

Model standard of performance regulations for distribution licensees*

A1: INTRODUCTION

- 1.1 In exercise of the powers conferred by 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 (36 of 2003) enacted by the parliament, themakes the(distribution performance standards) regulations 2009, namely.

A2: SHORT TITLE AND EXTENT

- 2.1 These regulations shall be called ‘Regulation on standard of performance for distribution licensee’.
- 2.2 These regulations shall be applicable in the State of and shall come into force from the date of publication in the official Gazette.

A3: SCOPE OF APPLICATION

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

A4: DEFINITIONS AND INTERPRETATIONS

Definitions

4.1 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) “Call centre” means the office set up (may be at back end or customer interfacing front end) with adequate technology and systems to register complaints round the clock;
- e) “Class-I Cities” means the cities with population of 10,00,000 or above as per census of India 2001 or as defined by respective state Commissions;
- f) “Clearances” means the necessary approval from outside agencies such as municipal authorities which is required for completion of work by the licensee;
- g) “Commission” means the State Electricity Regulatory Commission;
- h) “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;
- i) “Extra High Tension/Extra High Voltage” means the voltage exceeding 33kV under normal conditions;
- j) “Grievance Redressal Forum regulations” means the regulations issued under section 42 (5), (6), (7) by the Commission;
- k) “High Tension/High Voltage” means the voltage exceeding 440 volts but not exceeding 33kV under normal conditions;
- 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) “Rural Areas” means the areas covered by Gram Panchayats;
 - p) “SOP” means standard of performance;
 - q) “Urban Areas” means the areas covered by all Municipal Corporations and other Municipalities including the areas falling under the various Urban Development Authorities, Cantonment Authorities and industrial estates or townships, excluding the areas covered under Class-I Cities.
- 4.2 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.

Interpretation

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

A5: OBJECTIVE

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

A6: LEGAL PROVISIONS

- 6.1 The Commission, in pursuance of section 57, read with clause (i) of sub-section (1) of section 86 of the Act, shall specify the standards of performance of the distribution licensees, intending to serve as guidelines for them to operate their distribution system for providing quality and reliability of resources;
- 6.2 If a licensee fails to meet the standards specified under sub-section (1) of section 57 of the Act, without prejudice to any penalty, which may be imposed, or prosecution be initiated, he shall be liable to pay to a person affected such compensation as may be determined under sub section (2) of section 57 by the Commission;
- 6.3 Provided that before determination of compensation, the concerned licensee shall be given reasonable opportunity of being heard.
- 6.4 The Commission may, in exercise of the powers vested in it under section 58 of the Act, specify different standards under sub-section (1) of section 57 of the Act for a class or classes of the licensees.
- 6.5 Every licensee shall, within the period specified, under sub-section 59 of the Act, by the Commission, furnish to the Commission the following information, namely :-
- (a) the level of performance achieved under sub-section (1) of section 57 of the Act;
 - (b) 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.
- 6.6 The Commission shall at least once in every year arrange for publication, in such form and manner, as it considers appropriate, of such of information furnished to it under section 6.5.
- 6.7 The Commission may, in exercise of the powers vested in it under section 142 of the Act, resort to penal action against the officials of the licensee's responsible for non fulfilment of the standards of performance, in cases where licensee is able to identify such officers.

A7: STANDARDS OF PERFORMANCE

- 7.1 The standards specified in Schedule-I shall be the guaranteed standards of performance, which are the minimum standards of service that a distribution licensee shall achieve. The guaranteed standards of performance shall be differentiated across the licensee area based on the concentration of population. The categorisation shall be applicable for Class I cities, Urban areas and rural areas.

[Commissions may separately set service standards based on geographical conditions such as remote, snow bound, forest and desert areas.]

- 7.2 The failure of licensee to achieve the guaranteed standards of service shall entail payment of compensation to the consumer as per Schedule-III.
- 7.3 The standards specified in Schedule-II shall be the overall standards of performance which licensee shall seek to achieve in the discharge of its obligations.

A8: COMPENSATION MECHANISM

- 8.1 If licensee fails to meet the guaranteed standards of performance as specified in Schedule-I, licensee shall pay compensation to the affected person.
- 8.2 The minimum compensation to be paid by the licensee to the affected person is specified in Schedule-III of these regulations.

