

Minimum Standards of Performance

(See Reg. 22)

1. Restoration of Supply

1.1 Normal Fuse off Call

The Licensee will, in case of normal fuse off calls, restore supply within 4 hours of receipt of a complaint in urban areas and 8 hours in rural areas. However, when the fault is of such a nature that it requires shutting down supply to other consumer(s), work on such calls may not be undertaken between 10 p.m. to 6 a.m. except in the case of essential services. A normal fuse off would for these purposes include blowing off of HT/LT fuse of Distribution Transformer, Miniature Circuit Breaker (MCB) tripping or disruption of supply owing to loose connections at the meter or service line.

1.2 Breakdown of overhead lines

In case of failure of supply on account of LT/HT line breakdown (not including breaking/uprooting of poles) or failure of supply from a service main, the Licensee will restore supply within 6 hours of receiving a complaint in urban areas and 12 hours in rural areas. Where disruption of supply is on account of breakage/uprooting of poles, restoration of supply will be undertaken within 12 hours in urban areas and 24 hours in rural areas. The Licensee will, wherever technically feasible, make arrangements for effecting supply from alternative sources within 2 hours in the case of LT and 4 hours in the case of HT supply.

Breakdown of underground cables

In case disruption of supply is on account of any fault in an underground cable, the Licensee will rectify the same within a period of 48 hours of receiving the complaint/information. Where access to the underground cables requires permission of other departments/authorities, the said period of 48 hours will be computed from the time the Licensee receives such permission from the concerned departments/authorities. The Licensee will, however, ensure that an application seeking permission, will be preferred to the competent authorities within 16 hours of receiving the complaint. The Licensee will, wherever technically feasible, make arrangements for effecting supply from alternative sources within 2 hours in the case of LT and 4 hours in the case of HT supply.

1.4 Distribution Transformer failure

In case of failure of a distribution transformer, the Licensee will ensure replacement of the transformer within 24 hours of receiving the complaint.

However, the Licensee will make arrangement to effect supply from alternative sources within 4 hours, wherever technically feasible.

1.5 Power Transformer failure

In case of failure of a power transformer with primary voltage upto 66000 volts or associated switchgear, the Licensee will replace/repair it within fifteen days of receipt of complaint/information. However, the Licensee will restore supply within 24 hours from alternate sources, wherever such arrangements are technically feasible.

1.6 Street Light faults:

(a) The Licensee will rectify line faults and restore streetlights within 4 hours of detection or receipt of a complaint, whichever is earlier.

(b) Where an agreement between the Licensee and the concerned local body envisages that the maintenance of street lights is also the responsibility of the former, the Licensee will in the case of a fused light or defective unit replace the light or rectify/replace the unit within 24 hours of detection or receipt of a complaint, whichever is earlier.

1.7 Within one hour of receipt of a complaint, the Licensee will ascertain whether disruption in supply is on account of line/cable fault or failure of distribution/power transformer and/or switchgear. For any subsequent complaint linked with the same fault, the Licensee will inform the consumer of this fact and the time in which supply is likely to be restored.

1.8 The period in which supply is to be restored as stipulated in sub-paras 1.1 to 1.6 above will not apply in cases where disruption is on account of force-majeure conditions. In the event of a dispute as to whether or not such conditions existed, the decision of the Commission will be final.

1.9 Period of scheduled outages

Interruption in supply on account of scheduled outages will be notified by the Licensee atleast 24 hours in advance and will not exceed 6 hours in a day during the months from April to October and 10 hours in a day during the months from November to March. In either event, the Licensee will ensure that the supply is restored by 6 P.M. The Licensee will also ensure effective advance publicity of every period of a scheduled outage.

1.10 In the event of supply being restored through temporary arrangements, it will be the responsibility of the Licensee to ensure that safety standards are not in any way compromised.

1.11 Information concerning the receipt and disposal of complaints listed above will be maintained at the complaint centres in accordance with the proforma at Annexure-3A.

2. Quality of Supply

2.1 Voltage Fluctuations

- (a) The Licensee will, with reference to the declared voltage, maintain voltage at the point of commencement of supply to a consumer within the limits stipulated hereunder:
 - (i) In the case of LT supply: $\pm 6\%$
 - (ii) In the case of HT supply: $+6\%$ and -9% ; and,
 - (iii) In the case of EHT supply: $+10\%$ and -12.5% .

