

JOINT ELECTRICITY REGULATORY COMMISSION**(For The UT of J& K And The UT of Ladakh)****NOTIFICATION**

Jammu, the 23rd May, 2023

F. No. JERC-JKL/Reg/2023/10.—In exercise of the powers conferred under sections 181 (1) and 181 (2) (za & zb) read with section 57 (1), 57 (2), 59 (1), 86 (1) (i) and 142 of the Electricity Act, 2003 (Act No. 36 of 2003) (hereinafter referred to as ‘the Act’), under Rule 10, Rule 12, Rule 13, Rule 14 and Rule 16(4) (a, b & c) of the Electricity (Right of Consumer) Rules, 2020, the Joint Electricity Regulatory Commission for the UT of J&K and the UT of Ladakh hereby makes the following regulations.

Chapter-1: SHORT TITLE, EXTENT AND COMMENCEMENT**1. Short title, extent and commencement: -**

- 1.1.** These regulations shall be called the Joint Electricity Regulatory Commission for the UT of J&K and the UT of Ladakh (Standard of Performance for the Distribution Licensee) Regulations, 2023.
- 1.2.** These regulations shall be applicable to all the Distribution Licensees including Deemed Licensees under section 14 of the Act and all its consumers in the UT of J&K and the UT of Ladakh
- 1.3.** These regulations shall be interpreted and implemented in accordance with and not at variance from, the provision of the Act read with the Electricity (Rights of Consumers) Rules and any CEA Regulations in this regard.
- 1.4.** These regulations shall come into force from the date of publication in the Official Gazette.

Chapter - 2: DEFINITIONS AND INTERPRETATIONS**2.1 Definitions**

In these regulations, unless the context otherwise requires:

- a) “**Act**” means the Electricity Act, 2003 and subsequent amendments thereof;
- b) “**Application**” means the application complete in all respects in the appropriate form, as required by the licensee, along with documents showing payment of necessary charges and other compliances;
- c) “**Area of Supply**” means the area within which a licensee is authorized by his License to supply electricity;
- d) “**Customer Care Centre/Call Centre**” means suitable IT-enabled infrastructure/setup (with voice recording feature) for submission of complaints or claims of compensation, electronically (SMS, e-mail, mobile App, website of the Licensee/franchisee) or telephonically (voice Call-Landline/Mobile). The customer care centre shall remain operational 24X7.
- e) “**Clearances**” means the necessary approval from outside agencies such as municipal authorities which is required for the completion of work by the licensee;
- f) “**Commission**” means the Joint Electricity Regulatory Commission for the UT of J&K and the UT of Ladakh;
- g) “**Consumer indexing**” shall mean identification and codification of each consumer in the electrical network with a unique code relating it to the network assets; so that with the help of that unique code it should be possible to identify the consumer, pole, distribution transformer, feeder and substation feeding the consumer;
- h) “**Extra High Tension/Extra High Voltage**” means the voltage exceeding 33kV under normal conditions;
- i) “**Consumer Grievance Redressal Forum regulations**” means the regulations issued under sections 42 (5), (6), (7) of the Electricity Act by the Commission;
- j) “**High Tension/High Voltage**” means the voltage exceeding 440 volts but not exceeding 33kV under normal conditions;
- k) “**Help desk**” means suitable IT-enabled infrastructure/setup at the sub-divisional level/divisional level for guidance in the submission of complaints in writing or through any other mode, to remain operative between 9 am to 6 pm on all working days.
- l) “**Licensee**” means any person licensed under Part IV of the Act to distribute electricity;

- m) “**Low Tension/Low Voltage**” means the voltage level that does not exceed 440 volts under normal conditions;
- n) “**Normal Fuse Off**” means fuse blown off because of overloading or ageing;
- o) “**Remote areas**” means the far-flung areas of the UT of J&K and the UT of Ladakh including snow fall areas.
- p) “**Rural Areas**” means the areas covered by Gram Panchayats;
- q) “**SOP**” means standard of performance;
- r) “**Urban Areas**” means the areas covered by all Municipal Corporations and other Municipalities including the areas falling under the various Other Towns Development Authorities, Cantonment Authorities and industrial estates or townships.

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 industry in the state shall have the meaning assigned to them in such law.

2.2 Interpretation

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

- a) words in a 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.

Chapter - 3: OBJECTIVES, SCOPE, AND APPLICATION

3.1 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.

3.2 The objectives of these performance standards 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; and
- e) to enhance the quality of the services to meet acceptable customer service standards in the short term and gradually move towards improved customer service standards in the long term.
- f) to develop a transparent mechanism for ensuring fair compensation to the consumers in case the Licensee fails to achieve a guaranteed benchmark standard of performance as described in Schedule-I of these Regulations.

