

UTTARAKHAND ELECTRICITY REGULATORY COMMISSION

DRAFT NOTIFICATION

June 08, 2022

Draft UERC (Standards of Performance) Regulations, 2022

No. /RG/UERC/2022/ - In exercise of powers conferred under Section 181(1) and 181(2)(za&zb) read with Section 57, 58, 59 & 86(1)(i) of the Electricity Act 2003 and all powers enabling it in that behalf, Uttarakhand Electricity Regulatory Commission hereby makes the following Regulations:

1. Short title, commencement and interpretation

- (1) These Regulations may be called Uttarakhand Electricity Regulatory Commission (Standards of Performance) Regulations, 2022.
- (2) These Regulations shall be applicable to all the Distribution and Retail Supply Licensee(s) including Deemed Licensee(s) and all its consumers in the State of Uttarakhand.
- (3) These Regulations shall come into force on the date of the publication in the official Gazette replacing the existing UERC (Standards of Performance) Regulations, 2007.
- (4) These Regulations shall be interpreted and implemented in accordance with, and not at variance from, the provisions of the Electricity Act, 2003 read with the Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006, CEA (Measures relating to Safety and Electric Supply) Regulations, 2010, any other relevant CEA Regulations, UERC (The Electricity Supply Code, Release of New Connections and Related Matters) Regulations, 2020, and any other relevant UERC Regulations, as amended from time to time in this regard.

2. Definitions

- (1) In these Regulations, unless the context otherwise requires:
 - (a) "Act" means the Electricity Act, 2003;

- (b) "Area of Supply" means the area within which a distribution Licensee is authorised by his license to supply electricity;
- (c) "Billing cycle" or "Billing period" means the period as approved by the Commission for which regular electricity bills are to be prepared by the Licensee for different categories of consumers;
- (d) "Breakdown" means an occurrence relating to the equipment of the distribution system of the licensee including electrical line up to the consumer meter that prevents its normal functioning;
- (e) "CEA" means the Central Electricity Authority;
- (f) "CEA Safety Regulations" means the CEA (Measures Relating to Safety and Electric Supply) Regulations, 2010 as amended from time to time.
- (g) "Commission" means Uttarakhand Electricity Regulatory Commission;
- (h) "Centralized Customer Care Centre" means suitable IT enabled infrastructure/setup (with voice recording feature) for submission of complaint or claim of compensation, electronically (e-mail, mobile App, website of the Licensee) or telephonically (voice call-Landline/Mobile) or through any other mode as mentioned in these Regulations and shall remain operational 24x7x365;
- (i) "Claim Application" means any application put before the Licensee for compensation in the format prescribed in these Regulations.
- (j) "Licensee" means a person who has been granted a license under Section 14 of the Act to operate and maintain a distribution system for supplying electricity to the consumers in his area of supply;
- (k) "Distributing Main" means the portion of any main with which a service line is, or is intended to be, immediately connected;
- (l) "Distribution System" means the system of wires and associated facilities used for distribution/supply of electricity between the delivery points on the transmission lines or the generating station

connection and the point of connection to the installation of the consumers.

The distribution system of a distribution Licensee shall also include electric line, sub-station and electrical plant that are primarily maintained for the purpose of distributing electricity in the area of supply of such distribution Licensee notwithstanding that such line, sub-station or electrical plant are high pressure cables or overhead lines or associated with such high pressure cables or overhead lines; or used incidentally for the purposes of transmitting electricity for others;

- (m) "Electrical Inspector" means a person appointed as such by the Appropriate Government under sub-section (1) of Section 157 of the Electricity Act, 2003 and also includes the Chief Electrical Inspector;
- (n) "Extra High Tension (EHT)" means the voltage exceeding 33,000 Volts under normal conditions, subject to the percentage variation allowed;
- (o) "Franchisee" means a person authorised by a distribution licensee to distribute electricity on its behalf in a particular area within his area of supply;
- (p) "Government" means the Government of Uttarakhand;
- (q) "Help Desk" means suitable IT enabled infrastructure/setup at the sub-divisional level /divisional level /circle level /zonal level /corporate level for submission of complaint or claim of compensation electronically (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 these Regulations to remain operative during scheduled office hours on all working days;
- (r) "High Tension (HT)" means the voltage above 650 Volts and upto 33,000 Volts under normal conditions, subject to the percentage variation allowed;
- (s) "Licensee" means any person licensed under Part IV of the Act;

- (t) "Local Complaint Centre" means the local 33/11 kV substations or any other local complaint centres maintained by the distribution licensee for reporting/registration of complaint by the consumers.
- (u) "Low Tension (LT)" means the voltage of 230 volts between phase and neutral or 400 volts between any two phases under normal conditions subject to the percentage variation allowed;
- (v) "Meter" means a device suitable for measuring, indicating and recording conveyance of electricity, maximum demand, any other parameter or any other information related with electrical system, as may be specified by the Authority or notified by the Commission and shall include, wherever applicable, other equipment such as Current Transformer (CT), Voltage Transformer (VT) or Capacitor Voltage Transformer (CVT) necessary for such purpose and shall include net meter;

Explanation: It shall also include any seal or sealing arrangement and other measures/attributes provided by the Licensee for securing reliability and for preventing theft/unauthorised use of electricity.

where "Net meter" means an appropriate meter capable of recording both import & export of electricity or a pair of meters one each for recording the net import and net export of electricity as the case may be;

- (w) "Rural areas" means all areas other than Urban areas;
- (x) "Service Line" means an electric supply line through which energy is, or is intended to be supplied by the Licensee from a distributing main to a single or group of Consumers from the same point of the distributing main.
- (y) "SOP" means Standards of Performance.
- (z) "Urban area" is area within the boundaries of any municipal corporation or municipality or municipal council or town area or notified as Urban area or any other municipal body.

- (2) Unless the context otherwise requires words or expressions occurring in these Regulations and not defined herein but defined in the Act/Rules/CEA Regulations/Tariff Order shall bear the same meaning as in the Act/Rules/CEA Regulations/Tariff Order or in absence thereof, the meaning as commonly understood in the Electricity Supply Industry.

3. Interpretation

In the interpretation of this Regulation, unless the context otherwise requires:

- (1) words in the singular or plural term, as the case may be, shall also be deemed to include the plural or the singular terms.
- (2) Reference 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 the rules made there under.
- (3) The headings inserted in this Regulation is for convenience only.
- (4) 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.

4. 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.

5. Objective

- (1) These Regulations lay down the standards to maintain distribution system parameters within the permissible limits. These standards shall serve as benchmark for Licensees/franchisee for providing an efficient, reliable, coordinated and economical system of electricity distribution. It is the right of consumer to have minimum standards of service for supply of electricity from the distribution licensee in accordance with the provisions made in these Regulations.
- (2) The objectives of these Regulations are:
 - a) to lay down Standards of Performance;

- b) to measure the actual performance of licensee/franchisee as against the benchmarks Standards of Performance.
- c) to ensure quality and suitability of distribution network performance
- d) to enable the consumers to design their systems and equipment to suit the electrical environment that they operate in;
- e) to improve service delivery to the consumers.
- f) to develop transparent mechanism for ensuring fair compensation to the consumers in case the Licensee fails to achieve guaranteed benchmark Standard of Performance as described in **Schedule-I** of these Regulations.

6. **Guaranteed and Overall Standards of Performance**

- (1) The Standards specified in the **Schedule-I** shall be the Guaranteed Standards of Performance, which are the minimum standards of service that a Licensee shall achieve,
- (2) The Standards specified in the **Schedule-II** shall be the Overall Standards of Performance which the Licensee shall seek to achieve in the discharge of his obligations as a Licensee.
- (3) The Commission may from time to time add, alter, vary, modify or amend the contents of the **Schedule-I** and **Schedule-II** by a general or special order.

7. **Compensation**

- (1) The Licensee shall be liable to pay to the affected consumers compensation specified in **Schedule-III** for Licensee's failure to meet the Guaranteed Standards of Performance specified in **Schedule-I**. The compensation shall be paid by the Licensee as specified in **Schedule-III**.
- (2) The Licensee shall pay the compensation referred to under sub-regulation (1) above by way of adjustment in the current or future electricity bill(s) as laid out in **Schedule-III**.