- (b) On receipt of a voltage fluctuation complaint, the Licensee will verify if the voltage fluctuation is exceeding the limits specified in sub-para (a) above and if confirmed, the Licensee will :
 - (i) rectify the problem within four hours in the case of loose joints;
 - (ii) ensure that the voltages are brought within the said limits within two days of original complaint if no expansion/ enhancement of network is involved ; and
 - (iii) resolve the complaint within thirty days, if up-gradation of the distribution system is required.

3. Complaints about meters

- 3.1 The Licensee will inspect and check correctness of a meter within seven days of receipt of a complaint. If the meter is defective (i.e. it is stuck up, running slow, fast or creeping), the Licensee will replace the meter within ten days of receiving the complaint.

- 3.2 The Licensee will replace a burnt out meter within five days of the receipt of a complaint. Supply to the consumer will, however, be immediately restored even by bypassing the meter till such time a new meter is installed.

4. Application for New connection, Additional Load/Demand

The Licensee will ensure release of a new connection, additional load/demand within the time limits specified in Regulation 6.

5. Transfer of title and provision of other services

The Licensee will give effect to transfer of title, change of category and conversion of the existing services from Low Tension to High Tension or vice-versa and High Tension to Extra High Tension or vice versa within the time limits specified in Regulation 11.3.

6. Shifting of Meter/Service Connection and other services

The Licensee will shift the meter/service connection and provide other services within the time limits as specified in Regulation 11.4.

- 7. Complaints about Consumer's Bills & restoration of supply**
- (a) The Licensee will decide disputes concerning erroneous bills within the time specified in Regulation 35.2.
 - (b) The Licensee will restore the supply following disconnection on account of non-payment of electricity bills within the time specified in Regulation 40.1.
- 8.** Information concerning receipt and disposal of complaints listed in paras - 2 to 7 above will be maintained at the notified offices of the Licensee in accordance with the proforma at Annexure-3B.

Annexure-2

Overall Standards of Performance

(See Reg. 22)

1. Reliability Indices

- (a) The Licensee will compute and report to the Commission the monthly value of reliability/outage indices as prescribed by the Institute of Electrical and Electronics Engineers (IEEE) Standard 1366 of 1998. These include the System Average Interruption Frequency Index (SAIFI), System Average Interruption Duration Index (SAIDI) and Momentary Average Interruption Frequency Index (MAIFI).

(b) **Method of computing Distribution System Reliability Indices:**

The Licensee will segregate all 11 KV feeders in its supply area into urban, rural and agricultural tubewell categories. The latter category will comprise of all feeders where the agricultural load exceeds 80% of the total load on the feeder. The indices will then be calculated for each category of feeders, separately, using the following formulae:

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

Where,

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

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

N_t = Total connected load fed through 11KV feeders of that category in the Licensee's supply area

n = number of 11KV feeders of that category in the licensed area of supply

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

Where,

B_i = Total duration of all sustained interruptions on i^{th} feeder for the month.

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

Where,

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

The Licensee will separately report the monthly value of these indices for all categories of feeders for each half year.

The Commission will annually notify the targeted levels of these indices to be achieved by the Licensee.

In the event the Licensee persistently fails to improve its performance, the Commission may take action against the Licensee under Section 24 of the Act.

2. Frequency variations :

The Licensee will conduct hourly measurement of supply frequency and report to the Commission on a half yearly basis the number and duration of times the supply frequency was beyond the prescribed limits.

3. Billing mistakes:

The Licensee will ensure that not more than 0.1% of the total number of bills issued require modifications.

4. Faulty Meters:

The Licensee will ensure that not more than 1% of the total number of meters are defective meters at any one time.

Annexure – 3A

**Format for registering the complaints at Complaint Centres
regarding Restoration of Supply**

(See Reg. 25 and Annexure-1 Para-1)

NAME OF OFFICE _____

| Sr. No. | Time & Date of receipt of complaint | Name, Address & A/c No. of the complainant | No. of complaint | Complaints classification | | Time & Date of rectification | Time taken (in Hrs./mts) | Whether redressed within stipulated time as per standards of performance Yes/No |
|----------|-------------------------------------|--|------------------|---------------------------|------------------------------------|------------------------------|--------------------------|---|
| | | | | Nature of complaint | Complaint classification & its no. | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| | | | | | | | | |

CLASSIFICATION OF COMPLAINTS:

(A) Reasons of interruption in supply

- (i) Normal fuse off.
- (ii) Overhead line breakdown.
- (iii) Underground cable breakdown.
- (iv) Distribution transformer failure.
- (v) Power transformer failure.
- (vi) Unscheduled outage/excessive outage

Annexure – 3B

Format for registering the complaints at notified offices of the Licensee

(See Reg. 25 and Annexure-1 Paras -2 to 7)

NAME OF OFFICE _____

| Sr. No. | Time & Date of receipt of complaint | Name, Address & A/c No. of the complainant | No. of complaint | Complaints classification | | Date of redressal of grievance | Period taken | Whether redressed within stipulated period as per standards of performance Yes/No |
|---------|-------------------------------------|--|------------------|---------------------------|------------------------------------|--------------------------------|--------------|---|
| | | | | Nature of complaint | Complaint classification & its no. | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| | | | | | | | | |

CLASSIFICATION OF COMPLAINTS

(B) Voltage Fluctuations :

- (i) Loose joints
- (ii) Ordinary case which requires no augmentation
- (iii) Where augmentation is required.

(C) Meters

- (i) Defective meters
- (ii) Burnt Meters

(D) Release of New Connection/additional load

- (i) Where extension of mains is not required
- (ii) Where extension of mains is required

(E) Bills

Where no additional information is required
Where additional information relating to correctness of reading etc. is required.

(F) Shifting of Meters/Service connections

- (i) Meters
- (ii) LT/HT Lines
- (iii) Transformer

(G) Reconnection of supply following disconnection due to non-payment

(H) Others

Annexure - 4

REGISTER FOR COMPILING THE COMPLAINTS CLASSIFICATION WISE

(See Reg. 25)

MONTH _____

NAME OF OFFICE _____

| Classification | Pending complaints of previous month | Complaints received during the month | Total complaints | No. of complaints redressed during the month | | Balance complaints to be redressed (4)-(5)-(6) |
|----------------|--------------------------------------|--------------------------------------|------------------|--|------------------------------|--|
| | | | | within stipulated time limit | Beyond stipulated time limit | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 1 | | | | | | |
| A(i) | | | | | | |
| A(ii) | | | | | | |
| A(iii) | | | | | | |
| A(iv) | | | | | | |
| A(v) | | | | | | |
| A(vi) | | | | | | |
| B(i) | | | | | | |
| B(ii) | | | | | | |
| B(iii) | | | | | | |
| C(i) | | | | | | |
| C(ii) | | | | | | |
| D(i) | | | | | | |
| D(ii) | | | | | | |
| E(i) | | | | | | |
| E(ii) | | | | | | |

| | | | | | | |
|--------|--|--|--|--|--|--|
| F(i) | | | | | | |
| F(ii) | | | | | | |
| F(iii) | | | | | | |
| G | | | | | | |
| H | | | | | | |

Note : Compilation of data will be made every month.

Annexure-5

**COMPENSATION PAYABLE TO CONSUMERS IN CASE OF VIOLATION OF
MINIMUM STANDARDS OF PERFORMANCE**

(See Reg. 26)

| Ref. No. | Complaint classification | Standard | Compensation payable in case of violation of standard | |
|------------|--|--|--|---|
| | | | Compensation payable to individual consumer if the event affects a single consumer | Compensation payable to each consumer if the event affects more than one consumer |
| 1.1 | Normal fuse off call/complaint | | | |
| (a) | Cities and towns/urban areas | Within 4 hours | Rs.50 in each block of 4/8 hrs | Rs.25/- |
| (b) | Rural areas | Within 8 hours | | |
| 1.2 | Overhead Line breakdowns | | | |
| (a) | Cities and towns/urban areas | Within 6 hours | Rs.50/- in each block of 6/12 hrs | Rs.25/- |
| (b) | Rural areas | Within 12 hours | | |
| | Breakdowns due to breakage of poles | | | |
| (c) | Cities and towns/urban areas | Within 12 hours | Rs.50/- in each block of 12/24 hrs | Rs.25/- |
| (d) | Rural areas | Within 24 hours | | |
| 1.3 | Underground cable breakdowns | | | |
| | Cities, towns/urban and rural areas | Within 48 hours | Rs.50/- in each block of 48 hrs | Rs.25/- |
| 1.4 | Distribution Transformer failure | | | |
| | Cities, towns/urban and rural areas | Within 24 hours | Rs.100/- in each block of 24 hrs | Rs.50/- |
| 1.5 | Power Transformer failure (with primary voltage upto 66000 volts) | Within 15 days | Rs.5000/- for each day of default | Rs.1000/- for each day of default |
| 1.6 | Street Light Faults | i) Rectification of line faults within 4 hours ii) Replacement of defective units within 24 hours | Rs.100/- for each day of default | - |
| 1.9 | Period of Scheduled Outage | | | |
| (a) | Maximum duration in a single stretch | Not to exceed 6 hours in a day during the months from Apr to Oct & 10 hrs in a day during the months from Nov to March | Rs.100/- in each case of default | Rs.50/- |
| (b) | Restoration of supply | By not later than 6.00 PM | | |