Chapter - 4: LEGAL PROVISION

4.1 The Commission in pursuance to provisions of section 57 read with section 86 (1) (i) of the Act shall specify the standards of performance of distribution licensees, intending to serve as guidelines for them to operate their distribution system for providing quality and reliability of service.

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

4.3 The sub-section (2) of section 57 provides that if a Licensee fails to meet the standards under sub-section (1), without prejudice to any penalty, which may be imposed, or prosecution be initiated, he shall be liable to pay such compensation to a person affected as may be determined by the Appropriate Commission;

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

4.4 Under the provisions of section 86(1) (i) the Commission is required to specify and enforce standards with respect to quality, continuity and reliability of services by the Licensees.

- 4.5 Every licensee shall, within the period specified by the Commission under sub-section 59 of the Act, furnish to the Commission the following information, namely
- The level of performance achieved under sub-section (I) of section 57 of the Act;
 - The number of cases in which compensation was made under sub-section (2) of Section 57 of the Act and the aggregate amount of the compensation.
- 4.6 The Commission shall at least once in every year arrange for publication, in such form and manner, as it considers appropriate, of such information furnished to it under clause 4.5 above.
- 4.7 The Commission may, in the exercise of the powers vested in it under section 142 of the Act, resort to penal action against the licensee responsible for non- fulfillment of the Standards of Performance.

Chapter - 5: STANDARDS of PERFORMANCE

- 5.1 The standards specified in Schedule-I shall be the guaranteed benchmark standards of performance, which are the minimum standards of service that a distribution Licensee/franchisee shall achieve.
- 5.2 The standard of performance may be different across the area of a Distribution licensee and across the Distribution Licensees based on the concentration of population, local environment and conditions. The categorization shall be applicable to Urban, Rural and remote Areas:
- Provided that any time limits set out in these Regulations shall refer to the maximum time permitted for performing the activities to which they relate to:
- 5.3 The standards specified in Schedule-II shall be the overall standards of Performance which Licensee/franchisee shall seek to achieve in the discharge of its obligations.
- 5.4 The failure of the Licensee/franchisee to achieve the guaranteed standards of service shall entail payment of compensation to the consumer as per Schedule-III.

Chapter - 6: COMPLAINT HANDLING MECHANISM

6.1 Manual of practice for handling consumer complaints

- 6.1.1. Every licensee shall publish a “Manual of practice for handling customer complaints” containing following information within three months from the date of commencement of these regulations:
- Channels of complaint registration – details of personnel, offices, Call centre(s)/Customer Care Centre/ Helpdesk(s);
 - Process of handling complaints;
 - Duties and obligations of licensee - guaranteed standards of performance/overall and compensation details; and
 - Any other information which may be affecting the consumers.
- 6.1.2. The manual shall be prepared in English, Hindi and local languages.
- 6.1.3. The manual shall be available for reference of consumers at every office of licensee and downloadable from its website. A consumer shall always be entitled to approach the Grievance Redressal Forum directly in accordance with the applicable regulations of the Commission.
- 6.1.4. A copy of the manual certified by licensee as “true copy” thereof shall be filed with the Commission within three months from the date of commencement of these regulations.

6.2. Process of handling complaints

- 6.2.1. Licensee shall devise its own processes at call centre(s)/customer care centre(s)/ service centre(s)/help desk(s) or any other customer interface channels to handle consumer complaints. The processes should include the following:
- Registration of complaints by allotting a unique identification number to be called the complaint number;
 - Communication to consumer of the complaint number, date/ time of registration of the complaint and expected complaint resolution time to the consumer;
 - Record details of each complaint (As per Annexure III);
 - intimate contact details of the next higher authority (including his name, telephone number and address) to the consumer in case the consumer is not satisfied with the complaint handling or when requested by him; and

- e) update and record feedback of the consumer on the action taken along with the total time taken for resolution of the complaint.

6.3. Establishment of Customer Care Centre(s) /Call Centre(s)

6.3.1. There shall be an IT enabled centralized 24 X 7 toll-free customer care center at licensee headquarter. This center should be capable of registering a complaint as prescribed in these regulations. The distribution licensee shall establish a centralized 24x7 toll-free customer care center within 12 months of the publication of these Regulations.

Provided Centralized customer care center shall be fully integrated with the “Help Desk” as provided under regulation 6.3.2.

