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***JSERC***  
***(Distribution***  
***Standards of***  
***Performance)***  
***Regulations, 2012***  
Consultation Paper

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# Preamble

## Objective

The JSERC (Distribution Licensees' Standards of Performance) Regulations, 2005 were issued in August 2005. Thereafter, an amendment was issued vide the Jharkhand State Gazette in December 2005.

Standard of Performance (SOP) regulations relate to the nature and quality of consumer service to be provided to consumers by distribution companies over a period of time based on the capital investments they incur. If the utility does not meet these standards, compensation at agreed rates must be paid to consumers.

Growing quality demand from consumers is forcing State Electricity Regulatory Commissions to consider quality of supply aspects while deciding on proper regulatory measures for utilities operating in distribution network businesses, especially in states where electricity distribution is in the nature of a monopoly. At the same time, regulators should also be careful in specifying standards since it may lead to a strong incentive to over-invest, which may not lead to socio-economic optimum level concerning quality, cost and efficiency.

Any SOP regulation must address the following issues:

- (a) Determination of the Standard of Performance parameters which will be delivered by the utility to consumers;
- (b) Establishment of baseline values (existing performance level) for the performance parameters;
- (c) Agreement of performance trajectory across these quality parameters for the distribution company along with the required capital investment plan;
- (d) Fixation of various consumer–utility interface points where these parameters will be measured and monitored;
- (e) Determination of reporting procedure including formats and frequency of reporting by the utility;
- (f) Establishment of incentive/penalty framework for the utility to meet the agreed standards of performance;
- (g) Mechanism for payment of compensation to consumers on account of deficiency in service levels; and
- (h) Establishing a verification system to review the actual performance of the distribution company
- (i) Establishment of feedback system from the distribution company as well as consumers for improvement in the system.

This consultation paper details the revisions (additions/deletions/modifications) recommended in the existing JSERC (Distribution Licensees' Standards of Performance) Regulations, 2005 (hereinafter "the existing SOP regulation"), as amended. These recommendations are based on the Model Standard of Performance Regulations issued by the Forum of Regulators (FOR) in 2011, stakeholder discussions held at the time of finalizing the said FOR Model SOP Regulation, as well as a brief analysis of SOP regulations of other states.

The objective of this consultation paper is to blend the existing provisions of the JSERC Supply Code with the best practices of Supply Codes of other states as incorporated in FOR's Model Supply Code, while ensuring that there is no incongruity between the spirit and approach of the two.

## Legislative mandate

Section 57 of the Electricity Act, 2003 mandates State Electricity Regulatory Commissions to specify the standards of performance for licensees, as quoted below:

*“Section 57. (Consumer Protection: Standards of performance of licensee):*

*(1) The Appropriate Commission may, after consultation with the licensees and persons likely to be affected, specify standards of performance of a licensee or a class of licensees.*

*(2) If a licensee fails to meet the standards specified 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 the person affected as may be determined by the Appropriate Commission:*

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

*(3) The compensation determined under sub-section (2) shall be paid by the concerned licensee within ninety days of such determination.*

Further, the Hon'ble Appellate Tribunal for Electricity, subsequent to its judgment in Appeal No. 181 of 2008, directed the Secretary of the Forum of Regulators to study the Standards of Performance and the Supply Code notified by all the State Commissions in order to evaluate variations and any specific gaps that need to be rectified. To this end, the FOR developed the 'Model Standard of Performance (SOP) Regulations for Distribution Licensees' (hereinafter the "Model SOP regulation") in November 2009. The intention of this Model Standard of Performance Regulation was to incorporate the suggested mandatory provisions in accordance with the provisions of the Electricity Act, 2003 and also desirable features based on the best practices on consumer service being followed in various states.

The Standard of Performance Regulation is issued by the State Commission in exercise of the powers conferred under Section 181 read with Sections 57(1), 57(2) 59(1), 86(1)(i) and 142 of the Electricity Act, 2003.