Provided, the actual compensation may be decided by the Commission considering the following factors:

- (a) hardship caused to the consumer; and
 - (b) average monthly bill of the consumer.
- 8.3 In all cases of compensation, the payment of compensation shall be made by adjustment against current and/or future bills for supply of electricity, within 90 days from the determination of claim by the Commission or a person who has been delegated the power of the Commission under section 97 of the Act.
- 8.4 Consumer will be required to make such a claim within 30 days of violation of the guaranteed standards.
- 8.5 In case of events affecting more than one consumer, the provisions for payment of compensation specified in Schedule-III of these regulations shall be applicable to all concerned consumers when the data on consumer indexing is available.
- 8.6 Licensee shall within the specified time limits as under, from the date of commencement of these regulations, complete consumer indexing:
- (a) for “Class-I Cities”: to be completed within 12 months;
 - (b) for “Urban Areas”: to be completed within 18 months; and
 - (c) for “Rural Areas”: to be completed in 24 months.
- 8.7 Licensee shall maintain consumer-wise records regarding the guaranteed standards of performance in order to give a fair treatment to all consumers and avoid any dispute regarding violation of standards.
- 8.8 In case of consumers, where level of services defined in the contractual agreement between the licensee and the consumer is different from the other consumers in the same category, deficiency in service shall invite additional compensation commensurate to the additional tariff charged for providing such services.

Note: Differential tariff has been made applicable for certain consumers within a specified consumer category based on minimum contract demand, guaranteed load factor, past agreements duly approved by the Commission subsequent to its formation and uninterrupted power supply.

- 8.9 The compensation paid by licensee under Section 8.1 for the respective parameter, may be allowed to be recovered partly or fully in the revenue requirement of licensee, keeping in view the extent to which the licensee is able to achieve the overall standards of performance, as measured through Auditing results.

Content of audit report

- 8.10 The audit report shall address the following specific matters:
- (a) Adherence to procedures and formats as per regulations;
 - (b) Assessing staff engaged in call centres/complaint handling centres/customer care centres for their understanding of complaint handling procedures, quality parameters, and training adequacy for their task;
 - (c) Method of data collection and management procedures; and
 - (d) Review of relevant records (as per appropriate sampling procedures) for reliability and accuracy across quality parameters;
- 8.11 The Commission may authorize the Commission staff or any independent agency (ies) to conduct annual checks, in order to monitor the compliance of the standards by licensees and submit audit report to the Commission.
- 8.12 The following procedure shall be adopted for engaging agency(ies):
- (a) audit scope and the methodology for carrying out the audit to be set by the Commission;
 - (b) the Commission will identify and publish panel of approved agency(ies);
 - (c) Licensee shall nominate an agency from the notified panel of agencies;
 - (d) Licensee shall not engage an agency consecutively for more than two years. They shall also not engage an agency which is currently their statutory auditor or internal auditor or has been engaged as a consultant;
 - (e) audit shall be conducted under an agreement between the nominated agency and licensee; and
 - (f) remuneration of the audit agency will be paid by the licensee

Auditing methodology

- 8.13 Grading of the audit report on performance standard submitted by the licensee shall be done in two parts - reliability and accuracy of the data.

Reliability grading

- 8.14 The grading system for reporting the reliability of the performance standards shall be set as under:

Reliability Grade	Assessment of reliability grade
A	Based on proper records with adequate procedures
B	Data has significant procedural deviations
C	Unsatisfactory data

- 8.15 Only if the reliability is of the Grade A, further analysis will be carried out to measure claims on achievement.

Accuracy grading

- 8.16 If the data submitted has reliability of Grade A, then further analysis of data will be carried out to assess accuracy of information provided.
- 8.17 Based on the accuracy grade assessment of the information provided on the achievement on Overall Standards, certain percentage of compensation paid may be allowed in the ARR by the Commission, set as under:

Accuracy Grade	Assessed accuracy level	Percentage of compensation paid to be recovered through Annual revenue requirement¹
1	+/- 2%	100%
2	+/- 5%	85%
3	+/- 10%	70%

¹ To be finalized by respective Commissions

A9: COMPLAINT HANDLING MECHANISM

Manual of practice for handling consumer complaints

- 9.1 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:
- (a) channels of complaint registration – details of personnel, offices, Call centre(s);
 - (b) process of handling complaints;
 - (c) duties and obligations of licensee - guaranteed standards of performance and compensation details; and
 - (d) any other information which may be affecting the consumers.
- 9.2 The manual shall be prepared in English, Hindi and local languages.
- 9.3 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.
- 9.4 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.