6.3.2. The licensee shall also have established the Help desk as specified below:

- a) for “Urban Areas”, at division level within 6 months;
- b) for “Rural Areas” at sub-division level within 6 months; and
- c) for “Remote Areas” at sub-division level within appropriate time period to be specified by Commission on case to case basis

6.3.3. Licensee within six months from the date of notification of the Regulations shall also create an online facility on which consumer can register and claim the compensation.

6.3.4. Every licensee shall employ or engage a sufficient number of officers or employees at its Customer care centre and help desks and 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 “consumer care number” or “helpline number” as the case may be.

6.3.5. 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 “toll-free number” or “consumer care number” or “helpline number”, as the case may be.

6.3.6. Every licensee shall, immediately upon establishment of its customer care centre or help desk, 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 contact numbers.

6.3.7. The Distribution Licensee should ensure the availability of an electronic data base to record the complaints.

6.3.8. The Distribution Licensee shall register each and every complaint made by a Consumer (either verbally or in writing) or in electronic format to be maintained for this purpose. The complaint register may be maintained category wise which will help in the finalization of compensation and reporting of the performance to the Commission. The Distribution Licensee shall allot a unique number to each complaint (all complaints received digitally) which shall be duly communicated to the Consumer.

6.3.9. The IT-enabled centralized customer care center at licensee headquarter shall also provide common services like new connection, disconnection, reconnection, shifting of connection, change in name and particulars, load change, replacement of meter, no supply.

6.3.10. While other modes to provide services like a paper application, email, mobile, website, etc., may continue, the licensees shall endeavor to provide all services through a common Customer Relation Manager (CRM) System to get a unified view of all the services requested, attended and pending, at the backend for better monitoring and analytics.

6.3.11. The CRM shall have facilities for sms, email alerts, notifications to consumers and officers for events like receipt of the application, completion of service, change in status of the application, etc; online status tracking and auto-escalation to a higher level, if services are not provided within the specified time period.

6.4. Creating awareness

6.4.1. Licensee shall ensure that the following steps are undertaken for creating proper awareness among consumers and licensee staff:

- (a) “Manual of practice for handling customer complaints” shall be available for reference of consumers at every office of the licensee and downloadable from its website; and
- (b) Licensee should publish the guaranteed standards of performance along with compensation structure, information on procedure for filing of complaints, in the bills for the month of January and July. If it is not possible to publish the same at the back of the bills, the licensee shall publish it on a separate handout and distribute it along with the bills.

- (c) The distribution licensee shall arrange to give due publicity through media, TV, newspaper, website and by displaying in boards at consumer service related offices to bring awareness of consumer rights, standards of performance, compensation provisions, grievance redressal, measures for energy efficiency and any other schemes of the distribution licensee.

6.5. Compensation mechanism

- 6.5.1.** The Distribution Licensee shall be liable to pay to the affected person, such compensation as provided in Schedule 'III' to these Regulations:

Provided that in the event of failure of Distribution Licensee to meet the standards of performance, the compensation shall be payable automatically by the Distribution Licensee for the parameters as per Schedule 'III' to all the affected person/Consumers, without requiring a claim to be filed by the affected person/Consumer:

Provided further that the automatic compensation mechanism shall be implemented within Six (6) months of the date of notification of this Regulations:

Provided further that any person who is affected by the failure of the Distribution Licensee to meet the Standards of Performance specified under these Regulations for the parameters not entitled for automatic compensation as per Schedule 'III' and who seeks to claim compensation shall file his claim electronically/digitally through SMS, online registration, web-chat facility and mobile application (in person or through toll free telephone numbers) or through postal services with such a Distribution Licensee within a maximum period of Sixty (60) days from the time such a person is affected by such failure of the Distribution Licensee to meet the Standards of Performance.

Provided further that the compensation shall be payable as per Schedule 'III' to only those affected person/Consumers who have paid all their bills to the Distribution Licensee within the due dates of each bill without any delay in last One (1) year or in cases where supply has been provided for a shorter period, such shorter period shall be considered and there is no outstanding amount to be paid to the licensee except for current bill which is not due:

Provided further that the affected person/Consumer who have paid the bills, though not within due date but with delayed payment charges, in last One (1) year or in cases where supply has been provided for a shorter period, such shorter period shall be considered and there is no outstanding amount to be paid to the licensee except for current bill which is not due, such affected person/Consumer who seeks to claim compensation shall file his claim with such a Distribution Licensee within a maximum period of Sixty (60) days from the time such a person is affected by such failure of the Distribution Licensee to meet the Standards of Performance and such affected person/Consumer shall only be entitled for Compensation of half the amount specified in Schedule 'III'.