## Focus areas

This consultation paper seeks to highlight existing lacunae and/or problem areas in the existing JSERC SOP Regulation and recommend revisions in the same based on the discussions as well as output generated during the finalization of the Model SOP regulation by the Forum of Regulators as well as a study of other State SOP regulations.

The main aspects to be covered in any SOP regulation are:

- (a) Safety: Guidelines and instructions laid down in various regulatory must be followed
- (b) Complaint Handling: Elaborate detail on the process and timelines for consumer complaint handling (including procedure to register complaints, setting up of committees to handle complaints, etc.)
- (c) Interruption in Power Supply: Timelines for restoration of supply and scheduled outages
- (d) Quality of power supply: Voltage standards and timeline for restoration of supply.
- (e) Reliability indices: Reliability indices such as SAIDI, SAIFI and MAIFI to be clearly defined and annual targets for the same to be published.

- (f) Compensation structure: Compensation structures to be defined in case of deficiency in service to any customer, but have not specified any compensation structure for the overall performance of the distribution companies.

On the basis of the above, the Standard of Performance regulation currently being drafted by JSERC should aim to cover the following:

- (a) Determination of the Standard of Performance parameters which will be delivered by utility to customers;
- (b) Establish the baseline values (existing performance level) for the performance parameters;
- (c) Agreement of performance trajectory across these quality parameters for the distribution company along with the required capital investment plan;
- (d) Fixation of various consumer – utility interface points where these parameters will be measured and monitored;
- (e) Determination of reporting procedure including formats and frequency of reporting by the utility;
- (f) Establishment of incentive / penalty framework for the utility to meet the agreed standards of performance;
- (g) Mechanism for payment of compensation to customers on account of deficiency in service levels; and
- (h) Establishing an verification system to review the actual performance of the distribution company
- (i) Establishment of feedback system from the distribution company and the consumers for improvement in the system

The following aspects have not been covered at all in the existing JSERC SOP Regulation:

- (a) Provision for case-to-case compensation to be decided by the Commission in certain cases, which may be greater than the compensation specified in Schedule-II
- (b) Method of payment of compensation by the licensee
- (c) Provision for the compensation made under Guaranteed Standards being recovered by the licensee through ARR if the licensee meets the Overall Standards (in line with the recommendations of the Model SOP regulation) as well as institutionalisation of an audit procedure to fairly evaluate the licensee's eligibility to recover such compensation in ARR
- (d) Detailed complaint handling mechanism, including:
  - (i) Provision for a manual of practice for handling consumer complaints;
  - (ii) Guidelines for the process of handling complaints;
  - (iii) Guidelines on establishment of customer call centres;
  - (iv) Guidelines on creating awareness among consumers about the complaint handling mechanism and channels for registration of grievances
- (e) Several parameters in the Guaranteed and Overall Standards of Performance

# ***Draft JSERC (Distribution Licensees' Standards of Performance) Regulations, 2012***

## ***A1: Short Title, Extent and Commencement***

*The name of this section has been revised since interpretation is dealt with in the next section (along with definitions)*

*Procedure for amendment has been specified, along with guidelines on due publicity to amendments, if any, in these Regulations.*

- 1.1 These regulations may be called the Jharkhand State Electricity Regulatory Commission (Distribution Licensees' Standards of Performance) Regulations, 2012.
- 1.2 These regulations shall be applicable to all licensees engaged in distribution of electricity in the State of Jharkhand, including deemed licensee.
- 1.3 These regulations extend to the whole of the State of Jharkhand.
- 1.4 These regulations shall come into force on the date of their publication in the Jharkhand State Gazette. However, in order to give time to Distribution Licensee for preparation, the Schedule II of this Regulation shall come into effect from 1<sup>st</sup> of November 2012.

*Date of commencement requires discussion with the Commission. Clause 5.1.4 would be modified accordingly.*

- 1.5 These regulations 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. 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.

## **1.6 Amendment in these Regulations**

- 1.6.1 The Commission may amend these Regulations suo moto or on recommendation. However, before any amendment is made in these Regulations, comments on the proposed changes shall be obtained from all the supply licensees and public.
- 1.6.2 Any change in these Regulations shall be placed on the websites of the licensee and the Commission, and extracts of the changes shall be published by the licensees in at least two newspapers having wide circulation in their area of supply apart from keeping printed copies of the changes in all local offices.