Process of handling complaints

- 9.5 Licensee shall devise its own processes at complaint handling centres/ call centre(s)/customer care centre(s)/ service centre(s) or any other customer interface channels to handle consumer complaints. The processes should include the following:
- (a) registration of complaints by allotting a unique identification number to be called the complaint number;
 - (b) communication to consumer of the complaint number, date/ time of registration of the complaint and expected complaint resolution time to the consumer;
 - (c) record details of each complaint (As per Annexure III);
 - (d) 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.

Establishment of call centre(s)

- 9.6 Licensee shall within the following time limits, from the date of commencement of these regulations, establish call centre(s) for redressal of complaints of its consumers, and, such call centre(s) shall be accessible to its consumers round the clock during all days of the week:
- (a) for “Class-I Cities”, within 12 months;
 - (b) for “Urban Areas” within 24 months; and
 - (c) for “Rural Areas” within appropriate time period to be specified by Commission on case to case basis
- 9.7 Licensee shall use the existing channels for recording the customer complaints as per the procedure defined in section 9.5 till the establishment of call centre(s).
- 9.8 Every licensee shall employ or engage sufficient number of officers or employees at its Call centre(s) and earmark or allot or establish a basic telephone or cellular mobile telephone number having sufficient lines or connections to be called as the “toll free number” or “consumer care number” or “help line number” as the case may be, at its call centre(s).
- 9.9 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 “help line number”, as the case may be.
- 9.10 Every licensee shall, immediately upon establishment of its Call centre(s), inform through a public notice in newspapers in circulation in the Area of Supply and should also ensure proper circulation of information to the consumers in case of any changes in the contact numbers.
- 9.11 Licensee should ensure availability of electronic data base to record complaints as per the procedure defined in the section 9.5 for the call centre(s). This data bank should also be linked with the consumer billing data base.

Creating awareness

- 9.12 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 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 month of January and July. If it is not possible to publish the same at the back of the bills, licensee shall publish it on a separate hand out and distribute it along with the bills.

A10: SUBMISSION OF REPORTS

Guaranteed standards

- 10.1 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

- 10.2 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.

A11: INCLUSIONS AND EXCLUSIONS OF EVENTS

- 11.1 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.
- 11.2 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.

A12: POWER TO REMOVE DIFFICULTIES

- 12.1 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.

A13: POWER TO AMEND

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

(BY ORDER OF THE COMMISSION)

Secretary

A14: SCHEDULE-I: GUARANTEED STANDARDS OF PERFORMANCE

Operation of call centre(s)

- 14.1 **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.
- 14.2 **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.

Restoration of supply

- 14.3 **Normal fuse-off:** Licensee shall restore power supply in the case of normal fuse-off calls, fuses at the distribution transformer or at the consumer premises within 3 hours of receiving the complaint in Class-I Cities, within 4 hours of receiving the complaint in Urban Areas and within 8 hours of receiving the complaint in Rural Areas.

- 14.4 **Overhead line/cable breakdowns:** In case of overhead line/cable breakdowns, licensee shall ensure restoration of power supply within 4 hours of occurrence of breakdown in Class-I Cities, within 6 hours of occurrence of breakdown in Urban Areas and within * hours (Commission can specify on case to case basis) of occurrence of breakdown in Rural Areas.

Note: Depending upon the topography of the network, Commission may specify different timelines for rectification of breakdown in case of service line and distribution system

- 14.5 **Underground cable breakdowns:** In case of breakdown of underground cable, licensee shall ensure restoration of power supply within 12 hours of occurrence of breakdown in Class-I cities & Urban Areas and within 48 hours of occurrence of breakdown in Rural Area, after obtaining clearances.