Provided further that the Distribution Licensee shall compensate the affected person(s) within a maximum period of Ninety (90) days from the date of filing his claim from the previous months billing cycle and the payment of such compensation shall be paid or adjusted in the Consumer's future bills:

Provided further that a confirmation message shall also be sent to the Consumer informing about the Compensation paid by the Distribution Licensee.

- 6.5.2.** If the affected person is aggrieved by non-payment of automatic compensation by the Distribution Licensee for failure to meet standards of performance as specified under these Regulations or wants to file the claim for compensation, such a person can register its complaint electronically/digitally through SMS, online registration, web-chat facility and mobile application (in person or through toll free telephone numbers) or through postal services before the concerned Distribution Licensee within a maximum period of Sixty (60) days from the time automatic compensation was payable by the Distribution Licensee. :

Provided that the Distribution Licensee shall resolve the grievance of the affected person and compensate the affected person(s) within a maximum period of Thirty (30) days from the date of filing his claim:

Provided further that in the event of compensation is liable to be paid by the Distribution Licensee on/after representation by the Consumer, the compensation amount shall be 1.5 times the amount specified in Schedule 'III'.

- 6.5.3.** In case the Distribution Licensee fails to pay the compensation or if the affected person is aggrieved by non-redressal of his grievances, he/she may make a representation for the redressal of his grievance to the concerned Consumer Grievance Redressal Forum or Ombudsman in accordance with the provisions of notified relevant Regulations including any amendment thereto as in force from time to time:

Provided that in case the claim for compensation is upheld by the Consumer Grievances Redressal Forum, the compensation determined by the Commission in Schedule 'III' to these Regulations will be implemented by the Forum or by the Ombudsman, in case of an appeal filed against the order of the Forum before him and is to be paid by the concerned Distribution Licensee:

Provided further that in case the claim for compensation is upheld by the Consumer Grievances Redressal Forum or Ombudsman, the compensation amount shall be Two (2) times the amount specified in Schedule 'III'.

Provided further that such compensation shall be paid within Ninety (90) days of a direction issued by the Forum or by the Ombudsman, as the case may be.

6.5.4. In all cases of compensation, the payment of compensation shall be made by adjustment against current or future bills for supply of electricity.

6.5.5. The compensation paid by the Licensee shall not be allowed to be recovered in the Annual Revenue Requirement (ARR) of the Licensee.

Chapter - 7: SUBMISSION OF REPORTS

Guaranteed standards

7.1 Licensee shall furnish to the Commission, quarterly report providing the following information, within 15 days from the close of each quarter:

- a) performance levels achieved by licensee with reference to the guaranteed standards (specified in Schedule-I of these regulations) in the format as provided in Annexure-I of these regulations;
- b) measures taken to improve the performance; and
- c) details regarding the cases in which compensation was paid as per format provided in Annexure – I of these regulations.

Overall standards

7.2 Licensee shall furnish to the Commission, quarterly report providing the following information to be submitted within 15 days from the close of each quarter:

- a) level of performance achieved with reference to the overall standards (specified in Schedule-II of these regulations) in the format as provided in Annexure-II of these regulations;
- b) measures taken by licensee to improve performance in the areas covered by overall standards; and
- c) separate projection of the capital expenditure requirement for meeting requirements of these regulations along with the performance trajectory.

Chapter 8: - INCLUSIONS AND EXCLUSIONS OF EVENTS

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

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

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

Chapter 9: - MISCELLANEOUS

9 POWER TO REMOVE DIFFICULTIES

9.1 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.

10 REPEAL AND SAVING

10.1 Save as otherwise provided in these Regulations, the use of adopted Joint Electricity Regulatory Commission for the state of Goa and UTs (Standard of Performance for Distribution Licensee) Regulations 2009 with amendment thereof are hereby repealed.

10.2 Notwithstanding such repeal anything done or action taken or purported to be taken or proceeding initiated

under such repealed Regulations, shall be deemed to have been taken under these Regulations to the extent that the same was not inconsistent with the Act and Rules.

11 POWER TO AMEND

11.1 The Commission may, at any time and on such times as it may think fit, amend, alter or modify any provisions of these Regulations or remove any error or defect in these Regulations.