## **1.7 Repeal and Savings**

- 1.7.1 Save as otherwise provided in these Regulations, the earlier Regulations namely “Jharkhand State Electricity Regulatory Commission (Distribution Licensees’ Standards of Performance) Regulations, 2005” read with all amendments thereto, as applicable to the subject matter of these Regulations are hereby repealed.
- 1.7.2 Notwithstanding such repeal, anything done or action taken or purported to have been taken, or proceedings initiated under such repealed Regulations, shall be deemed to have been taken under these Regulations to the extent that same were not inconsistent with the Act.

*If the clauses on 'Repeal and Savings' are to be retained here, do they need to be repeated in the end as well?*

## A2: Definitions and Interpretations

*First two clauses added from various other documents (including the Model SOP regulation) as a legal safeguard and for unambiguous interpretation of definitions given in this section*

- 2.1 Words, terms and expressions defined in the Electricity Act, 2003, as amended from time to time and used in these Regulations shall have and carry the same meaning as defined and assigned in the said Act. Expressions used herein but not specifically defined in the Act 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. Subject to the above, expressions used herein but not specifically defined in these Act or any law passed by a competent legislature shall have the meaning as is generally assigned in the electricity industry.
- 2.2 In the interpretation of these Regulations, unless the context otherwise requires:
- (a) Words in the singular or plural term, as the case may be, shall also be deemed to include the plural or the singular term, respectively;
  - (b) References to any statutes, regulations or guidelines shall be construed as including all statutory provisions consolidating, amending or replacing such statutes, regulations or guidelines, as the case may be, referred to;
  - (c) Terms "include" or "including" shall be deemed to be followed by "without limitation" or "but not limited to" regardless of whether such terms are followed by such phrases or words of like import.

*The existing regulation had only 6 definitions. The others have been added from the Model SOP regulation. This now forms an exhaustive list of definitions for terms to be used unambiguously in this document. Certain definitions that are currently in the existing SOP regulation may be discussed and changed, if needed, in line with the Model SOP regulation.*

- 2.3 In these regulations, unless the context otherwise requires:
- (a) “**Act**” means the Electricity Act, 2003, read in conjunction with its latest revisions;
  - (b) “**application**” means an application form complete in all respects in the appropriate format, as required by the Distribution licensee, along with documents showing payment of necessary charges and other compliances;
  - (c) “**area of supply**” means the area within which a licensee is authorised 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**” are as defined in the latest Census of India (areas with population of more than 1 lakh) **OR the cities of Ranchi, Dhanbad and Jamshedpur.**

*Although the Census defines Class-I Cities as areas with population of more than 1 lakh, keeping in view the demographic particulars of Jharkhand state, the Commission may consider classifying only Ranchi, Dhanbad and Jamshedpur as Class-I Cities. These cities are recommended to have the strictest timelines as per the draft Supply Code as well as draft SOP regulations.*

*Distinction between Class-I Cities, Urban Areas and Rural Areas is needed because timelines are defined accordingly, to take into account aspects such as ease of access, availability of material for construction/repair, travel/transportation time, etc.*

- (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 Jharkhand State Electricity Regulatory Commission;
- (h) “**conductor**” means any wire, cable, bar, tube, rail or plate used for conducting electrical energy and so arranged as **to** be electrically connected to a system;
- (i) “**consumer**” means any person who is supplied with electricity for his own use by a licensee or the Government or by any other person engaged in business of supplying electricity to the public under this Act or any other law for the time being in force and includes any person whose premises are for the time being connected for the purpose of receiving electricity with the works of a licensee, the Government or such other person, as the case may be;
- (j) “**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;
- (k) “**Grievance Redressal Forum regulations**” means the JSERC (Guidelines for Establishment of Forum for Redressal of Grievances of the Consumers and Electricity Ombudsman) Regulations, 2011
- (l) “**Licence**” means a licence granted under Section 14 of the Act;
- (m) “**licensee**” or “**distribution licensee**” means a person granted a license under Section 14 of the Act authorising him to operate and maintain a distribution system for supplying electricity to the consumers in his area of supply;
- (n) “**normal fuse off**” means fuse blown off because of overloading or ageing
- (o) “**rural areas**” means the areas covered by Gram Panchayats;
- (p) “**sanctioned load**” means the load in kW, kVA or BHP, which the licensee has agreed to supply from time to time subject to the governing terms and conditions in the absence of an Agreement between the Distribution licensee and the consumer;