Note: Depending upon the topography of the network, Commission may specify different timelines for rectification of breakdown in case of service line and distribution system

- 14.6 **Distribution transformer failure:** Licensee shall restore supply in the case of distribution transformer failures by replacement of transformer within 16 hours of receiving the complaint in Class-I Cities, within 24 hours of receiving the complaint in Urban Areas and within 48 hours of receiving the complaint in Rural Areas.

Note: The Commission may specify provisions for alternate supply to be ensured by the Licensee depending upon the capital expenditure allowed and transformer inventory of the Licensee.

- 14.7 **Period of scheduled outages:** Interruption in power supply due to scheduled outages, other than the load-shedding, shall be notified by licensee at least 24 hours in advance and shall not exceed 12 hours in a day. Total number of scheduled outages for any 11 kV feeder, shall not exceed more than 4 in a year.

Quality of supply

- 14.8 **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 the declared voltage:

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

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

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

- (a) ensure that the voltages are brought within the specified limits, within 2 days of original complaint provided the fault is identified to a local problem on the transformer;
- (b) ensure that the voltages are brought within the specified limits, within 10 days of original complaint provided no expansion/enhancement of the network is involved; and
- (c) resolve the complaint within 120 days, if up-gradation of the distribution system is required.

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

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

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

Meter complaints

- 14.13 The licensee shall perform the following meter related activities subject to the provisions provided in the Supply Code and other associated regulations and codes.
- 14.14 The licensee shall read consumer's meter at least once in every 2 months for consumers in Class-I Cities and Urban Areas.
- 14.15 Licensee shall inspect and check the correctness of the meter within 4 working days of receiving the complaint in Class-I Cities, within 7 working days of receiving the complaint in Urban Areas and within 12 working days of receiving the complaint in Rural Areas.
- 14.16 Licensee shall replace the non working (stuck up, running slow, fast or creeping) meter at its own cost, within 3 working days in Class-I Cities, within 5 working days in Urban Areas and within 15 working days in Rural Areas.
- 14.17 Licensee shall replace at its own cost the burnt out meters within 3 working days of receiving the complaint in Class-I Cities, within 5 working days of receiving the complaint in Urban Areas and within 15 working days of receiving the complaint in Rural Areas, if the burning of meter is due to causes attributable to licensee.
- 14.18 If the meter is burnt due to causes attributable to the consumer such as tampering, defect in consumer's installation, meter getting wet, connecting unauthorized additional load etc., licensee shall serve a notice to the consumer for recovery of cost of the meter within 7 days of detection and shall replace the meter within 15 days of receiving the payment from the consumer and after necessary corrective action is taken to avoid future damage to the meter.

Shifting of meters/service lines

- 14.19 Wherever the consumer's requests for shifting the service connection in the existing premises or for deviation for the existing lines at their own cost, licensee shall inspect and inform the estimated cost to the consumer within 7 days of receipt of application in Class-I Cities, within 10 days of receipt of application in Urban Areas and 15 days of receipt of application in Rural Areas.
- 14.20 The following time schedule shall be observed for completing the works from date of payment of the charges and necessary clearances:

Shifting of meter/ service line: 7 days

New connections/additional load

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

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

Supply Voltage	Time limit*
Low Tension	30 days
High Tension	90 days
Extra High Tension	180 days

* To be applicable from the date of payment of required security and other charges by the consumer seeking extension of supply

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

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

Provided that where such substation is covered in the investment plan approved by the Commission, the licensee shall not be required to take any further approval from the Commission and shall complete erection of such substation within the time period specified in such investment plan.

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

14.26 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.

Transfer of ownership and change of category

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

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

(b) change of category, as shown below

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

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

Temporary supply of power

14.29 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 within 3 days of acceptance of application in Class-I Cities and Urban Areas and within 7 days of acceptance of application in Rural Areas. 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. No connection up to 10 kW shall be rejected on technical grounds.

14.30 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.

14.31 After payment of applicable charges, licensee shall energize the connection in accordance with the date indicated in the application.

14.32 If there are dues on the premises, temporary connection can be refused till the dues are paid by the consumer.

14.33 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.

14.34 The grant of temporary connection does not in any way create a right in favor of the applicant for claiming a permanent connection.

Consumer bills complaint

14.35 Licensee shall acknowledge the consumer's complaint immediately, if received in person and within 7 working days, if received by post. Licensee shall resolve the complaint regarding electricity bills within 24 working hours of its receipt, if no additional information is required to be collected and within 7 working days of receipt of complaint in case any additional information is required.