8. Complaint Handling Procedures

- (1) The Licensee within 2 months of notification of these Regulations, shall update the Complaint Handling Procedures and submit the same in English as well as in Hindi before the Commission for approval in line with the conditions mentioned at para 23.4 of Uttarakhand Distribution and Retail Supply Licence (License No. 2 of 2003).
- (2) The distribution licensee shall arrange to give due publicity of approved Complaint Handling Procedures through media, website and by displaying in boards at its sub-division/division/circle/zonal offices to bring awareness of consumers and make it available for reference of consumers at every office of licensee.
- (3) Details of each complaint shall be recorded as per **Format SoP-1**.

9. Compensation Mechanism

- (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.

Provided that, 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 in favour of the consumer.

Provided also that no compensation shall be payable if there is any arrear due to be recoverable from the consumer.

- (2) 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/franchisee. The details of the total compensation due and the amount paid thereof shall be shown in every electricity bill of the consumer.

Provided that in case payment of compensation gets delayed due to decision of Forum/Court and by then the consumer has been permanently disconnected on his will with no outstanding dues then the payment of compensation shall be made through cheque/NEFT/RTGS.

- (3) In order to create awareness about the guaranteed Standards of Performance, the licensee shall intimate the prescribed guaranteed time as per **Schedule-I** of these regulations to the individual complainant along with intimation of registration of complaints. The licensee/franchisee shall also intimate the compensation details as per **Schedule-III** of these Regulations along with each registration of complaints.
- (4) The licensee shall also display the guaranteed Standards of Performance as per **Schedule-I** and compensation payable as per **Schedule-III** on its websites and its sub-division/division/circle/zonal offices.
- (5) In case there is a delay in the resolution of complaint, claim for compensation shall be filed by the consumer not beyond 30 days of resolution of complaint.
- (6) The claim can be filed by the consumer as per **Format SoP-2**. Such claim can be filed either personally/e-mail/registered post/online/mobile app/Help Desk/Centralized Customer Care Centre to the concerned officer.

Provided that the distribution licensee, within six months from the date of notification of these Regulations, shall create an online facility on which consumers may register and claim the compensation amount. The information in this regard shall be widely circulated among consumers through appropriate means including mass media/bills/SMS/e-mails/licensee's website.

- (7) Every Claim Application shall be given a registration number which will be different from the Unique Complaint Number. Licensee shall maintain online data of the compensation Claim Application and the action taken there on by fully displaying the same on licensee website.

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

- (8) Licensee shall give compensations within 45 days from date of receipt of Claim Application in the prescribed **Format SoP-2** at the Licensee's office giving details as well as reference of relevant Regulations. In case of refusal of compensation Licensee shall pass an appropriate order after hearing the consumers with respect to each claim of compensation within 45 days from the date of filing the Claim Application of compensation. All such orders shall be displayed on the website of the licensee and shall be communicated to the consumer as well.
- (9) Failure by the licensee to pay the compensation as per sub-Regulation (8) above or non satisfaction of the consumer with the decision of the licensee shall constitute a Grievance, which shall be dealt and decided by the respective Consumer Grievance Redressal Forum (CGRF), in accordance with procedure set out in the UERC (Guidelines for Appointment of Members and Procedure to be followed by the Forum for Redressal of Grievances of the Consumers) Regulations, 2019 as amended from time to time or any other Regulations specified by the Commission for this purpose. In such event, additional penalty may be levied on licensee for non-faithfully implementing regulation on case-to-case basis.

Accordingly, the consumer may approach respective CGRF within 30 days from the date of order passed by the licensee as mentioned in Sub-regulation (8) above.

- (10) In case the Grievance Redressal Forum does not decide the amount of compensation within the specified time or the aggrieved consumer is not satisfied with its decision, he will be free to approach the Ombudsman (Electricity), who shall deal and decide the case under UERC (Appointment & functioning of Ombudsman) Regulation, 2004 as amended from time to time or any other Regulations specified by the Commission for this purpose.

- (11) 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.
- (12) The payment of such compensation shall be without prejudice to any penalty which may be imposed or prosecution which may be initiated for the failure of the licensee in meeting the standards specified in these Regulations.

10. Responsibilities of the Licensee

(1) Submission of SoP Reports

The Licensee shall submit the reports on performance levels and compensation as mentioned in Table below:-

| S. No. | Report Type | Report Particulars | Periodicity /Timeline |
|---|---|---|--|
| (A) Guaranteed Standards Related | | | |
| 1. | Guaranteed Standards (in accordance with Section 59 (1) (a) of the Act) | Monthly <u>Division-wise</u> Reports on Guaranteed Standards specified in Schedule-I and to be submitted in the prescribed Format SoP-3 of these Regulations. | Monthly/within 15 days of close of the month |
| 2. | Guaranteed Standards (in accordance with Section 59 (1) (a) of the Act) | Consolidated Annual Report on Guaranteed Standards specified in Schedule-I for UPCL and to be submitted in the prescribed Format SoP-4 of these Regulations. | Annually/within 30 days of close of the Financial Year |
| (B) Overall Standards Related | | | |
| 3. | Overall Standards (in accordance with Section 59 (1) (a) of the Act) | <u>Circle-wise</u> Quarterly Reports on Overall Standards specified in Schedule-II and to be submitted in the prescribed Format SoP-5 of these Regulations. | Quarterly/within 15 days of close of the quarter |
| 4. | Overall Standards (in accordance with Section 59 (1) (a) of the Act) | <u>Circle-wise</u> Consolidated Annual Report on Overall Standards specified in Schedule-II and to be submitted in the | Annually/within 30 days of close of the Financial Year |

| S. No. | Report Type | Report Particulars | Periodicity /Timeline |
|---------------------------------|--|---|--|
| | | prescribed Format SoP-6 of these Regulations. | |
| (C) Compensation Related | | | |
| 5. | Compensation paid (in accordance with Section 59 (1) (b) of the Act) | <u>Division-wise</u> quarterly reports on compensation paid as per Guaranteed Standards specified in Schedule-I and to be submitted in the prescribed Format SoP-7 of these Regulations. | Quarterly/within 15 days of close of the quarter |
| 6. | Compensation claims | <u>Division-wise</u> Half yearly report on compensation claimed as per Guaranteed Standards specified in Schedule-I and action taken by the licensee for such claims and to be submitted in the prescribed Format SoP-8 of these Regulations. | Half yearly/within 30 days of close of the half year |
| 7. | Measures for improvement | Measures taken by the licensee for improving performance as per Guaranteed Standards specified in Schedule-I and Licensee's targets of improved performance for the ensuing year and to be submitted in the prescribed Format SoP-9 of these Regulations. | Annually/within 30 days of close of the Financial Year |
| 8. | Annual Target of Reliability Indices | Annual target levels of Reliability Indices (SAIFI, SAIDI, MAIFI) to be furnished alongwith ARR in the prescribed Format SoP-10 of these Regulations. | Annually alongwith ARR |

- (2) The Commission may revise the formats through separate orders, as warranted necessary from time to time.

- (3) 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.
- (4) Licensee 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 every year in the month of January and July.
- (5) The distribution licensee shall arrange to give due publicity through media, TV, newspaper, website and by displaying in boards at its sub-division/division/circle/zonal offices to bring awareness of consumer rights, Standards of Performance, compensation provisions, grievance redressal and any other schemes of the distribution licensee.
- (6) The distribution licensee shall annually arrange to display feeder wise outage data, efforts made for minimising outages, prevention of theft or unauthorised use of electricity or tampering, distress or damage to electrical plant, electric lines or meter and results obtained during the year, on its website.
- (7) The Licensee shall design its system in such a way so as to meet the parameters mentioned in these Regulations.

11. Fees and Fines

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

12. Exemption

- (1) The Standards of Performance specified in these Regulations shall remain suspended during Force Majeure conditions such as war, mutiny, civil

commotion, riot, flood, cyclone, lightning, earthquake, pandemic, lockout, fire affecting the Licensee's installations.

- (2) If violation of Standards of Performance is caused due to notified scheduled shutdown of power, load shedding, grid failure, a fault on the Transmission Licensee's network or on account of instructions given by SLDC, over which the Distribution Licensee has no reasonable control, such non-compliance of a standard contained in these Regulations shall not be treated as a violation, and the Distribution Licensee shall not be required to pay any compensation to the affected consumer(s).
- (3) The Consumer Grievances Redressal Forum (CGRF) may by a general or special order after hearing the Licensee and the affected consumer(s) /consumer groups, release the Licensee from the liability to compensate the consumers for any default in the performance of any standard if the CGRF 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 fulfil his obligations. Such cases shall be reported by CGRF to the Commission on quarterly basis.