*Should the definition for ‘sanctioned load’ and ‘contract demand’ be made synonymous / identical / inter-changeable? If so, then it may be defined as: “Sanctioned load / contract demand” means (...)*

*The second proviso to clause 4(3) treats the two as synonymous.*

- (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;

*The following definitions are present in the existing JSERC SOP regulation, but may be considered to be modified*

- (a) “**Low Tension (LT)**” means a voltage that does not exceed 250 volts between phase and neutral or 440 volts between any two phases;

*Existing definition: ““Low Tension/Low Voltage” means the voltage that does not exceed 230 Volts-Single Phase / 440 Volts - Three Phase under normal conditions*

- (b) “**High Tension (HT)**” means a voltage level between 650 Volts and 33000 Volts;

*Existing definition: “High Tension/High Voltage” means the voltage exceeding 440 Volts but, not exceeding 33000 volts under normal conditions.*

- (c) “**Extra High Tension (EHT)**” means a voltage exceeding 33000 Volts.

*Existing definition: “Extra High Tension/Extra High Voltage” means the voltage exceeding 33000 volts under normal conditions.*

### A3: Legal Provisions

*This section has been taken directly from the Model SOP regulation and it lists the legal provisions under which the Commission is empowered to make SOP regulations, demand compliance from the licensee and take penal where necessary. In case the Commission feels that no elaboration is required on the legal provisions, over & above the listing of the relevant sections of E Act (in Section-1) under which these regulations are being made, then this section can be done away with.*

- 3.1 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.
- 3.2 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:
- Provided that before determination of compensation, the concerned licensee shall be given reasonable opportunity of being heard.
- 3.3 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.
- 3.4 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.
- 3.5 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.
- 3.6 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.

## ***A4: Standards of Performance***

- 4.1 The standards specified in Schedule-I shall be the Guaranteed Standards of Performance, being the minimum standards of service that a licensee shall maintain.
- 4.2 The Standards specified in the Schedule-III shall be the Overall Standards of Performance, which the licensee shall achieve within prescribed time frame in the discharge of his obligations as a licensee.

*It may be discussed whether the guaranteed standards of performance should be differentiated across the licensee area based on the concentration / demographics of population*

- 4.3 The failure of licensee to achieve the guaranteed standards of service shall entail payment of compensation to the consumer as per Schedule-II.

*For the sake of continuity and ease of following these regulations by a lay consumer, it may be discussed whether Schedules II and III should be interchanged, i.e. Schedule II be made the Overall Standards of Performance and Schedule-III laying down the compensation schedule. The same has been done in the Model SOP regulation as well.*

## A5: Compensation

*One of the most crucial points is to discuss/confirm whether the Commission wishes to retain the automatic nature of compensation as mandated in the existing JSERC SOP regulations. This draft retains the provision for automatic compensation by the utility.*

*However, the Model SOP regulations have done away with the mechanism of automatic compensation, the idea being that State Commissions should strengthen the enforcement mechanism (institutionalization of procedures, spreading awareness among consumers, reporting and auditing procedures to monitor licensees' performance, etc.), rather than have a clause for automatic compensation which may be difficult for the utility to enforce and for the Commission to monitor violations, and would leave the utility unduly vulnerable to penal action in case automatic compensation is not given in any legitimate case.*

### 5.1 Penalty for not meeting Guaranteed and Overall Standards

- 5.1.1 The licensee shall be liable to pay to the affected consumer(s) the compensation specified in Schedule-II if the licensee fails to meet the Guaranteed Standards of Performance specified in Schedule-I. The compensation amount shall be paid by the Licensee in the manner specified in Schedule-II.

