the UPERC Electricity Supply Code.

Provided that in case prepaid meters have been installed at the premises of the consumers, the power shall be restored by the Licensee within 2 hours of recharge of the prepaid meters by the consumers.

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17. SCHEDULE-II: OVERALL STANDARDS OF PERFORMANCE

Overall standard Code	Guaranteed standard Reference	Parameter
17.1	16.2.1	Normal fuse off: Licensee shall maintain the percentage of fuse-off calls rectified within the time limits specified to a value not less than 95% of the total calls.
17.2	16.2.2	Overhead Line/Cable Breakdowns: Licensee shall ensure restoration of power supply within the time limits specified in at least 95% of overall cases of line breakdowns.
17.3	16.2.3	Underground Cable Breakdown: Licensee shall ensure restoration of power supply within the time limits specified in at least 95% of overall cases of line breakdowns
17.4	16.2.4	Distribution Transformer Failures: Licensee shall maintain the percentage of distribution transformers replaced within the time limits specified to a value not less than 95% of the total distribution transformers failures.
17.5	16.11.1	Reconnection of supply following disconnection due to non-payment of bills: Licensee shall achieve the standards of performance as specified in at least 95% of the cases

17.6 Period of scheduled outages: Licensee shall achieve the standards of performance as specified in Regulation 16.2.5 of Schedule-I in at least 95% of the cases.

17.7 Shifting of meters/service lines: Licensee shall achieve the standards of performance as specified in Regulation 16.5.1 and 16.5.2 of Schedule-I in at least 95% of the cases.



17.8 **New connection/additional load/ reduction in load:** Licensee shall achieve the standards of performance as specified in Regulation 16.6.1, 16.6.2 and 16.6.3 of Schedule-I in at least 95% of the cases.

17.9 **Transfer of ownership and change of category:** Licensee shall achieve the standards of performance as specified in Regulation 16.7.1 and 16.7.2 of Schedule-I in at least 95% of the cases.

17.10 **Temporary supply of power:** Licensee shall achieve the standards of performance as specified in Regulation 16.8.1 of Schedule-I in at least 95% of the cases.

17.11 **Disconnection of supply:** Licensee shall achieve the standards of performance as specified in Regulation 16.10.1 of Schedule-I in at least 95% of the cases.

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

17.13 **Billing mistakes:** 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%.

17.14 **Load shedding:** In case of shortage of power, Licensee shall submit the load shedding plan to the Commission and get it approved. Licensee shall publish the same in the newspaper at least 48 hrs in advance.

17.15 **Power Supply Hours:** The Licensee shall achieve the standard of performance in at least 96% against the scheduled power of supply.

17.16 Reliability Indices

17.16.1 The Commission shall impose a uniform system of recording and reporting of



distribution system reliability performance. The same reliability indices shall be imposed on all Licensees. The performance target levels set by the Commission shall be unique to each Licensee to be based initially on the historical performance of Licensee.

17.16.2 Based on the information submitted by Licensees, the Commission would notify the target levels for the reliability indices annually. Licensee shall be evaluated annually to compare Licensees actual performance with the targets.

17.16.3 The Licensee shall compute the following distribution reliability indices separately for the Urban Area including Class-I Cities, rural and agricultural feeders:

- (a) System Average Interruption Frequency Index (SAIFI): The Licensee shall calculate the value as per the formula and methodology specified in Regulation 17.17.1.
- (b) System Average Interruption Duration Index (SAIDI): The Licensee shall calculate the value as per the formula and methodology specified in Regulation 17.17.1.
- (c) Momentary Average Interruption Frequency Index (MAIFI): The Licensee shall calculate the value as per the formula and methodology specified in Regulation 17.17.1.

17.17 Method of computing reliability indices

17.17.1 The Indices shall be computed for Licensee as a whole by stacking, for each month all the 11 kV feeders in the supply area, excluding the agricultural feeders, 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:

$$(a) SAIFI = \sum_{i=1}^n (A_i \times N_i) / N_t$$

$$(b) SAIDI = \sum_{i=1}^n (B_i \times N_i) / N_t$$

$$(c) MAIFI = \sum_{i=1}^n (C_i \times N_i) / N_t$$

Where,

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

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

C_i = Total number of momentary interruptions (each less than or equal to 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 Licensee's supply area

n = Number of 11 kV feeders in Licensee's supply area (excluding agricultural feeders)

Note:

- (a) The feeders must be segregated into Urban Area including Class-I cities and rural and the value of the indices must be reported separately for each month.
- (b) Licensee shall compute the value of these indices separately for agriculture feeders. The methodology for computation of indices shall remain the same as in the case of other feeders.