13. Power to remove difficulties

If any difficulty arises in giving effect to the provisions of these Regulations, the Commission may suo-moto 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.

SCHEDULE - I

1. Guaranteed Standards of Performance

1.1 Release of New Connections and Enhancement/Reduction of Load

| S. No. | Nature of request | Specified Timeline* |
|--------|----------------------------------|---|
| 1) | Release of new LT connection | <p>For LT connections</p> <ul style="list-style-type: none"> • Within 15 days- Where no extension of distribution mains or laying of new distributing mains or commissioning of new substation is required. <p>Where extension of distribution mains or laying of new distributing mains or commissioning of new substation is required:-</p> <ul style="list-style-type: none"> • Within 60 days- For extension of distributing mains. • Within 90 days- For commissioning of new 11/0.4 kV substation. • Within 180 days- For commissioning of new 33/11 kV substation. |
| 2) | Release of new HT/EHT connection | <p>For HT/EHT connections</p> <p>1) Where supply of electricity to premises applied for does not require commissioning of new substation /bay.</p> <ul style="list-style-type: none"> • Within 60 days- 11 kV works including line not involving independent feeder. • Within 90 days- 11 kV works including line involving independent feeder. • Within 180 days- 33 kV works including line. • Within 300 days- 132 kV and above works including line. <p>2) Where supply of electricity to premises applied for require commissioning of new substation /bay, additional time frame for release of new HT/EHT connection shall be:-</p> <ul style="list-style-type: none"> • Within 180 days- new 33/11 kV substation. • Within 120 days- Augmentation of existing 33/11 kV substation. |

| | | |
|----|-------------------------------|--|
| | | <ul style="list-style-type: none"> • Within 45 days- Extension of bay at 33/11 kV substation. • Within 540 days- 132 kV and above substation. • Within 90 days- Extension of bay at 132 kV and above substation. |
| 3) | Enhancement/Reduction of Load | <p>Where no alteration of Lines/Substations works are required:-</p> <ul style="list-style-type: none"> • Within 15 days- for LT Connection • Within 30 days- for HT/EHT Connection <p>Where alteration in Lines/Substations works are required the timelines shall be as specified in the S. No. 1) & 2) of sub Regulation 7.1 mentioned above.</p> |

* Timeline specified in Regulation 3.3.3 (15), Regulation 3.3.3(16), Regulation 3.4.3 (10) & Regulation 3.4.3(11) of UERC (The Electricity Supply Code, Release of New Connections and Related Matters) Regulations, 2020.

1.2 Restoration of Power Supply

| S. No. | Nature of cause of power supply failure | Maximum Time Limit for restoration. |
|--------|---|---|
| 1) | Fuse blown out or MCB/MCCB tripped (in case fuse or MCB/MCCB belongs to Licensee) | <ul style="list-style-type: none"> • Within 4 hours- for Urban areas. • Within 8 hours- for Rural areas. • Within 12 hours- for Hilly areas not connected with motorable roads. |
| 2) | Service line broken Service line snapped from the pole | <ul style="list-style-type: none"> • Within 6 hours- for Urban areas. • Within 12 hours- for Rural areas. • Within 24 hours- for Hilly areas not connected with motorable roads. |
| 3) | Fault in LT distribution line/system | <p>Rectification of fault and thereafter Restoration of normal power supply:</p> <ul style="list-style-type: none"> • Within 12 hours- for Urban and Rural areas. • Within 24 hours- for Hilly areas not connected with motorable roads. <p>Temporary Supply to be restored within 4 hours from alternate source, wherever feasible.</p> |
| 4) | Distribution transformer failed/burnt | <p>Replacement of failed transformer:</p> <ul style="list-style-type: none"> • Within 24 hours- in Urban and Rural areas of Plains. • Within 48 hours- in Hilly areas connected with motorable roads. • Within 72 hours- in Hilly areas not connected with motorable roads. |

| S. No. | Nature of cause of power supply failure | Maximum Time Limit for restoration. |
|--------|--|--|
| | | Temporary Restoration of supply through mobile transformer or another backup source within 8 hours, wherever feasible . |
| 5) | HT (11 kV & 33 kV) mains failed due to fuse blown out, line snapping or any other faults | Rectification of fault: <ul style="list-style-type: none"> • Within 12 hours- in Urban and Rural areas • Within 24 hours- in Hilly areas not connected with motorable roads Temporary restoration of power supply within 4 hours, wherever feasible . |
| 6) | Problem in 33/11 kV Substation | Repair and restoration of supply: <ul style="list-style-type: none"> • Within 24 hours- in Plains. • Within 48 hours- in Hilly areas Restoration of supply from alternate source, within 6 hours, wherever feasible . Roster load shedding may be carried out to avoid overloading of alternate source. |
| 7) | Failure of Power Transformer | Within 10 days - Rectification to be completed Restoration of supply from alternate source, within 6 hours, wherever feasible . Roster load shedding may be carried out to avoid overloading of alternate source. |
| 8) | Fault in underground (UG) system including line/cable | <ul style="list-style-type: none"> • Within 12 hours- for LT system • Within 48 hours- for HT system |

1.3 Quality of Power Supply

1.3.1 Voltage variations:

- (1) 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 (LT), +6% and -6%;
 - b) In the case of High Voltage (HT), +6% and -9%; and,
 - c) In the case of Extra High Voltage (EHT), +10% and -12.5%.
- (2) The voltage problem shall be resolved with the time limits specified in Table given below:

| Sl. No. | Cause of problem related to voltage variation | Time limit for the rendering service |
|---------|---|--------------------------------------|
|---------|---|--------------------------------------|

| | | |
|----|---|---|
| 1) | Local problem (Voltage Variation, Voltage Fluctuation, Flickering or any other local problem) | Within 4 hours |
| 2) | Tap changing of transformer | Within 3 days |
| 3) | Repair of distribution line / transformer / capacitor | <ul style="list-style-type: none"> • Within 15 days- LT distribution line, • Within 90 days- HT distribution line, • Within 30 days- Distribution Transformer • Within 120 days- Power Transformer • Within 30 days- Capacitor. |
| 4) | Installation & Up-gradation of HT / LT System | <ul style="list-style-type: none"> • Within 90 days- for LT system • Within 180 days- for HT system |
| 5) | Damage to consumer's apparatus due to voltage fluctuations* | Immediate Isolation of Faulty Section. |

*If apparatus of more than one consumer in close neighbourhood are affected and subject to physical verification of the damaged apparatus by the Licensee.

1.3.2 Harmonics

The Licensee shall furnish the limits of Total Harmonic Distortion (THD) for Current and Voltage at the point of commencement of supply for the consumers connected at various voltage levels within 6 months of notification of these Regulations. The Commission would accordingly notify the limits of THD levels.

1.4 Complaints about meters

| S. No. | Nature of complaint | Specified Timeline* |
|--------|---|---|
| 1) | Complaint lodged for accuracy test of Meter | <ul style="list-style-type: none"> • Within 30 days- For testing of meter and if needed, the meter shall be replaced within 15 days thereafter. |
| 2) | Complaint lodged for defective/stuck meter | <ul style="list-style-type: none"> • Within 30 days- For testing of meter and if needed, the meter shall be replaced within 15 days thereafter. |
| 3) | Complaint lodged for burnt meter | <ul style="list-style-type: none"> • Within 06 Hours- Restoration of supply by bypassing the burnt meter. • Within 3 days- New meter to be installed. |

* Timeline specified in Regulation 5.1.3 (5), Regulation 5.1.3(10), Regulation 5.1.4 & Regulation 5.1.5(1) of UERC (The Electricity Supply Code, Release of New Connections and Related Matters) Regulations, 2020

1.5 Transfer of Consumer's connection and conversion of services

The Licensee shall give effect to transfer of consumer's connection and change of category within the following time limits:

| S. No. | Nature of request | Specified Timeline* |
|--------|--|---|
| 1) | Change of consumer's name due to change in ownership/ occupancy for property | Within two months after acceptance of application. |
| 2) | Transfer of consumer's name to legal heir | Within two months after acceptance of application. |
| 3) | Change of category | <ul style="list-style-type: none"> • Within 5 days- Inspect the premise. • Within 02 months- change the category. |

* Timeline specified in Regulation 4.3.1 (3), Regulation 4.3.2 (2) & Regulation 4.4 (3) of UERC (The Electricity Supply Code, Release of New Connections and Related Matters) Regulations, 2020.