*Should the compensation specified in Schedule-III be the mentioned only as the **minimum compensation** to be paid by the licensee to the affected person(s)? In the Model SOP regulation, there is a provision for the Commission to decide the actual compensation (greater than or equal to the minimum compensation set out in the relevant Schedule) on a case-by-case basis, considering:  
(b) hardship caused to the consumer; and  
(b) average monthly bill of the consumer.*

- 5.1.2 The licensee concerned shall pay the compensation referred to under sub-clause (1) above within ninety days of violation of a Guaranteed Standard of Performance.

Provided that the consumer shall not be entitled to any compensation under these regulations if he has any arrears/dues payable to the licensee or has load/demand more than the sanctioned or contract load/demand or complaint has been lodged against him for unauthorized use or consumption of electricity under section 135 of the Act or he has no capacitor of required capacity installed in his premises as applicable.

- 5.1.3 In all cases of compensation, the payment of compensation shall be made either through cheque, or by adjustment against current/future bills for supply of electricity, as indicated by the compensation-receiver, within 90 days from the date of the affected party(ies) becoming liable for compensation from the licensee.

*The existing JSERC SOP regulation does not specify the method of automatic compensation. Hence, it has been addressed in the above clause.*

*Discussion required on monitoring as well as penalty mechanism for automatic compensation not being awarded to the affected party within the prescribed time limit*

- 5.1.4 The liability of compensation under clause 5.1.1 shall be applicable with effect from 1<sup>st</sup> November 2012.

*Clause 5.1.4 would be the same as clause 1.4 regarding commencement of applicability of the Schedule pertaining to compensation mechanism.*

*The existing SOP regulation has this proviso on instances that affect more than one consumer:*

*“Provided that in case of events affecting more than one consumer, the liability of compensation shall be applicable with effect from 1<sup>st</sup> November 2006 when the feeder-wise, polewise and distribution transformer-wise consumer indexing and consumer ledger should be available. By this time the Licensees complete all the necessary arrangement MUST be completed by the Licensees.”*

*It may be discussed whether the same has to be retained as such / modified & retained / done away with entirely, depending on the state of preparedness of the licensee.*

*If consumer indexing has not been completed yet, provision for the same may be made and timelines may be given to the licensee to complete the same within the prescribed time, as suggested below:*

*“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. The 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.*

- 5.1.5 As the overall standards of performance specified in the schedule III of these Regulations do not involve any payment of compensation to the consumers for the present, the Distribution Licensees shall be liable to reduce their allowable efficient revenue requirement for fixation of Tariff for failure, if any, to meet the overall standards for performance.
- 5.1.6 The 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.
- 5.1.7 In case of consumers, where the level of services defined in the contractual agreement between the licensee and the consumer is different from other consumers in the same category, deficiency in service may invite additional compensation commensurate to the additional tariff charged for providing such services.
- 5.1.8 The compensation paid by licensee under clause 5.1.1 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 detailed further in this section.

***The above clause may be debated.***

*This is in line with the Model SOP regulation and retaining this clause would require an audit procedure to be defined as well, in order to set a minimum performance benchmark in order for the licensee to qualify for recovering the compensations made to consumers, in the ARR allowed to the licensee. Such an Audit procedure is covered below in detail. Apart from assessing whether the licensee is eligible for claiming the compensation amounts in its ARR, the audit also helps in a fair evaluation of the licensee's adherence to procedures and records of compensation.*

## **5.2 Audit procedure**

### **Content of audit report**

- 5.2.1 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;

5.2.2 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.

5.2.3 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) the licensee shall nominate an agency from the notified panel of agencies;
- (d) the 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**

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

#### **(a) Reliability grading**

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

**Table 1: Reliability grading**

<b>Grade</b>	<b>Assessment of reliability</b>
A	Based on proper records with adequate procedures
B	Data has significant procedural deviations
C	Unsatisfactory data

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

#### **(b) Accuracy grading**

5.2.7 If the data submitted has reliability of Grade A, then further analysis of data will be carried out to assess accuracy of information provided.