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

Disconnection of supply

14.37 Licensee shall disconnect the supply on receipt of request for disconnection within 3 days from the receipt of application in Class-I Cities, within 7 days from the receipt of application in Urban Areas and within 10 days from the receipt of application in Rural Areas.

14.38 Licensee should intimate the consumer any amount outstanding against the disconnected connection within 7 days from the date of disconnection in Class-I Cities and Urban Areas, and within 15 days from the date of disconnection in Rural Areas.

14.39 Refund of advance consumption deposits/ consumption security and meter security along with “No- Dues certificate” should be made by licensee within 30 days from the date of clearance of all dues outstanding by the consumer in Class-I Cities and Urban Areas, and within 45 days from the date of clearance of all dues outstanding by the consumer in Rural Areas.

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

14.40 Licensee shall restore power supply to a consumer, whose supply has been disconnected due to non-payment of electricity bills, within 4 working hours of receipt of production of proof of payment by the consumer in Class-I Cities and Urban Areas, and within 12 working hours of production of proof of payment by the consumer in Rural Areas.

A15: SCHEDULE-II: OVERALL STANDARDS OF PERFORMANCE

Overall standard Code	Guaranteed standard Reference	Parameter	Time limit*	
15.1	14.3	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.	Class-I Cities	2 hrs
			Urban Areas	3hrs
			Rural Areas	6hrs
15.2	14.4	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.	Class-I Cities	3 hrs
			Urban Areas	5 hrs
			Rural Areas	18 hrs
15.3	14.5	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	Class-I Cities	9 hrs
			Urban Areas	9 hrs
			Rural Areas	#
15.4	14.6	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.	Class-I Cities	10 hrs
			Urban Areas	18 hrs
			Rural Areas	42 hrs
15.5	14.40	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.	Class-I Cities	3 hrs
			Urban Areas	3 hrs
			Rural Areas	10 hrs

Commission to specify the standard on case to case basis

- 15.6 **Period of scheduled outages:** Licensee shall achieve the standards of performance as specified in section 14.7 of Schedule-I in at least 95% of the cases.
- 15.7 **Shifting of meters/service lines:** Licensee shall achieve the standards of performance as specified in section 14.19 and 14.20 of Schedule-I in at least 95% of the cases.
- 15.8 **New connection/additional load:** Licensee shall achieve the standards of performance as specified in section 14.21, 14.22 and 14.24 of Schedule-I in at least 95% of the cases.
- 15.9 **Transfer of ownership and change of category:** Licensee shall achieve the standards of performance as specified in section 14.27 and 14.28 of Schedule-I in at least 95% of the cases.
- 15.10 **Temporary supply of power:** Licensee shall achieve the standards of performance as specified in section 14.29 and 14.30 of Schedule-I in at least 95% of the cases.
- 15.11 **Disconnection of supply:** Licensee shall achieve the standards of performance as specified in section 14.37, 14.38 and 14.39 of Schedule-I in at least 95% of the cases.
- 15.12 **Faulty meters:** Licensee shall maintain the percentage of defective meters to the total number of meters in service, at a value not greater than 3%.

- 15.13 **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%.
- 15.14 **Street Light faults:** Licensee shall rectify faults on streetlights within 24 working hours of detection or receipt of complaint, whichever is earlier, and shall achieve this standard of performance in at least 95% of the cases.
- 15.15 **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

- 15.16 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.
- 15.17 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 licensees actual performance with the targets.
- 15.18 The licensee shall compute the following distribution reliability indices separately for the Urban Area including Class-I Cities, rural and agricultural feeders :
- (a) System Average Interruption Frequency Index (SAIFI): The licensee shall calculate the value as per the formula and methodology specified in section 15.19.
 - (b) System Average Interruption Duration Index (SAIDI): The licensee shall calculate the value as per the formula and methodology specified in section 15.19.
 - (c) Momentary Average Interruption Frequency Index (MAIFI): The licensee shall calculate the value as per the formula and methodology specified in section 15.19.