1.6 Complaints about consumer's bills

| S. No. | Nature of complaint | Specified Timeline* |
|--------|---|---|
| 1) | First Bill | Within 02 months of release of connection. |
| 2) | Complaints on billing | <p>[Acknowledgement of complaint</p> <ul style="list-style-type: none"> • Immediate- for complaints received by hand • Within 3 days- for complaints received by post] <p>Resolution of Complaint and intimation to consumer</p> <ul style="list-style-type: none"> • Within 15 days- If no additional information required. • Within 30 days- If additional information required. |
| 3) | Final bill for vacation of premises/change of occupancy | <p>[Special reading request to be made by consumer at least 7 days in advance before vacation of premise or change of occupancy.]</p> <p>Delivery of final bill including arrear, if any- at least 3 days before the vacation of premises or change of occupancy after arranging special reading.</p> |
| 4) | Billing after permanent disconnection on consumer's request | <p>[Licensee shall not raise any bill after permanent disconnection.]</p> <p>In case Licensee raises bill after permanent disconnection the same shall be liable for compensation.</p> |
| 5) | Arrears appearing in bills/wrongly raised bills | Licensee shall not raise arrears for the amount which has already been paid by the consumer within the due date or which is not due to the Licensee. |

* Timeline specified in Regulation 5.2.4, Regulation 5.2.6, Regulation 6.2 (5) & Regulation 5.2.5 of UERC (The Electricity Supply Code, Release of New Connections and Related Matters) Regulations, 2020.

1.7 Issues relating to disconnection/ reconnection of supply

| S. No. | Nature of Complaint | Specified Timeline* |
|--------|--------------------------|---|
| 1) | Request for reconnection | Within 5 days of payment of past dues and reconnection charges- In case consumer requests for reconnection within a period of six months after |

| S. No. | Nature of Complaint | Specified Timeline* |
|--------|---|---|
| | | disconnection or before permanent disconnection whichever is later. However, in case consumer requests for reconnection after six months of disconnection or before permanent disconnection whichever is later, the connections would be reconnected only after all the formalities as required in the case of release of new connection are complied with by the consumer including payment of pending dues, service line charges, security deposit etc., as applicable, for that Category of Consumer. |
| 2) | Consumer wanting disconnection | Within 7 days of submission of application in prescribed format for permanent disconnection. |
| 3) | Refund of security deposit after adjustment [For permanent disconnection on consumer's request] | Within 30 days of permanent disconnection. |

* Timeline specified in Regulation 6.3, Regulation 6.2 (1) & Regulation 6.2 (4) of UERC (The Electricity Supply Code, Release of New Connections and Related Matters) Regulations, 2020.

1.8 Other services chargeable to consumer/applicant

| S. No. | Nature of Complaint | Specified Timeline |
|--------|--|--|
| 1. | Shifting of lines/ poles/ transformers | <ul style="list-style-type: none"> • Within 45 days - for LT system • Within 120 days- for HT system |

Note: The time limits prescribed in this Schedule will be computed from the time when the complaint is filed with the Centralized Customer Care Centre or Help Desk or Local Complaint Centre of the Licensee. Wherever the charges are required to be deposited by the consumer, the date of deposition of charges shall be treated as date of filing of complaint/application.

SCHEDULE-II

1. Overall Standards of Performance

- (1) **Normal fuse -off calls:** The Licensee shall maintain the percentage of fuse-off calls rectified within the time limits prescribed under sub paragraph 1.2 1) of **Schedule-I** to total calls received not less than 99%
- (2) **Line Breakdowns:** The Licensee shall ensure restoration of power supply within the time limits prescribed in sub paragraph 1.2 3) **Schedule-I**. The Licensee shall achieve this standard of performance in at least 95% of the cases.
- (3) **Distribution Transformer Failures:** The Licensee shall maintain the percentage of distribution transformers replaced within the time limits prescribed in sub paragraph 1.2 4) of **Schedule-I** to the total distribution transformers failed not less than 95%.
- (4) **Period of scheduled outages:** Interruption in power supply due to scheduled outages, other than the load-shedding, has to be notified in 48 hours 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 the above standards of performance in at least 95% of the cases.
- (5) **Reliability Indices:** The following reliability/ outage indices are prescribed by the Institute of Electrical and Electronics Engineers (IEEE) Standard 1366 of 1998 as amended from time to time. The Licensee shall compute and report the value of these indices to the Commission as per below mentioned formulas:
 - a) **System Average Interruption Frequency Index (SAIFI):** The Licensee shall calculate the value as 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.
- (6) **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 11kV/33kV 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:

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

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 11kV in the Distribution Licensee's supply area

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

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

B_i = Total duration of all sustained interruptions 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 11kV in the Distribution Licensee's supply area

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

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

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 11kV in the Distribution Licensee's supply area

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

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

4. The Licensee shall propose the target level of these indices annually in the prescribed Format SoP-10 while submitting its ARR.

The Commission would accordingly notify these indices.

- (7) **Voltage Unbalance:** The Licensee shall ensure that the voltage unbalance does not exceed 3% at the point of commencement of supply. Voltage Unbalance (VU) shall be computed in the following manner:

$$\text{Voltage Unbalance} = (V_h - V_{avg}) / V_{avg}$$

Where V_h is the highest phase voltage and V_{avg} is the average phase voltage of the three phases.

- (8) **Billing mistakes:** The Licensee shall maintain the percentage of bills requiring modifications following complaints to the total number of bills issued, not greater than 1%.
- (9) **Faulty meters:** The Licensee shall maintain the percentage of defective meters [Appears to be Defective (ADF), Reading Defective (RDF) & Identified Defective (IDF)] to the total number of meters in service, not greater than 2%.
- (10) **Not Accessible (NA)/Not Read (NR):** The Licensee shall maintain the percentage provisional billings pertaining to NA/NR cases to the total number of bills issued, not greater than 2%.
- (11) **Minimise electrical accidents:** Increase or decrease in no. of electrical accidents compared over a period of time will also be an indicator of the Licensee's performance.
- (12) **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. |
| Line Breakdowns | At least 95% of cases resolved within time limit. |
| Distribution Transformer failure | At least 95% of DTRs to be replaced within prescribed time limits. |
| Period of scheduled outage | |
| Maximum duration in a single stretch shall not exceed 12 hrs. in a day | At least 95% of cases resolved within time limit |
| Restoration of supply by 6:00 PM | |
| Reliability Indices | |
| SAIFI SAIDI MAIFI | To be laid down by the Commission based on the targets proposed by the Licensees in the prescribed Format SoP-10 alongwith its ARR. |

| Service area | Overall Standard of Performance |
|------------------------------------|--|
| Frequency variations | To maintain supply frequency within range as per IEGC. |
| Voltage Unbalance | Maximum of 3% at point of commencement of supply. |
| Percentage billing mistakes | Not exceeding 1% |
| Percentage faulty meters | Not exceeding 2%. |
| Percentage NA/NR cases | Not exceeding 2%. |

SCHEDULE -III

1. Guaranteed Standards of Performance and Compensation to Consumers in Case of Default

| S. No. | Service Area | Standard | Compensation payable in case of violation of Standard (default shall be considered from the time consumer has made complaint) | |
|--|----------------------------------|--|--|---|
| | | | Compensation payable to individual consumer if the event affects a single consumer | Compensation payable to individual consumer if the event affects more than one consumer |
| 1. Release of new connections and Enhancement/Reduction of Load | | | | |
| 1.1 | Release of new LT connection | <p>For LT connections</p> <ul style="list-style-type: none"> • Within 15 days- Where no extension of distribution mains or laying of new distributing mains or commissioning of new substation is required. <p>Where extension of distribution mains or laying of new distributing mains or commissioning of new substation is required:-</p> <ul style="list-style-type: none"> • Within 60 days- For extension of distributing mains. • Within 90 days- For commissioning of new 11/0.4 kV substation. • Within 180 days- For commissioning of new 33/11 kV substation. | Rs. 5 per Rs. 1,000 of the deposited amount subject to a maximum of Rs. 500 for each day of default. [The total amount of compensation shall be limited to the amount deposited by the applicant.] | Not applicable. |
| 1.2 | Release of new HT/EHT connection | <p>For HT/EHT connections</p> <p>1) Where supply of electricity to premises applied for does not require commissioning of new substation /bay.</p> <ul style="list-style-type: none"> • Within 60 days- 11 kV works including line | Rs. 500 for each day of default. [The total amount of compensation shall be limited to the amount deposited by the applicant.] | Not applicable. |