5.2.8 Based on the accuracy grade assessment of the licensee’s achievement on Overall Standards, certain percentage of compensation paid may be allowed in the ARR by the Commission, set as under:

**Table 2: Accuracy grading**

<b>Accuracy Grade</b>	<b>Assessed accuracy level</b>	<b>Percentage of compensation paid to be recovered through Annual Revenue Requirement</b>
1	+/- 2%	100%
2	+/- 5%	85%
3	+/- 10%	70%

## ***A6: Information on Achievement of Standards of Performance***

- 6.1 For Guaranteed Standards, each Licensee shall furnish to the Commission, in a quarterly report and in a consolidated annual report, the following information:
- (a) The levels of performance achieved by the Licensees with reference to those specified in Schedule-I to these regulations;
  - (b) The number of cases in which compensation was paid under Clause 5.1.1 above of these Regulations, and the aggregate amount of compensation payable and/or paid by the licensee. This information will be provided category wise for each category of IUC and RIAC Consumers as well as area-wise.
  - (c) The measures taken by the licensee to improve performance in the areas covered by Guaranteed Standards.
- 6.2 For Overall Standards, each Licensee shall furnish to the Commission, in a half yearly report and in a consolidated annual report, the following information:
- (a) The level of performance achieved with reference to those specified in Schedule-III to these regulations. This information will be provided category wise for each category of **IUC and RIAC** consumers, as well as area wise.
  - (b) The measures taken by the licensee to improve performance in the areas covered by Overall Standards.

*What is IUC and RIAC? Explanation to be provided here.*

- 6.3 The Commission shall, at such intervals as it may deem fit and not inconsistent with the provisions of the Act, arrange for the publication of the information furnished by licensees under these Regulations.
- 6.4 The Licensee shall within one year of the publication of these Regulations maintain a website in which following details shall be provided for public information. This shall include but not be limited to:

*This clause has been retained from the existing SOP regulation. If this has already been complied with by the licensee, this clause may be dropped / rephrased.*

- (a) Licensee's Standards of Performance;
- (b) Metering specification;
- (c) Billing and payments system (Facility for online payment shall be made available to consumers);

*If online payment has been made available, the text in the bracket may be removed*

- (d) Consumer complaints and redressal system;
- (e) Information provided to the Commission regarding Standards of Performance maintained;
- (f) Billing data base of consumers;
- (g) Tariff;

- (h) Supply Code;
- (i) Safety precautions and contact number of licensee offices;
- (j) Details of accidents both minor and major.

## ***A7: Complaint Handling Mechanism***

*This section has been incorporated from the Model SOP, finalized after stakeholder discussions with state regulators, distribution licensees and consumer groups*

### **7.1 Manual of practice for handling consumer complaints**

7.1.1 The licensee shall publish a “Manual of practice for handling customer complaints” containing the following information within three (3) months from the date of commencement of these regulations:

- (a) channels of complaint registration – details of personnel, offices and call centre(s);
- (b) process of handling complaints;
- (c) duties and obligations of licensee viz. guaranteed standards of performance and compensation details; and
- (d) any other information which may be affecting the consumers.

7.1.2 The manual shall be prepared in English and Hindi.

7.1.3 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. The manual shall also be available for reference of consumers at every office of the licensee and shall be downloadable from its website.

7.1.4 Notwithstanding the procedures / channels of complaint registration specified in the manual, consumers shall be entitled to approach the Grievance Redressal Forum directly in accordance with the applicable regulations of the Commission, in case of any complaint against the licensee.

### **7.2 Process of handling complaints**

7.2.1 The 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 of these Regulations);
- (d) direct 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.