SCHEDULE-I: GUARANTEED STANDARDS OF PERFORMANCE

1. Operation of call Centre(s)

Sl. No.	Nature of Complaint	Time to be taken by Licensee
1	First response against a consumer call	The response time for the consumer call shall be 3 minutes and any delay in the response time beyond standard time allowed shall be subject to compensation as per Schedule-III of these regulations
2	Registration of consumer call and issue of complaint number	The registration of consumer call after the first response shall be completed in 5 minutes and any delay beyond standard time allowed shall be subject to compensation as per Schedule-III of these regulations

2. Restoration of supply

Sl. No.	Nature of Cause of Power Supply Failure		Maximum Time Limit for Restorations
1	Fuse blown out or MCB tripped		<ul style="list-style-type: none"> • Within 4 hours for Urban areas • Within 8 hours for Rural areas • Within 16 hours for Remote areas
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 Remote areas
3	Fault in distribution line/ system	Where replacement of pole is not required.	<ul style="list-style-type: none"> • Within 12 hours for Urban areas • Within 24 hours for Rural areas • Within 36 hours for Remote areas • Temporary restoration of power supply within 6 hours
		Where replacement of pole is required.	<ul style="list-style-type: none"> • Within 24 hours for Urban areas • Within 48 hours for Rural areas • Within 96 hours for Remote areas • Temporary restoration of power supply within 6 hours
4	HT mains failed	Where replacement of pole is not required.	<ul style="list-style-type: none"> • Within 12 hours for Urban areas • Within 24 hours for Rural areas • Within 36 hours for Remote areas • Temporary restoration of power supply within 6 hours
		Where replacement of pole is required.	<ul style="list-style-type: none"> • Within 24 hours for Urban areas • Within 48 hours for Rural areas • Within 96 hours for Remote areas • Temporary restoration of power supply within 6 hours
5	Break down of underground cable		<ul style="list-style-type: none"> • Within 24 hours for Urban areas • Within 48 hours for Rural areas • Within 72 hours for Remote areas
6	Distribution transformer failed/ burnt		Replacement of failed transformer <ul style="list-style-type: none"> • Within 24 hours for Urban areas • Within 48 hours for Rural areas • Within 96 hours for Remote areas Temporary restoration of supply through mobile transformer or another backup source within <ul style="list-style-type: none"> • Within 6 hours for Urban areas • Within 12 hours for Rural areas • Within 24 hours for Remote areas
7	Problem in grid (33 KV or 66 KV)		<ul style="list-style-type: none"> • Repair and restoration of supply within 48 hours.

	substation	<ul style="list-style-type: none"> Restoration of supply from alternative sources with 6 hours. Roster for load shedding to avoid overloading of alternative sources.
8	Failure of Power transformer	Replacement of failed transformer <ul style="list-style-type: none"> Within 24 hours for Urban areas Within 48 hours for Rural areas Within 96 hours for Remote areas
9	Period of scheduled outages	<ul style="list-style-type: none"> Schedule outages other than load shedding to be notified 24 hours in advance. Scheduled outages should not exceed 12 hours in a day.

3. Quality of supply

Sl. No.	Nature of Cause of Power Supply Failure	Maximum Time Limit for Restorations
1	Voltage fluctuations	Licensee shall maintain voltages at the point of commencement of the supply to a consumer within the limits stipulated as under with reference to declared voltage: <ul style="list-style-type: none"> Low Voltage (LT), +6% and -6% High Voltage (HT), +6% and -9% Extra High Voltage (EHT), +10% and -12.5%
2	Voltage fluctuations complaints	On receipt of complaint, the Licensee shall verify, if the voltage fluctuation is exceeding the limits specified and on confirmation resolve the problem; <ul style="list-style-type: none"> Within 3 days for local problem on the transformer. Within 15 days on LT and 30 days on HT system where no expansion or enhancement of network is involved. Within 100 days if upgradation of distribution system is required.
3	Industrial and agricultural consumers	Expected to install capacitors at their end, shall not be paid the compensation for voltage fluctuation if capacitors are of inadequate capacity.

4. Complaints about Meters

Sl. No.	Nature of Complaint	Time to be taken by Licensee
1	Complaint lodged for accuracy test of meter	Within 30 days of receiving the complaint, the Licensee shall test the meter and if required, the meter shall be replaced within 15 days thereafter.
2	Complaint lodged for defective/stuck meter	Within 15 days of receiving the complaint, the Licensee shall check the meter and if needed, the meter shall be replaced within 15 days thereafter.
3	Complaint lodged for burnt meter	The Licensee shall restore supply within 6 hours upon receipt of complaint bypassing the burnt meter, and new meter shall be provided within 15 days.