| S. No. | Service Area | Standard | Compensation payable in case of violation of Standard (default shall be considered from the time consumer has made complaint) | |
|--------|--------------|---|---|---|
| | | | Compensation payable to individual consumer if the event affects a single consumer | Compensation payable to individual consumer if the event affects more than one consumer |
| | | <p>not involving independent feeder.</p> <ul style="list-style-type: none"> • Within 90 days- 11 kV works including line involving independent feeder. • Within 180 days- 33 kV works including line. • Within 300 days- 132 kV and above works including line. <p>2) Where supply of electricity to premises applied for require commissioning of new substation /bay, additional time frame for release of new HT/EHT connection shall be:-</p> <ul style="list-style-type: none"> • Within 180 days- new 33/11 kV substation. • Within 120 days- Augmentation of existing 33/11 kV substation. • Within 45 days- Extension of bay at 33/11 kV substation. • Within 540 days- 132 kV and above substation. • Within 90 days- Extension of bay at 132 kV and above substation. | | |

| S. No. | Service Area | Standard | Compensation payable in case of violation of Standard (default shall be considered from the time consumer has made complaint) | |
|---------------------------------------|---|---|---|---|
| | | | Compensation payable to individual consumer if the event affects a single consumer | Compensation payable to individual consumer if the event affects more than one consumer |
| 1.3 | Enhancement /Reduction of Load | <p>Where no alteration of Lines/Substations works are required:-</p> <ul style="list-style-type: none"> • Within 15 days- for LT Connection • Within 30 days- for HT/EHT Connection <p>Where alteration in Lines/Substations works are required the timelines shall be as specified in the sub paragraph 1.1 & sub paragraph 1.2 mentioned above.</p> | Rs. 50 for each day of default subject to a maximum of Rs. 50,000. | Not applicable |
| 2. Restoration of Power Supply | | | | |
| 2.1 | Fuse blown out or MCB/MCCB tripped (in case fuse or MCB/MCCB belongs to Licensee) | <ul style="list-style-type: none"> • Within 4 hours- for Urban areas. • Within 8 hours- for Rural areas. • Within 12 hours- for Hilly areas not connected with motorable roads. | Rs. 20 for each hour of default | Rs. 10 for each hour of default to each consumer affected. |
| 2.2 | Service line broken Service line snapped from the pole | <ul style="list-style-type: none"> • Within 6 hours- for Urban areas. • Within 12 hours- for Rural areas. • Within 24 hours- for Hilly areas not connected with motorable roads. | Rs. 20 for each hour of default | Rs. 10 for each hour of default to each consumer affected. |
| 2.3 | Fault in LT distribution line/system | <p>Rectification of fault and thereafter Restoration of normal power supply:</p> <ul style="list-style-type: none"> • Within 12 hours- for Urban and Rural areas. • Within 24 hours- for Hilly areas not connected with motorable roads. | Rs. 20 for each hour of default | Rs. 10 for each hour of default to each consumer affected. |

| S. No. | Service Area | Standard | Compensation payable in case of violation of Standard (default shall be considered from the time consumer has made complaint) | |
|-----------------------------------|--|---|---|---|
| | | | Compensation payable to individual consumer if the event affects a single consumer | Compensation payable to individual consumer if the event affects more than one consumer |
| 2.4 | Distribution transformer failed/burnt | Replacement of failed transformer: <ul style="list-style-type: none"> • Within 24 hours- in Urban and Rural areas of Plains. • Within 48 hours- in Hilly areas connected with motorable roads. • Within 72 hours- in Hilly areas not connected with motorable roads. | Rs. 20 for each hour of default | Rs. 10 for each hour of default to each consumer affected. |
| 2.5 | HT (11 kV & 33 kV) mains failed due to fuse blown out, line snapping or any other faults | Rectification of fault: <ul style="list-style-type: none"> • Within 12 hours- in Urban and Rural areas • Within 24 hours- in Hilly areas not connected with motorable roads | Rs. 20 for each hour of default | Rs. 10 for each hour of default to each consumer affected. |
| 2.6 | Problem in 33/11 kV Substation | Repair and restoration of supply: <ul style="list-style-type: none"> • Within 24 hours- in Plains. • Within 48 hours- in Hilly areas | Rs. 20 for each hour of default | Rs. 10 for each hour of default to each consumer affected. |
| 2.7 | Failure of Power Transformer | Within 10 days- Rectification to be completed | Rs. 1,000 for each day of default | Rs. 300 for each day of default to each consumer affected. |
| 2.8 | Fault in underground (UG) system including line/cable | <ul style="list-style-type: none"> • Within 12 hours- for LT system • Within 48 hours- for HT system | Rs. 20 for each hour of default | Rs. 10 for each hour of default to each consumer affected. |
| 3. Quality of Power Supply | | | | |
| 3.1 | Local problem (Voltage Variation, Voltage Fluctuation, | Within 4 hours | Rs. 5 for each hour of default | Rs. 2 for each hour of default to each consumer affected. |

| S. No. | Service Area | Standard | Compensation payable in case of violation of Standard (default shall be considered from the time consumer has made complaint) | |
|--------|---|--|--|---|
| | | | Compensation payable to individual consumer if the event affects a single consumer | Compensation payable to individual consumer if the event affects more than one consumer |
| | Flickering or any other local problem) | | | |
| 3.2 | Tap changing of transformer | Within 3 days | Rs. 100 for each day of default | Rs. 50 for each day of default to each consumer affected. |
| 3.3 | Repair of distribution line / transformer / capacitor | <ol style="list-style-type: none"> 1. Within 15 days- LT distribution line, 2. Within 90 days- HT distribution line, 3. Within 30 days- Distribution Transformer 4. Within 120 days- Power Transformer 5. Within 30 days- Capacitor. | Rs. 200 for each day of default | Rs. 100 for each day of default to each consumer affected. |
| 3.4 | Installation & Up-gradation of HT / LT System | <ol style="list-style-type: none"> 6. Within 90 days- for LT system 7. Within 180 days- for HT system | Rs. 200 for each day of default | Rs. 100 for each day of default to each consumer affected. |
| 3.5 | Damage to consumer's apparatus due to voltage fluctuations* [If apparatus of more than one consumer in close neighbourhood are affected and subject to physical verification of the damaged apparatus by | Immediate Isolation of Faulty Section | Repair charges subject to maximum of Rs. 1,000 per apparatus: For Fan, B&W TV, Mixy, Grinder, Toaster, other portable electric equipments | |
| | | | Repair charges subject to maximum of Rs. 3,000 per apparatus: For Colour TV upto 43 inch, Semi-Automatic Washing Machine, Fridge upto 200 Lt., Microwave | |
| | | | Repair charges subject to maximum of Rs. 5,000 per apparatus: For Colour TV above 43 inch, Fully Automatic Washing Machine, Computer, Air | |

| S. No. | Service Area | Standard | Compensation payable in case of violation of Standard (default shall be considered from the time consumer has made complaint) | |
|--|---|---|---|---|
| | | | Compensation payable to individual consumer if the event affects a single consumer | Compensation payable to individual consumer if the event affects more than one consumer |
| | | | Conditioner, dishwasher, chiminey, Fridge above 200 Lt. | |
| | the Licensee within 72 hours] | | | |
| 4. Complaints about Meters | | | | |
| 4.1 | Complaint lodged for accuracy test of Meter | <ul style="list-style-type: none"> • Within 30 days- For testing of meter and if needed, the meter shall be replaced within 15 days thereafter. | Rs. 50 for each day of default | Not applicable |
| 4.2 | Complaint lodged for defective/stuck meter | <ul style="list-style-type: none"> • Within 30 days- For testing of meter and if needed, the meter shall be replaced within 15 days thereafter. | Rs. 100 for each day of default | Not applicable |
| 4.3 | Complaint lodged for burnt meter | <ul style="list-style-type: none"> • Within 06 Hours- Restoration of supply by bypassing the burnt meter. • Within 3 days- New meter to be installed. | Rs. 100 for each day of default | Not applicable |
| 5. Transfer of Consumer's Connection and Conversion of Services | | | | |
| 5.1 | Change of consumer's name due to change in ownership/occupancy for property | Within two months after acceptance of application. | Rs. 100 for each day of default | Not applicable |
| 5.2 | Transfer of consumer's name to legal heir | Within two months after acceptance of application. | Rs. 100 for each day of default | Not applicable |
| 5.3 | Change of category | <ul style="list-style-type: none"> • Within 5 days- Inspect the premise. • Within 02 months- change the category. | Rs. 100 for each day of default | Not applicable |
| 6. Complaint about Consumer's Bills | | | | |
| 6.1 | First Bill | Within 02 months of release of connection. | 10% of billed amount subject to a maximum | Not applicable |