Method of computing reliability indices

- 15.19 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:

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

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

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

Where,

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

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

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

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

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

A16: SCHEDULE-III: COMPENSATION

16.1 In case of failure of licensee to meet the guaranteed standards of performance as specified in section A14: of these regulations, compensation shall be payable to the consumer, as shown in the table below:

S. No.	SOP Parameters	Compensation payable to individual in case event affects single consumer*	Compensation payable to individual in case event affects more than one consumer*
Operation of Call centre			
1.	First response against a Consumer Call	Rs 50 in each case of default	Not applicable
2.	Registration of Consumer Call and issue of docket number	Rs 50 in each case of default	Not applicable
Restoration of supply			
3.	Normal fuse off	Rs 50 in each case of default	Rs 50 for each consumer
4.	Overhead Line / Cable breakdowns	Rs 100 in each case of default	Rs 100 for each consumer
5.	Under ground cable break down	Rs 100 in each case of default	Rs 100 for each consumer
6.	Distribution Transformer Failure	Rs 150 in each case of default	Rs 150 for each consumer
7(a).	Maximum duration of scheduled outage	Rs 150 in each case of default	Rs 150 for each consumer
7(b).	Number of scheduled outages in a year	Rs 150 in each case of default	Rs 150 for each consumer
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 50 for each day of default	Rs 50 to each consumer for each day of default
9.	Voltage fluctuations in case expansion/augmentation of network required	Rs 100 for each day of default	Rs 100 to each consumer for each day of default
10.	Voltage fluctuations in case erection of substation required	Rs 250 for each day of default	Rs 250 to each consumer for each day of default
Meter complaints			
11.	Meter reading	Rs 200 in each case of default	Not applicable
12.	Meter inspection and replacement	Rs 50 for each day of default	Not applicable
13.	Replacement of burnt meter	Rs 50 for each day of default	Not applicable
Shifting of meters/ service lines			
14.	Shifting of meter/ service lines	Rs 50 for each day of default	Not applicable
New connection/ additional load/ temporary connection for consumers			
15.	New connection/ additional load where supply can be provided from existing network	Rs 100 for each day of default	Not applicable

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S. No.	SOP Parameters	Compensation payable to individual in case event affects single consumer*	Compensation payable to individual in case event affects more than one consumer*
16.	New connection/ additional load where supply can be provided after extension/augmentation of network	Rs 250 for each day of default	Not applicable
17.	Erection of substation to extend supply	Rs 500 for each day of default	Not applicable
18.	Issue of temporary connection	Rs 100 for each day of default	Not applicable
Transfer of ownership, change of category			
19.	Title, transfer of ownership	Rs 50 for each day of default	Not applicable
20.	Change of category	Rs 50 for each day of default	Not applicable
Consumer bill complaint			
21.	Billing complaint resolution	Rs 50 for each day of default	Not applicable
Disconnection of supply			
22.	Disconnection of supply	Rs 50 for each day of default	Not applicable
23.	Refund of security deposit etc.	Rs 50 for each day of default	Not applicable
24.	Issue of no dues certificate	Rs 50 for each day of default	Not applicable
Reconnection of supply following disconnection due to non-payment of bills			
25.	Reconnection of supply after disconnection	Rs 50 for each day of default	Not applicable

* Minimum compensation payable to the consumer. Commission can award higher compensation to consumers as per section 8.8 of these regulations.

A17: ANNEXURE-I (REPORTING FORMATS- GUARANTEED STANDARDS)

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

Guaranteed standard Reference No.	Guaranteed standard parameter		Previous quarter pending complaints (No.)	Complaints received in the quarter (No.)	Total complaints (No.)	No. of complaints redressed in the quarter (No.)				Pending complaints (No.)
						Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	
14.3	Normal fuse off	Class-I Cities								
		Urban								
		Rural								
14.4	Overhead Line/Cable breakdowns	Class-I Cities								
		Urban								
		Rural								
14.5	Under ground cable break down	Class-I Cities								
		Urban								
		Rural								
14.6	Distribution Transformer Failure	Class-I Cities								
		Urban								
		Rural								