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18. SCHEDULE-III: COMPENSATION

18.1 In case of failure of Licensee to meet the guaranteed standards of performance as specified in Regulation 16: of these Regulations, compensation shall be payable to the consumer, as shown in the table below:

Parameter	Compensation payable to individual in case event affects single consumer (in Rs.) (in case of each fault)
Operation of Call Centre	
First response against a Consumer Call	50
Registration of Consumer Call and issue of complaint (Unique Identification Number) number	50
Hours of Power Supply	
If Consumer gets lesser supply than scheduled supply on monthly basis as per regulation 16.2.5	Class-I Cities: Rs. 20/ kW/ hr on monthly basis
	Urban: Rs. 20/ kW/ hr
	Rural: Rs. 10/ kW/ hr
Restoration of Supply	
Interruption /Failure of Power Supply: Subject to the provision of force majeure of clause 9.1 ESC	
Normal fuse off:	50 / day
Overhead Line/Cable Breakdowns:	100 / day
Underground Cable Breakdown:	100 / day
Distribution Transformer Failures: Rural Areas	150 / day
Major failure involving Power Transformer (33 kV and above)	
Quality of Supply	
Voltage fluctuations in case no expansion/augmentation of network required and includes fault identified to a local problem on the transformer	50 / day
Voltage fluctuations in case expansion/augmentation of network required	100 / day
Voltage fluctuations in case erection of substation required	250 / day

Parameter	Compensation payable to individual in case event affects single consumer (in Rs.) (in case of each fault)
Voltage Variation	
LV +6% and -6%	50 / day
HV +6% and -9%	50 / day
EHV +10% and -12.5%	50 / day
New connection/ additional load/ temporary connection for consumers	
LT Connection where pole exists	50 / day
LT Connection where new pole required	50 / day
For HT Connection Where works are required:	
For Loads at 400 volts	50 / day
For Loads at 11 kV	50 / day
For Loads at 33 kV	50 / day
For Loads at 132 kV	50 / day
For Un-electrified areas:	
Where augmentation from newly existing work is possible	50 / day
Where a new work or grid needs to be laid	50 / day
In case of Isolated Consumer	50 / day
New connection/ additional load where supply can be provided from existing network	100 / day
New connection/ additional load where supply can be provided after extension/augmentation of network	250 / day
Erection of substation to extend supply	500 / day
Issue of temporary connection	100 / day
Shifting of meters/ service lines	
Shifting of meter/ service lines in same premises	50 / day
Meter complaints	

Parameter	Compensation payable to individual in case event affects single consumer (in Rs.) (in case of each fault)
Meter Reading	200 / day
Replacement of defective meter after test report	50 / day
Replacement of burnt meter	50 / day
Transfer of ownership, change of category	
Title, transfer of ownership and conversion of services	50 / day
Change of category	50 / day
Consumer bill complaint	
Billing complaint resolution	50 / day
Billing	
Reduction / Enhancement of load	50 / day
Termination of agreement	50 / day
Carry forward of fictitious arrear	100 / cycle
Disconnection of supply	
Disconnection of supply (Permanent Disconnection) after payment of dues	50 / day
Refund of security deposit etc.	50 / day
Issue of no dues certificate	50 / day
Reconnection of supply following disconnection due to non-payment of bills	
Reconnection (on temporary disconnection) after removal of cause of disconnection	50 / day

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22

19.ANNEXURE-I (REPORTING FORMATS-GUARANTEED STANDARDS)

The following format shall be used by Licensee for reporting the performance levels for guaranteed standards on quarterly basis to the Commission:

Guaranteed Standard Reference No	Guaranteed Standard parameter		Previous quarter pending complaints (No.)	Complaints received in the quarter (No.)	Total Complaints (no.)	No. of Complaints redressed in the quarter (no.)				Pending Complaints (No.)
						Within OS Standards	Within GS stipulated time	More than the stipulated time	Total Complaints redressed	
16.2.1	Normal Fuse off	Class-I Cities								
		Urban								
		Rural								
16.2.2	Overhead Line/ Cable breakdowns	Class-I Cities								
		Urban								
		Rural								
16.2.3	Underground cable break down	Class-I Cities								
		Urban								
		Rural								
16.2.4	Distribution Transformer	Class-I Cities								
		Urban								
		Rural								
16.2.5	Period of scheduled outages									

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Guaranteed Standard Reference No	Guaranteed Standard parameter	Previous quarter pending complaints (No.)	Complaints received in the quarter (No.)	Total Complaints (no.)	No. of Complaints redressed in the quarter (no.)				Pending Complaints (No.)
					Within OS Standards	Within GS stipulated time	More than the stipulated time	Total Complaints redressed	
16.3.3 (a)	Voltage fluctuations in case fault is identified to a local problem on the transformer								
16.3.3 (b)	Voltage fluctuations in case no expansion / augmentation of network required								
16.3.3 (c)	Voltage fluctuations in case expansion / augmentation of network required								
16.3.4	Voltage fluctuations in case of erection of substation required								
16.4.2	Meter Reading	Class-I							
		Cities							
		Urban							
		Rural							