| S. No. | Service Area | Standard | Compensation payable in case of violation of Standard (default shall be considered from the time consumer has made complaint) | |
|--------|---|--|---|---|
| | | | Compensation payable to individual consumer if the event affects a single consumer | Compensation payable to individual consumer if the event affects more than one consumer |
| | | | of Rs. 500 per month. | |
| 6.2 | Complaints on billing | <p>[Acknowledgement of complaint</p> <ul style="list-style-type: none"> • Immediate- for complaints received by hand • Within 3 days- for complaints received by post] <p>Resolution of Complaint and intimation to consumer</p> <ul style="list-style-type: none"> • Within 15 days- If no additional information required. • Within 30 days- If additional information required. | Rs. 20 for each day of default subject to a maximum of 10% of billed amount or Rs. 500 whichever is less. | Not applicable |
| 6.3 | Final bill for vacation of premises /change of occupancy | <p>[Special reading request to be made by consumer at least 7 days in advance before vacation of premise or change of occupancy.]</p> <p>Delivery of final bill including arrear, if any- at least 3 days before the vacation of premises or change of occupancy after arranging special reading.</p> | Rs. 20 for each day of default. | Not applicable |
| 6.4 | Billing after permanent disconnection on consumer's request | <p>[Licensee shall not raise any bill after permanent disconnection.]</p> <p>In case Licensee raises bill after permanent disconnection the same shall be liable for compensation.</p> | Rs. 500 for each case | Not applicable |
| 6.5 | Arrears appearing in bills/wrongly raised bills | Licensee shall not raise arrears for the amount which has already been paid by the consumer within the due date or which is not due to the Licensee. | For First time- 10% of arrear amount subject to a maximum of Rs. 500. [Computation | Not applicable |

| S. No. | Service Area | Standard | Compensation payable in case of violation of Standard (default shall be considered from the time consumer has made complaint) | |
|---|--------------------------|--|--|---|
| | | | Compensation payable to individual consumer if the event affects a single consumer | Compensation payable to individual consumer if the event affects more than one consumer |
| | | | <p>of compensation for first time shall be based on bills downloaded from the Licensee's billing portal.]</p> <p>For Second time- 15% of arrear amount subject to a maximum of Rs. 1,000.</p> <p>For Third and subsequent times- 20% of arrear amount subject to maximum of Rs. 2,000.</p> | |
| 7. Issues relating to disconnection/reconnection of supply | | | | |
| 7.1 | Request for reconnection | <p>Within 5 days of payment of past dues and reconnection charges- In case consumer requests for reconnection within a period of six months after disconnection or before permanent disconnection whichever is later.</p> <p>However, in case consumer requests for reconnection after six months of disconnection or before permanent disconnection whichever is later, the connections would be</p> | Rs. 100 for each day of default | Not applicable. |

| S. No. | Service Area | Standard | Compensation payable in case of violation of Standard (default shall be considered from the time consumer has made complaint) | |
|---|---|---|--|---|
| | | | Compensation payable to individual consumer if the event affects a single consumer | Compensation payable to individual consumer if the event affects more than one consumer |
| | | reconnected only after all the formalities as required in the case of release of new connection are complied with by the consumer including payment of pending dues, service line charges, security deposit etc., as applicable, for that Category of Consumer. | | |
| 7.2 | Consumer wanting disconnection | Within 7 days of submission of application in prescribed format for permanent disconnection. | Rs. 100 for each day of default | Not applicable. |
| 7.3 | Refund of security deposit after adjustment [For permanent disconnection on consumer's request] | Within 30 days of permanent disconnection. | Rs. 100 for each day of default | Not applicable. |
| 8. Other services chargeable to consumer/applicant | | | | |
| 8.1 | Shifting of lines/ poles/ transformers | 8. Within 45 days - for LT system Within 120 days- for HT system | For LT System- Rs. 100 for each day of default subject to maximum of 20% of the deposited amount by the consumer. For HT system- Rs. 200 for each day of default subject to maximum of 20% of the deposited | Not applicable |

| S. No. | Service Area | Standard | Compensation payable in case of violation of Standard (default shall be considered from the time consumer has made complaint) | |
|--------|--------------|----------|---|---|
| | | | Compensation payable to individual consumer if the event affects a single consumer | Compensation payable to individual consumer if the event affects more than one consumer |
| | | | amount by the consumer. | |

Note:

- (1) *The time limits prescribed in this Schedule will be computed from the time when the complaint is filed with the Centralized Customer Care Centre or Help Desk or Local Complaint Centre of the Licensee.*
- (2) *Wherever the charges are required to be deposited by the consumer, the date of deposition of charges shall be treated as date of filing of complaint/application.*
- (3) *Compensation to consumers in case of default shall be computed as per compensation mentioned at **Schedule-III** or part thereof.*

Format for recording Consumer Complaints

Complaint Registration Centre: (Centralized Customer Care Centre/ Local Complaint Centre/Help Desk)

Name of Complaint Registration Centre:

Name of Circle/Division/Sub-Division:

Month and Year:

| S. No. | Time and date of receiving complaint | Mode of receiving complaint | Name, address, mobile no. of complainant | A/c no. | Connection No. | Nature of complaint | Complaint registration number | Reference guaranteed standards | Time and date of redressal of complaint | Total time taken for complaint redressal (in months/days/hrs) | Redressal of grievance within specified timeline (yes/no) | Remarks |
|--------|--------------------------------------|-----------------------------|--|---------|----------------|---------------------|-------------------------------|--------------------------------|---|---|---|---------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 |
| 1 | | | | | | | | | | | | |
| 2 | | | | | | | | | | | | |
| 3 | | | | | | | | | | | | |
| 4 | | | | | | | | | | | | |

Format for claim of compensation

Compensation claim format for the Consumer

1. Name of Consumer:
2. Account No.:
3. Connection No.:
4. Mobile number:
5. Nature of grievance:
6. Time and date of registration of complaint with the licensee/franchisee:
7. The unique complaint registration number conveyed by the licensee/franchisee:
8. Time and date of complaint redressal:
9. Delay as per prescribed benchmark as per **schedule-I**:
10. Amount of compensation claimed by the Consumer:

Date _____

Signature and name of Consumer*

** Applicant in case of service mentioned at sub paragraphs 1.1 (Release of new LT connection), 1.2 (Release of new HT/EHT connection) & 8.1 (Shifting of lines/poles/transformers) of Schedule-III.*

✂

Acknowledgement

(to be filled by the licensee and provide the same to the Consumer)

Received Claim Application for compensation from (name of Consumer) on
(received date). The registration number for the Claim Application is

Stamp

**Signature of Distribution Licensee's Representative
Name and Designation**

Format for Monthly Division-wise Reports on Guaranteed Standards specified in Schedule-I