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Guaranteed standard Reference No.	Guaranteed standard parameter	Previous quarter pending complaints (No.)	Complaints received in the quarter (No.)	Total complaints (No.)	No. of complaints redressed in the quarter (No.)				Pending complaints (No.)
					Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	
14.7	Period of scheduled outages								
14.10(a)	Voltage fluctuations in case fault is identified to a local problem on the transformer								
14.10(b)	Voltage fluctuations in case no expansion / augmentation of network required								
14.10(c)	Voltage fluctuations in case expansion / augmentation of network required								

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Guaranteed standard Reference No.	Guaranteed standard parameter		Previous quarter pending complaints (No.)	Complaints received in the quarter (No.)	Total complaints (No.)	No. of complaints redressed in the quarter (No.)				Pending complaints (No.)
						Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	
14.11	Voltage fluctuations in case erection of substation required									
14.14	Meter Reading	Class-I Cities								
		Urban								
14.15	Meter inspection	Class-I Cities								
		Urban								
		Rural								
14.16	Meter replacement	Class-I Cities								
		Urban								
		Rural								
14.17,14.18	Replacement of burnt meter	Class-I Cities								
		Urban								
		Rural								
14.19,14.20	Shifting of meter/service									

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Guaranteed standard Reference No.	Guaranteed standard parameter	Previous quarter pending complaints (No.)	Complaints received in the quarter (No.)	Total complaints (No.)	No. of complaints redressed in the quarter (No.)				Pending complaints (No.)
					Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	
	line								
14.21	New connection/ additional load where supply can be provided from existing network								
14.22	New connection/ additional load where supply can be provided after extension/augmentation of network								
14.24,14.25	Erection of substation to extend supply								
14.27,14.28	Title, transfer of ownership								
	Change of category								

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Guaranteed standard Reference No.	Guaranteed standard parameter		Previous quarter pending complaints (No.)	Complaints received in the quarter (No.)	Total complaints (No.)	No. of complaints redressed in the quarter (No.)				Pending complaints (No.)
						Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	
14.29	Issue of temporary connection	Class-I Cities								
		Urban								
		Rural								
14.35,14.36	Billing complaint									
14.37,14.38	Disconnection of supply	Class-I Cities								
		Urban								
		Rural								
14.39	Refund of security deposit , issue of no dues certificate	Class-I Cities								
		Urban								
		Rural								
14.40	Reconnection of supply disconnection due to non-payment of bills	Class-I Cities								
		Urban								
		Rural								

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

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

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

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

A18: ANNEXURE-II (REPORTING FORMATS- OVERALL STANDARDS)

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

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

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Overall standards reference no.	Overall standard parameter	Number of complaints pending at the start of the quarter (A)	Total No. of complaints filed by the consumers in this quarter (B)	Total No. of complaints C= (A+B)	Total No. of complaints redressed within the stipulated time for Overall standards	Number of complaints pending at the end of the quarter
15.6	Period of scheduled outages					
15.7	Shifting of meters/ service lines					
15.8	New connection/ additional load					
15.9	Transfer of ownership and change of category					
15.10	Temporary supply of power					
15.11	Disconnection of supply					
15.13	Billing mistakes					
15.14	Street light faults					

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

Reference overall standards	No. of faulty meters at the start of the quarter	No. of faulty meters added during the quarter	Total no. of faulty meters	No. of meters rectified/ replaced	No. of faulty meters pending at the end of the quarter
15.12					

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

S. No.	Month	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_i = Total connected load at 11kV in licensees area of supply (1)	= $\Sigma(A_i * N_i)$ for all 11kV feeders excluding agriculture feeders (2)	SAIFI= (2) / (1)
	1					
	N					
	Total					

S. No.	Month	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_i = Total connected load at 11kV in licensees area of supply (1)	= $\Sigma(B_i * N_i)$ for all 11kV feeders excluding agricultural feeders (2)	SAIDI= (2) / (1)
	1					
	N					
	Total					

S. No.	Month	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_i = Total connected load at 11kV in licensees area of supply (1)	= $\Sigma(C_i * N_i)$ for all 11kV feeders excluding agricultural feeders (2)	MAIFI= (2) / (1)
	1					
	2					
	Total					

A19: ANNEXURE - III

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

S. No.	Time & Date of receiving complaint	Name, Address, Contact no. of complainant	Nature of complaint	Complaint number	Reference Guaranteed standard	Time & Date of redressal of complaint	Total time taken for complaint redressal (in Hrs/mts)
1							
2							
3							