| | | | | |
|------------|--|---|-----------------------------------|----------------|
| 2.1 | Voltage fluctuations | | | |
| (a) | No expansion/enhancement of network involved | Within 2 days | Rs.100/- for each day of default | Rs.50/- |
| (b) | Upgradation of distribution system required | Within 30 days | Rs.250/- for each day of default | Rs.125/- |
| 3. | Meter complaints | | | |
| 3.1 | Inspection and replacement of slow, fast/creeping, stuck up meters | Inspection within 7 days and replacement within 10 days of receipt of complaint | Rs.50/- for each day of default | Not applicable |
| 3.2 | Replacement of burnt meters | Within 5 days | Rs.100/- for each day of default | Not applicable |
| 4. | Release of new connection/additional load/demand feasible from existing network | | | |
| (a) | Release of supply | Within 30 days | Rs.100/- for each day of default | Not applicable |
| | Network expansion/enhancement required to release supply | | | |
| (b) | Release of supply – Low Tension | Within 45 days | Rs.200/- for each day of default | Not applicable |
| (c) | Release of supply – High Tension 11000 volts | Within 60 days | Rs.1000/- for each day of default | |
| (d) | Release of supply - High Tension 33000 volts | Within 90 days | | |
| (e) | Release of supply – Extra High Tension | Within 120 days | | |
| (f) | Erection of sub station required for release of supply | Within the time period approved by the Commission | Rs.1000/- for each day of default | |
| 5. | Transfer of title and conversion of services | | | |
| (a) | Transfer of title and/or change of category | Within 7 days in case of LT consumer and 14 days in case of HT/EHT consumers | Rs.500/- for each day of default | Not applicable |
| (b) | Conversion from LT single phase to LT three phase or vice versa | Within 30 days | Rs.100/- for each day of default | |
| (c) | Conversion from LT to HT or vice versa | Within 60 days | Rs.500/- for each day of default | |
| (d) | Conversion from HT to EHT or vice versa | Within 120 days | Rs.500/- for each day of default | |

| | | | | |
|-----------|--|--|----------------------------------|----------------|
| 6. | Shifting of Meter/Service Connection & other services | | | |
| (a) | Shifting of Meter/Service connection | Within 7 days | Rs.100/- for each day of default | Not applicable |
| (b) | Shifting of LT/HT lines | Within 20 days | | |
| (c) | Shifting of Transformer | Within 30 days | | |
| 7. | Complaints about Consumer's Bills & restoration of supply | | | |
| (a) | Resolution of complaints on disputed electricity bill | (i) within 24 hrs if no additional information is required (ii) Within 7 days if additional information is required | Rs.100/- for each day of default | Not applicable |
| (b) | Reconnection of supply following disconnection due to non-payment of bills | Within one working day | Rs.200/- for each day of default | Not applicable |

Manner of Payment of Compensation

1. The Licensee will register every complaint made by a consumer telephonically, verbally or in writing, regarding failure/interruption of power supply, quality of power supply, defects in meter/meter boxes/metering system, service line, payment of bills and other services relating to power supply, in the proformas as at Annexure-3A and 3B.
2. The compensation payable by the Licensee for violation of minimum standards of performance will be paid by the functionary/officer incharge of the concerned notified office on his own or on request from an applicant/ consumer. The Licensee will obtain the Commission's approval of the detailed procedure for payment of compensation including the manner in which aggrieved consumer(s)/person(s) may further pursue their claims.
3. All payments of compensation will be made to the affected consumers by way of adjustment in the electricity bills of the immediately succeeding months.