5. Shifting of meters/service lines

Sl. No.	Nature of Complaint	Time to be taken by Licensee
1	Consumer's requests for shifting the service connection in the existing premises or for deviation for the existing lines at their own cost.	The Licensee shall inspect and inform the estimated cost to the consumer: <ul style="list-style-type: none"> Within 7 days for Urban areas Within 10 days for Rural areas Within 15 days for Remote areas From the date of payment of charges and necessary clearance: Shifting of meter/ service line: 7 days

6. New connections/additional load

Sl. No.	Nature of Complaint	Time to be taken by Licensee
1		In cases where power supply can be provided from existing network, licensee shall release supply to an applicant:

		<ul style="list-style-type: none"> • within 30 days of receipt of application
2		<p>In cases where power supply requires extension of distribution mains, licensee shall acknowledge the receipt of the application</p> <ul style="list-style-type: none"> • within 2 days <p>Shall intimate to the applicant in writing, the amount of security and other charges payable</p> <ul style="list-style-type: none"> • within 7 days of receipt of application for Low Tension, • within 15 days of receipt of application for High Tension and • within 30 days of receipt of application for Extra High Tension. <p>The supply of electricity in such cases shall be effected by licensee within the time limits specified as under:</p> <ul style="list-style-type: none"> • within 30 days for Low Tension, • within 90 days for High Tension, • within 180 days for Extra High Tension,
3	In case of application for new connection, where extension of supply requires erection and commissioning of new substation;	<p>The licensee shall submit to the Commission</p> <ul style="list-style-type: none"> • within 15 days of receipt of such application, a proposal for erection of such substation together with the time required for erection and commissioning, and get approval of the Commission. <p>Licensee shall commence power supply to the applicant</p> <ul style="list-style-type: none"> • within the time period so approved by the Commission. <p>Provided that where such substation is covered in the investment plan approved by the Commission, the licensee shall not be required to take any further approval from the Commission and shall complete erection of such substation</p> <ul style="list-style-type: none"> • within the time period specified in such investment plan.
4	In cases where the substation is meant to extend supply to an individual consumer,	<p>licensee shall commence erection of the substation only after the receipt of necessary security from the applicant.</p> <p>Licensee shall not, be held responsible for the delay, if any, in extending supply, if the same is on account of problems relating to right of way, acquisition of land, or the delay in consumer's obligation over which licensee has no reasonable control.</p>

7. Transfer of consumer's connection and conversion of services

The Licensee shall effect to a request for transfer of consumer's connection, change of category and conversion of the existing services from LT to HT and vice-versa within the following timelines:

Sl. No.	Nature of Complaint	Time to be taken by Licensee
1	Change of consumer's name due to change of ownership/ occupancy for property.	Change shall be effected in two billing cycles.
2	Transfer of consumer's name to legal heir.	Change shall be effected in two billing cycles.
3	Load Reduction	Licensee, after verification, shall sanction the reduced load within 30 days after receipt of the application.
4	Change of category	Licensee shall inspect the premises and change the category within 10 days from the date of receipt of application.

8. Temporary supply of power

Sl. No.	Nature of Request	Time to be taken by Licensee
1		<p>Licensee shall examine the technical feasibility of the connection requested for and if found feasible shall sanction the load and raise a demand note in accordance</p> <ul style="list-style-type: none"> • within 3 days of acceptance of application in Urban Areas and Rural Areas and • within 7 days of acceptance of application in Remote Areas. <p>If the connection is not found technically feasible, licensee shall intimate to the applicant in writing within 3 days of completion of technical feasibility study.</p> <p>No connection up to 10 kW shall be rejected on technical grounds.</p>

2	The applicant shall make the payment in accordance with the demand note	within 2 days of receipt of demand note failing which the sanction shall stand lapsed. Also licensee may, at the request of applicant, accept payment at the time of making application which shall be received on account and subject to completion of all commercial formalities. After payment of applicable charges, licensee shall energize the connection in accordance with the date indicated in the application.
3	If there are dues on the premises,	temporary connection can be refused till the dues are paid by the consumer. Temporary connection shall be granted for a period of up to 3 months at a time, which can be further extended depending upon the requirement. The grant of temporary connection does not in any way create a right in favor of the applicant for claiming a permanent connection.

9. Complaints about consumer's bills

Sl. No.	Nature of Complaint	Time to be taken by Licensee
1	Complaints on billing	Licensee shall acknowledge the consumer's complaint regarding electricity bills immediately, if received in person and within 3 working days, if received by post. If no additional information is required, the licensee shall resolve the complaint and intimate the result to the consumer within 7 days of receipt of complaint. In case any additional information is required, the same shall be obtained, issue resolved and intimated to the consumer within 7 days of the receipt of the additional information, whichever is later.