Name of Division _____

Report for the Month/Year _____

| S. No. | SoP Parameters | Complaints brought forward for the previous Month | Received during the reporting Month | Total complaints (3+4) | No. of complaints Redressed in time (out of 5) | % of complaints Redressal in time (6/5*100) | No. of complaints Redressed beyond time (out of 5) | Total complaints redressed (6+8) | Complaints pending (5-9) |
|---|---|---|-------------------------------------|------------------------|--|---|--|----------------------------------|--------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Release of New Connections and Enhancement/Reduction of Load | | | | | | | | | |
| 1 | Release of new LT connection | | | | | | | | |
| 2 | Release of new HT/EHT connection | | | | | | | | |
| 3 | Enhancement/Reduction of Load | | | | | | | | |
| Restoration of Power Supply | | | | | | | | | |
| 4 | Fuse blown out or MCB/MCCB tripped (in case fuse or MCB/MCCB belongs to Licensee) | | | | | | | | |
| 5 | Service line broken Service line snapped from the pole | | | | | | | | |
| 6 | Fault in LT distribution line/system | | | | | | | | |
| 7 | Distribution transformer failed/burnt | | | | | | | | |
| 8 | HT (11 kV & 33 kV) mains failed due to fuse blown out, line snapping or any other faults | | | | | | | | |
| 9 | Problem in 33/11 kV Substation | | | | | | | | |
| 10 | Failure of Power Transformer | | | | | | | | |
| 11 | Fault in underground (UG) system including line/cable | | | | | | | | |
| Quality of Power Supply | | | | | | | | | |
| 12 | Local problem (Voltage Variation, Voltage Fluctuation, Flickering or any other local problem) | | | | | | | | |
| 13 | Tap changing of transformer | | | | | | | | |
| 14 | Repair of distribution line / transformer / capacitor | | | | | | | | |
| 15 | Installation & Up-gradation of | | | | | | | | |

| S. No. | SoP Parameters | Complaints brought forward for the previous Month | Received during the reporting Month | Total complaints (3+4) | No. of complaints Redressed in time (out of 5) | % of complaints Redressal in time (6/5*100) | No. of complaints Redressed beyond time (out of 5) | Total complaints redressed (6+8) | Complaints pending (5-9) |
|---|---|---|-------------------------------------|------------------------|--|---|--|----------------------------------|--------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| | HT / LT System | | | | | | | | |
| 16 | Damage to consumer's apparatus due to voltage fluctuations* | | | | | | | | |
| Complaints about Meters | | | | | | | | | |
| 17 | Complaint lodged for accuracy test of Meter | | | | | | | | |
| 18 | Complaint lodged for defective/stuck meter | | | | | | | | |
| 19 | Complaint lodged for burnt meter | | | | | | | | |
| Transfer of Consumer's Connection and Conversion of Services | | | | | | | | | |
| 20 | Change of consumer's name due to change in ownership/occupancy for property | | | | | | | | |
| 21 | Transfer of consumer's name to legal heir | | | | | | | | |
| 22 | Change of category | | | | | | | | |
| Complaint about Consumer's Bills | | | | | | | | | |
| 23 | First Bill | | | | | | | | |
| 24 | Complaints on billing | | | | | | | | |
| 25 | Final bill for vacation of premises/change of occupancy | | | | | | | | |
| 26 | Billing after permanent disconnection on consumer's request | | | | | | | | |
| 27 | Arrears appearing in bills/wrongly raised bills | | | | | | | | |
| Issues relating to disconnection/reconnection of supply | | | | | | | | | |
| 28 | Request for reconnection | | | | | | | | |
| 29 | Consumer wanting disconnection | | | | | | | | |
| 30 | Refund of security deposit after adjustment [For permanent disconnection on consumer's request] | | | | | | | | |
| Other services chargeable to consumer/applicant | | | | | | | | | |
| 31 | Shifting of lines/ poles/ transformers | | | | | | | | |
| Total | | | | | | | | | |

Format for Consolidated Annual Report on Guaranteed Standards specified in Schedule-I for UPCL

Report for the FY _____

| S. No. | SoP Parameters | Complaints brought forward from the previous FY | Received during the reporting FY | Total complaints (3+4) | No. of complaints Redressed in time (out of 5) | % of complaints Redressal in time (6/5*100) | No. of complaints Redressed beyond time (out of 5) | Total complaints redressed (6+8) | Complaints pending (5-9) |
|---|---|---|----------------------------------|------------------------|--|---|--|----------------------------------|--------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Release of New Connections and Enhancement/Reduction of Load | | | | | | | | | |
| 1 | Release of new LT connection | | | | | | | | |
| 2 | Release of new HT/EHT connection | | | | | | | | |
| 3 | Enhancement/Reduction of Load | | | | | | | | |
| Restoration of Power Supply | | | | | | | | | |
| 4 | Fuse blown out or MCB/MCCB tripped (in case fuse or MCB/MCCB belongs to Licensee) | | | | | | | | |
| 5 | Service line broken Service line snapped from the pole | | | | | | | | |
| 6 | Fault in LT distribution line/system | | | | | | | | |
| 7 | Distribution transformer failed/burnt | | | | | | | | |
| 8 | HT (11 kV & 33 kV) mains failed due to fuse blown out, line snapping or any other faults | | | | | | | | |
| 9 | Problem in 33/11 kV Substation | | | | | | | | |
| 10 | Failure of Power Transformer | | | | | | | | |
| 11 | Fault in underground (UG) system including line/cable | | | | | | | | |
| Quality of Power Supply | | | | | | | | | |
| 12 | Local problem (Voltage Variation, Voltage Fluctuation, Flickering or any other local problem) | | | | | | | | |
| 13 | Tap changing of transformer | | | | | | | | |
| 14 | Repair of distribution line / transformer / capacitor | | | | | | | | |
| 15 | Installation & Up-gradation of HT / LT System | | | | | | | | |

| S. No. | SoP Parameters | Complaints brought forward from the previous FY | Received during the reporting FY | Total complaints (3+4) | No. of complaints Redressed in time (out of 5) | % of complaints Redressal in time (6/5*100) | No. of complaints Redressed beyond time (out of 5) | Total complaints redressed (6+8) | Complaints pending (5-9) |
|---|---|---|----------------------------------|------------------------|--|---|--|----------------------------------|--------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 16 | Damage to consumer's apparatus due to voltage fluctuations* | | | | | | | | |
| Complaints about Meters | | | | | | | | | |
| 17 | Complaint lodged for accuracy test of Meter | | | | | | | | |
| 18 | Complaint lodged for defective/stuck meter | | | | | | | | |
| 19 | Complaint lodged for burnt meter | | | | | | | | |
| Transfer of Consumer's Connection and Conversion of Services | | | | | | | | | |
| 20 | Change of consumer's name due to change in ownership/occupancy for property | | | | | | | | |
| 21 | Transfer of consumer's name to legal heir | | | | | | | | |
| 22 | Change of category | | | | | | | | |
| Complaint about Consumer's Bills | | | | | | | | | |
| 23 | First Bill | | | | | | | | |
| 24 | Complaints on billing | | | | | | | | |
| 25 | Final bill for vacation of premises/change of occupancy | | | | | | | | |
| 26 | Billing after permanent disconnection on consumer's request | | | | | | | | |
| 27 | Arrears appearing in bills/wrongly raised bills | | | | | | | | |
| Issues relating to disconnection/reconnection of supply | | | | | | | | | |
| 28 | Request for reconnection | | | | | | | | |
| 29 | Consumer wanting disconnection | | | | | | | | |
| 30 | Refund of security deposit after adjustment [For permanent disconnection on consumer's request] | | | | | | | | |
| Other services chargeable to consumer/applicant | | | | | | | | | |
| 31 | Shifting of lines/ poles/ transformers | | | | | | | | |
| Total | | | | | | | | | |

Format for Circle-wise Quarterly Reports on Overall Standards specified in Schedule-II

Name of the Circle _____

Report for _____ (I/II/III/IV) Quarter of FY _____

| S. No. | Service area | Specified Overall Standard of Performance | Complaints pending at the start of the quarter | Complaints filed by the consumers in the reporting quarter | Total complaints (4+5) | Complaints Redressed within the timelimits prescribed in Schedule-I | Complaints pending in the end of the reporting quarter (6-7) | Overall SoP achieved in the reporting quarter | Minimum overall SoP target as per Schedule-II | Whether Overall SoP achieved (Yes/No) |
|--------|---|---|--|--|------------------------|---|--|---|---|---------------------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| 1 | Normal fuse-off calls | At least 99% calls received should be rectified within prescribed time limits | | | | | | | | |
| 2 | Line Breakdowns | At least 95% of cases resolved within time limit. | | | | | | | | |
| 3 | Distribution Transformer failure | At least 95% of DTRs to be replaced within prescribed time limits. | | | | | | | | |
| 4 | Period of scheduled outage i. Maximum duration in a single stretch shall not exceed 12 hours in a day ii. Restoration of supply shall be by 6:00 PM | At least 95% of cases resolved within time limit | | | | | | | | |
| 5 | SAIFI | As fixed by the Commission from time to time | | | | | | | | |

| S. No. | Service area | Specified Overall Standard of Performance | Complaints pending at the start of the quarter | Complaints filed by the consumers in the reporting quarter | Total complaints (4+5) | Complaints Redressed within the timelimits prescribed in Schedule-I | Complaints pending in the end of the reporting quarter (6-7) | Overall SoP achieved in the reporting quarter | Minimum overall SoP target as per Schedule-II | Whether Overall SoP achieved (Yes/No) |
|--------|-----------------------------|--|--|--|------------------------|---|--|---|---|---------------------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| 6 | SAIDI | As fixed by the Commission from time to time | | | | | | | | |
| 7 | MAIFI | As fixed by the Commission from time to time | | | | | | | | |
| 8 | Frequency variations | To maintain supply frequency within range as per IEGC. | | | | | | | | |
| 9 | Voltage Unbalance | Maximum of 3% at point of commencement of supply. | | | | | | | | |
| 10 | Percentage billing mistakes | Not exceeding 1% | | | | | | | | |
| 11 | Percentage faulty meters | Not exceeding 2%. | | | | | | | | |
| 12 | Percentage NA/NR cases | Not exceeding 2%. | | | | | | | | |