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Guaranteed Standard Reference No	Guaranteed Standard parameter		Previous quarter pending complaints (No.)	Complaints received in the quarter (No.)	Total Complaints (no.)	No. of Complaints redressed in the quarter (no.)				Pending Complaints (No.)
						Within OS Standards	Within GS stipulated time	More than the stipulated time	Total Complaints redressed	
16.4.3	Meter Inspection	Class-I Cities								
		Urban	-							
		Rural								
16.4.4	Meter Replacement	Class-I Cities								
		Urban								
		Rural								
16.4.5, 16.4.6	Replacement of Burnt Meter	Class-I Cities								
		Urban								
		Rural								
16.5.1, 16.5.2	Shifting of meter/service line	Class-I Cities								
		Urban								
		Rural								
16.6.1	New Connection / additional load where supply can be provided from existing network	Class-I Cities								
		Urban								
		Rural								

92

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Guaranteed Standard Reference No	Guaranteed Standard parameter	Previous quarter pending complaints (No.)	Complaints received in the quarter (No.)	Total Complaints (no.)	No. of Complaints redressed in the quarter (no.)				Pending Complaints (No.)
					Within OS Standards	Within GS stipulated time	More than the stipulated time	Total Complaints redressed	
16.6.2	New Connection / additional load where supply can be provided after extension/augmentation of network								
16.6.4, 16.6.5	Erection of substation to extend supply								
16.7.1, 16.7.2	Title, transfer of ownership Change of category								
16.8.1	Issue of temporary connection	Class-I Cities							
		Urban							
		Rural							
16.9.1	Billing Complaint								
16.10.1	Disconnection of Supply	Class-I Cities							
		Urban							
		Rural							
		Urban							
		Rural							

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Guaranteed Standard Reference No	Guaranteed Standard parameter		Previous quarter pending complaints (No.)	Complaints received in the quarter (No.)	Total Complaints (no.)	No. of Complaints redressed in the quarter (no.)				Pending Complaints (No.)
16.11.1	Reconnection of supply disconnection due to non-payment of bills	Class-I Cities				Within OS Standards	Within GS stipulated time	More than the stipulated time	Total Complaints redressed	
		Urban								
		Rural								

19.1 With respect to the call centres following format shall be used by Licensee for reporting the quarterly performance:

Guaranteed standard Reference No.	Guaranteed standard parameter	Response to the calls (No.)	
16.1.1	First response against consumer call	Within stipulated time	More than Stipulated time
16.1.2	Registration of Consumer Call and issue of docket number		

19.2 The quarterly 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								

20. ANNEXURE-II (Reporting Formats-Overall Standards)

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

Overall standards reference no.	Overall standard parameter	Number of Complaints pending at the start of the quarter (A)	Total No. of complaints filed by the consumers in this quarter (B)	Total No. of complaints C=(A+B)	Total No. of Complaints redressed within the stipulated time for Overall standards	Number of complaints pending at the end of the quarter
17.1	Normal fuse off	Class-I Cities				
		Urban				
		Rural				
17.2	Overhead Line/ Cable Breakdowns	Class-I Cities				
		Urban				
		Rural				
17.3	Underground Cable Breakdowns	Class-I Cities				
		Urban				
		Rural				
17.4	Distribution Transformer Failures	Class-I Cities				
		Urban				
		Rural				
17.5	Reconnection of supply following disconnection due to non-payment of bills	Class-I Cities				
		Urban				
		Rural				

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20

Overall standards reference no.	Overall standard parameter	Number of Complaints pending at the start of the quarter (A)	Total No. of complaints filed by the consumers in this quarter (B)	Total No. of complaints C=(A+B)	Total No. of Complaints redressed within the stipulated time for Overall standards	Number of complaints pending at the end of the quarter
17.6	Period of scheduled outages					
17.7	Shifting of meters/ service lines					
17.8	New Connection/ additional load					
17.9	Transfer of ownership and change of category					
17.10	Temporary supply of power					
17.11	Disconnection of supply					
17.12	Faulty Meters					
17.13	Billing mistakes					
17.14	Load Shedding					
17.15	Power Supply Hours					

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

Reference overall standards	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
17.12					

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

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

S.No	Month	Ni=Connected lead of ith feeder affected for each interruption	Bi=Total number of sustained interruptions (each longer than 5 minutes) on ith feeder for the month	Nt=Total connected load at 11 kV in Licensee area of supply (1)	$=\sum(Bi \cdot Ni)$ for all 11 kV feeders excluding agriculture feeders (2)	SAIDI=(2)/(1)
	1					
	N					
	Total					

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S.No	Month	Ni=Connected lead 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 month	Nt=Total connected load at 11 kV in Licensee area of supply (1)	$=\sum(C_i \cdot N_i)$ for all 11 kV feeders excluding agriculture feeders (2)	MAIFI=(2)/(1)
	1					
	2					
	Total					

21. ANNEXURE-III

S.No	Date of receiving complaint	Time of receiving complaint	Consumer ID	Nature of complaint	Reference Guaranteed standard	Time & Date of redressal of complaint	Total time taken for complaint redressal (in Hrs/mts)
1							
2							
3							

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44