10. Disconnection of supply

Sl. No.	Issue under consideration	Time to be taken by Licensee
1	Receipt of request for disconnection	Licensee shall disconnect the supply on receipt of request for disconnection <ul style="list-style-type: none"> • within 3 days from the receipt of application in Urban Areas, • within 7 days from the receipt of application in Rural Areas and • within 10 days from the receipt of application in Remote Areas. Licensee should intimate the consumer any amount outstanding against the disconnected connection <ul style="list-style-type: none"> • within 7 days from the date of disconnection in Urban Areas and Rural Areas, and • within 15 days from the date of disconnection in Remote Areas. Refund of advance consumption deposits/ consumption security and meter security along with "No- Dues certificate" should be made by licensee <ul style="list-style-type: none"> • within 30 days from the date of clearance of all dues outstanding by the consumer in Urban Areas and Rural Areas, and • within 45 days from the date of clearance of all dues outstanding by the consumer in Remote Areas.

11. Issues related to disconnection / reconnection of supply

Sl. No.	Issue under consideration	Time to be taken by Licensee
1	The payment of dues by the consumer.	Licensee to give 15 days' notice to pay the dues and if not paid, the licensee may disconnect the consumer's installation on the expiry of the notice period.
2	Request for reconnection	In case consumer requests for reconnection within a period of six months after disconnection, the licensee shall reconnect the consumer's installation within 5 days of payment of past dues and reconnection charges. However, in case the consumer requests for reconnection after six months of disconnection, the connection would be reconnected only after all the formalities as required in the case 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.
3	Consumer wanting up to date	Licensee to carry out special reading and prepare final bill, including all

	bill	arrears up to the date of billing within 7 days.
4	Licensee shall restore power supply to a consumer, whose supply has been disconnected due to non-payment of electricity bills,	<ul style="list-style-type: none"> • within 8 working hours of receipt of production of proof of payment by the consumer in Urban Areas and Rural Areas, and • within 24 working hours of production of proof of payment by the consumer in Remote Areas.

The time limits prescribed in this schedule will be compared from the time when the complaint is filed with the **Call Centre for the Consumer Services**.

SCHEDULE-II: OVERALL STANDARDS OF PERFORMANCE

Overall standard Code	Guaranteed standard Reference	Parameter	Type of Terrain	Time limit
1.	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 98% of the total calls.	Urban Areas	2 hrs
			Rural Areas	3hrs
			Remote Areas	6hrs
2.	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.	Urban Areas	3 hrs
			Rural Areas	5 hrs
			Remote Areas	18 hrs
3.	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	Urban Areas	9 hrs
			Rural Areas	9 hrs
			Remote Areas	30 hrs
4.	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.	Urban Areas	10 hrs
			Rural Areas	18 hrs
			Remote Areas	42 hrs
5.	2(5)	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.	Urban Areas	3 hrs
			Rural Areas	3 hrs
			Remote Areas	10 hrs

- Period of scheduled outages:** Licensee shall achieve the standards of performance as specified in section 2.9 of Schedule-I in at least 95% of the cases.
- Shifting of meters/service lines:** Licensee shall achieve the standards of performance as specified in section 5 of Schedule-I in at least 95% of the cases.
- New connection/additional load:** Licensee shall achieve the standards of performance as specified in section 6 of Schedule-I in at least 95% of the cases.
- Transfer of ownership and change of category:** Licensee shall achieve the standards of performance as specified in section 7 of Schedule-I in at least 95% of the cases.
- Temporary supply of power:** Licensee shall achieve the standards of performance as specified in section 8 of Schedule-I in at least 95% of the cases.
- Disconnection of supply:** Licensee shall achieve the standards of performance as specified in section 10 of Schedule-I in at least 95% of the cases.
- 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%.

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%.
14. **Street Light faults:** Licensee shall rectify faults on streetlights within 24 working hours from detection or receipt of complaint, whichever is earlier, and shall achieve this Standard of performance in at least 95% of the cases.
15. **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 48hrs in advance.

Reliability Indices

16. 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. 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 licensee's actual performance with the targets.
18. The licensee shall compute the following distribution reliability indices separately for the Other Towns Area including Urban Areas, 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 Schedule II (19).
 - (b) System Average Interruption Duration Index (SAIDI): The licensee shall calculate the value as per the formula and methodology specified in Schedule II (19).
 - (c) Momentary Average Interruption Frequency Index (MAIFI): The licensee shall calculate the value as per the formula and methodology specified in Schedule II (19).

Method of computing reliability indices

19. The Indices shall be computed for licensee as a whole by stacking, for each month all the 11kV 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:

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

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

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

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 11kV in licensee's supply area

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

Note:

- (a) The feeders must be segregated into Other Towns 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.