Format for Circle-wise Consolidated Annual Report on Overall Standards specified in Schedule-II

Name of the Circle _____

Report for FY _____

| S. No. | Service area | Specified Overall Standard of Performance | Complaints brought forward from the previous FY | Complaints filed by the consumers in the reporting FY | Total complaints (4+5) | Complaints Redressed within the timelimits prescribed in Schedule-I | Complaints pending in the end of the reporting FY (6-7) | Overall SoP achieved in the reporting FY | Minimum overall SoP target as per Schedule-II | Whether Overall SoP achieved (Yes/No) |
|--------|---|---|---|---|------------------------|---|---|--|---|---------------------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| 1 | Normal fuse-off calls | At least 99% calls received should be rectified within prescribed time limits | | | | | | | | |
| 2 | Line Breakdowns | At least 95% of cases resolved within time limit. | | | | | | | | |
| 3 | Distribution Transformer failure | At least 95% of DTRs to be replaced within prescribed time limits. | | | | | | | | |
| 4 | Period of scheduled outage iii. Maximum duration in a single stretch shall not exceed 12 hours in a day iv. Restoration of supply shall be by 6:00 PM | At least 95% of cases resolved within time limit | | | | | | | | |

| S. No. | Service area | Specified Overall Standard of Performance | Complaints brought forward from the previous FY | Complaints filed by the consumers in the reporting FY | Total complaints (4+5) | Complaints Redressed within the timelimits prescribed in Schedule-I | Complaints pending in the end of the reporting FY (6-7) | Overall SoP achieved in the reporting FY | Minimum overall SoP target as per Schedule-II | Whether Overall SoP achieved (Yes/No) |
|--------|-----------------------------|--|---|---|------------------------|---|---|--|---|---------------------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| 5 | SAIFI | As fixed by the Commission from time to time | | | | | | | | |
| 6 | SAIDI | As fixed by the Commission from time to time | | | | | | | | |
| 7 | MAIFI | As fixed by the Commission from time to time | | | | | | | | |
| 8 | Frequency variations | To maintain supply frequency within range as per IEGC. | | | | | | | | |
| 9 | Voltage Unbalance | Maximum of 3% at point of commencement of supply. | | | | | | | | |
| 10 | Percentage billing mistakes | Not exceeding 1% | | | | | | | | |
| 11 | Percentage faulty meters | Not exceeding 2%. | | | | | | | | |
| 12 | Percentage NA/NR cases | Not exceeding 2%. | | | | | | | | |

Division-wise Details of Compensation paid as per Guaranteed Standards specified in Schedule-I

Report for _____ (I/II/III/IV) Quarter of FY _____

| S. No. | No. of Division | Compensation claimed | | Compensation paid | |
|--------------|-----------------|----------------------|-----------------|-------------------|-----------------|
| | | No. of Consumers | Amount (in Rs.) | No. of Consumers | Amount (in Rs.) |
| 1 | | | | | |
| 2 | | | | | |
| 3 | | | | | |
| 4 | | | | | |
| 5 | | | | | |
| 6 | | | | | |
| Total | | | | | |

Format for Half yearly report on Compensation claimed by the consumer

Reporting for the ____ (First/second) half year of FY _____

| S. No. | Name of Division | Compensation Claimed by the consumer | | Compensation paid | | | | | | Compensation not paid | | |
|--------------|------------------|--------------------------------------|-----------------|----------------------------|-----------------|------------------------------|-----------------|------------------------|-----------------------|------------------------|------------------------|--|
| | | No. of Consumers | Amount (in Rs.) | Timely payment to consumer | | Delay in payment to consumer | | Total | | No. of Consumers (3-9) | Amount (in Rs.) (4-10) | Action taken including reasons for not paying compensation |
| | | | | No. of Consumers | Amount (in Rs.) | No. of Consumers | Amount (in Rs.) | No. of Consumers (5+7) | Amount (in Rs.) (6+8) | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 |
| 1 | | | | | | | | | | | | |
| 2 | | | | | | | | | | | | |
| 3 | | | | | | | | | | | | |
| 4 | | | | | | | | | | | | |
| 5 | | | | | | | | | | | | |
| Total | | | | | | | | | | | | |

Format SoP-9**Format for Measures taken for improvement of Guaranteed SoP (Schedule-I)**

| S. No. | SoP Parameters | Measures taken for improving performance during the FY | Targets for improving the performance in the ensuing year |
|---|---|--|---|
| Release of New Connections and Enhancement/Reduction of Load | | | |
| 1 | Release of new LT connection | | |
| 2 | Release of new HT/EHT connection | | |
| 3 | Enhancement/Reduction of Load | | |
| Restoration of Power Supply | | | |
| 4 | Fuse blown out or MCB/MCCB tripped (in case fuse or MCB/MCCB belongs to Licensee) | | |
| 5 | Service line broken Service line snapped from the pole | | |
| 6 | Fault in LT distribution line/system | | |

| S. No. | SoP Parameters | Measures taken for improving performance during the FY | Targets for improving the performance in the ensuing year |
|--------------------------------|---|--|---|
| 7 | Distribution transformer failed/burnt | | |
| 8 | HT (11 kV & 33 kV) mains failed due to fuse blown out, line snapping or any other faults | | |
| 9 | Problem in 33/11 kV Substation | | |
| 10 | Failure of Power Transformer | | |
| 11 | Fault in underground (UG) system including line/cable | | |
| Quality of Power Supply | | | |
| 12 | Local problem (Voltage Variation, Voltage Fluctuation, Flickering or any other local problem) | | |
| 13 | Tap changing of transformer | | |
| 14 | Repair of distribution line / transformer / capacitor | | |
| 15 | Installation & Up-gradation of HT / LT System | | |

| S. No. | SoP Parameters | Measures taken for improving performance during the FY | Targets for improving the performance in the ensuing year |
|---|---|--|---|
| 16 | Damage to consumer's apparatus due to voltage fluctuations* | | |
| Complaints about Meters | | | |
| 17 | Complaint lodged for accuracy test of Meter | | |
| 18 | Complaint lodged for defective/stuck meter | | |
| 19 | Complaint lodged for burnt meter | | |
| Transfer of Consumer's Connection and Conversion of Services | | | |
| 20 | Change of consumer's name due to change in ownership/occupancy for property | | |
| 21 | Transfer of consumer's name to legal heir | | |
| 22 | Change of category | | |
| Complaint about Consumer's Bills | | | |
| 23 | First Bill | | |
| 24 | Complaints on billing | | |

| S. No. | SoP Parameters | Measures taken for improving performance during the FY | Targets for improving the performance in the ensuing year |
|--|--|---|--|
| 25 | Final bill for vacation of premises/change of occupancy | | |
| 26 | Billing after permanent disconnection on consumer's request | | |
| 27 | Arrears appearing in bills/wrongly raised bills | | |
| Issues relating to disconnection/reconnection of supply | | | |
| 28 | Request for reconnection | | |
| 29 | Consumer wanting disconnection | | |
| 30 | Refund of security deposit after adjustment [For permanent disconnection on consumer's request] | | |
| Other services chargeable to consumer/applicant | | | |
| 31 | Shifting of lines/ poles/ transformers | | |

Format for Annual Target levels of Reliability Indices (RI) to be furnished alongwith ARR.

Report for FY

| Particulars | Urban Feeder | | | Rural Feeder | | |
|----------------------------------|-------------------|--------------------|-------------------|-------------------|--------------------|-------------------|
| | SAIFI (in No.) | SAIDI (in Min.) | MAIFI (in No.) | SAIFI (in No.) | SAIDI (in Min.) | MAIFI (in No.) |
| Annual Targets for ensuing FY | | | | | | |

By order of the Commission

Neeraj Sati
Secretary
Uttarakhand Electricity Regulatory Commission