SCHEDULE-III: COMPENSATION

In case of failure of licensee to meet the guaranteed standards of performance as specified in Schedule-I: of these regulations, compensation shall be payable to the consumer, as shown in the table below. Consumer shall be automatically compensated for the parameters identified and which can be monitored remotely when it can be successfully established that there is a default in performance of the distribution licensee:

Sl.No	SOP Parameters	Compensation payable to individual in case event affects single consumer	Compensation payable to No. of individual in case event affects more than one consumer	Compensation (Automatic/manual)
Operation of Call Centre				
1	First response against a Consumer Call	Rs 20 in each case of default	Not applicable	Automatic
2	Registration of Consumer Call and issue of docket number	Rs 20 in each case of default	Not applicable	Automatic
Restoration of supply				
3	Normal fuse off	Rs.20 for each hour of delay beyond maximum specified time limit.	Rs.10 for each hour of delay beyond maximum specified time limit.	Manual
4	Overhead Line / Cable breakdowns	Rs.20 for each hour of delay beyond maximum specified time limit.	Rs.10 for each hour of delay beyond maximum specified time limit.	Manual
5	Underground cable break down	Rs.30 for each day of default beyond maximum specified time limit	Rs.15 for each day of default beyond maximum specified time limit	Manual
6	Distribution Transformer Failure	Rs.30 for each day of default beyond the maximum specified time limit	Rs.15 for each day of default beyond the maximum specified time limit	Manual
7(a)	Maximum duration of scheduled outage	Rs 80 in each case of default	Rs 30 for each consumer	Manual
7(b)	Number of scheduled outages in a year	Rs 100 in each case of default	Rs 100 for each consumer	Manual
Quality of Supply				
8	Voltage fluctuations in case no expansion/augmentation of network required and includes fault identified to a local problem on the transformer	Rs.20 for each hour of default beyond maximum specified time limit	Rs.10 for each hour of default beyond maximum specified time limit	Manual
9	Voltage fluctuations in case expansion/augmentation of network required			Manual
10	Voltage fluctuations in case erection of substation required			Manual
Meter complaints				
11	Meter reading	Rs.80 for each day of default beyond maximum specified time limit	Not applicable	Automatic
12	Meter inspection and replacement	Rs 50 for each day of default	Not applicable	Automatic
13	Replacement of burnt meter	Rs 50 for each day of default	Not applicable	Automatic
Shifting of meters/ service lines				
14	Shifting of meter/ service lines	Rs 50 for each day of default	Not applicable	Automatic
New connection/ additional load/ temporary connection for consumers				
15	New connection/ additional	Rs 100 for each day of	Not applicable	Automatic

1	Normal fuse off	Urban Areas					
		Rural Areas					
		Remote Areas					
2	Overhead Line/Cable Breakdowns	Urban Areas					
		Rural Areas					
		Remote Areas					
3	Underground Cable Breakdowns	Urban Areas					
		Rural Areas					
		Remote Areas					
4	Distribution Transformer Failures	Urban Areas					
		Rural Areas					
		Remote Areas					
5	Reconnection of supply following disconnection due to non- payment of bills	Urban Areas					
		Rural Areas					
		Remote Areas					
6	Period of scheduled outages						
7	Shifting of meters/ service lines						
8	New connection/ additional load						
9	Transfer of ownership and change of category						
10	Temporary supply of power						
11	Disconnection of supply						
12	Billing mistakes						

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

Sl.No	$N_i =$ Connected load of i^{th} feeder affected for each interruption	$A_i =$ Total number of sustained interruptions (each longer than 5 minutes) on i^{th} feeder for the month	$N_t =$ Total connected load at 11kV in licensee's area of supply (1)	$= \sum (A_i * N_i)$ for all 11kV feeders excluding agriculture feeders (2)	SAIFI= (2) / (1)
1					
..					
i					
..					
N					
Sl.No	$N_i =$ Connected load of i^{th} feeder affected for each interruption	$B_i =$ Total duration of sustained interruptions (each longer than 5 minutes) on i^{th} feeder for the month	$N_t =$ Total connected load at 11kV in licensee's area of supply (1)	$= \sum (B_i * N_i)$ for all 11kV feeders excluding agricultural feeders (2)	SAIDI= (2) / (1)
1					
..					
i					
..					
N					

Sl.No	N_i = Connected load of i^{th} feeder affected for each interruption	C_i = Total number of momentary interruptions (each less than or equal to 5 minutes) on i^{th} feeder for the month	N_t = Total connected load at 11kV in licensee's area of supply (1)	$= \sum (C_i * N_i)$ for all 11kV feeders excluding agricultural feeders (2)	MAIFI = (2) / (1)
1					
..					
i					
..					
N					

ANNEXURE - III

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

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