### **7.3 Establishment of call centre(s)**

- 7.3.1 The 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 a case to case basis**.
- 7.3.2 The licensee shall use the existing channels for recording the customer complaints as per the procedure defined in clause 7.2.1 till the establishment of call centre(s).
- 7.3.3 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).
- 7.3.4 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.
- 7.3.5 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.
- 7.3.6 The licensee should ensure availability of electronic data base to record complaints as per the procedure defined in the clause 7.2.1 for the call centre(s). This data bank should also be linked with the consumer billing database.
- 7.4 Creating awareness**
- 7.4.1 The 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.

## ***A8: Inclusions and Exemptions***

*Name of the section has been changed in view of introduction of clause 1 taken from the Model SOP*

- 7.5 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.
- 7.6 The standards of performance specified in these regulations shall remain suspended for a period as approved by Commission on case to case basis during Force Majeure conditions affecting the licensee's installations and activities such as war, mutiny, civil commotion, riot, flood, cyclone, earthquake, general strike / lockout, fire or any other event approved by the Commission as a Force Majeure event after due notice and hearing. All Force Majeure events should be reported to the Commission within 15 days from the date on which such condition occurred.

*The part "any other event approved by the Commission as a Force Majeure event after due notice and hearing" has been incorporated from the Model SOP and its inclusion may be debated.*

- 7.7 Non compliance of standards contained in this regulation shall not be treated as a violation of this regulation and the licensee shall not be required to pay any compensation to affected consumers, if such violation is caused due to grid failure or deficiency, any fault on the part of Transmission Licensee's network or on account of instructions given by the National Load Despatch Centre / Regional Load Despatch Centre/ State Load Despatch Centre, on which the distribution licensee has no reasonable control.
- 7.8 The Commission may, by a general or special order issued for the purpose and after hearing the Licensee and the affected consumer, absolve the licensee from the liability to compensate the consumers for any default in the performance of any standard if the Commission is satisfied that such default is for reasons other than those attributable to the distribution licensee and further that the licensee has otherwise made efforts to fulfill his obligations.

## ***A9: General Provisions***

### **9.1 Issue of orders and practice directions**

- 9.1.1 Subject to the provisions of the Electricity Act, 2003 and these regulations, the Commission may, from time to time, issue orders and practice directions in regard to the implementation of the regulations and procedure to be followed and various matters, which the Commission has been empowered by these regulations to specify or direct.
- 9.1.2 In particular, the Commission may authorize the Commission staff or any independent agency to conduct periodical checks to monitor the compliance of the standards under these regulations by the licensee.

### **9.2 Power of relaxation and Power to remove difficulties**

- 9.2.1 The Commission may, in public interest and for reasons to be recorded in writing, relax any of the provisions of these Regulations.
- 9.2.2 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.

*Power of relaxation additionally incorporated*

### **9.3 Power to amend**

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

### **9.4 Repeal and Savings**

- 9.4.1 Save as otherwise provided in these Regulations, the earlier Regulations namely “Jharkhand State Electricity Regulatory Commission (Distribution Licensees’ Standards of Performance) Regulations, 2005” read with all amendments thereto, as applicable to the subject matter of these Regulations are hereby repealed.
- 9.4.2 Notwithstanding such repeal, anything done or action taken or purported to have been taken, or proceedings initiated under such repealed Regulations, shall be deemed to have been taken under these Regulations to the extent that same were not inconsistent with the Act.
- 9.4.3 Nothing in these regulations shall affect the rights and privileges of the consumers under any other law including the Consumer Protection Act, 1986.

## Schedule - I: Guaranteed Standards of Performance

### 1. Operation of call centre(s)

- (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-II 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-II of these regulations.

*The existing SOP regulation does not have any standard of performance related to call centres.*

### 2. Restoration of Power Supply

- (1) **Normal Fuse-off:** The licensee shall restore power supply in the case of normal fuse-off calls within 4 hours of receiving the complaint in Class-I Cities, within 8 hours of receiving the complaint in Urban areas and within 12 hours of receiving the complaint in Rural areas.

In cases, where fuses have not been used and instead circuit breakers have been used, the Licensee shall arrange to reset and recharge the circuit breakers and restore supply within the above stipulated time.

*The existing SOP regulation has this clause also: "Individual fuse-off calls at consumer premises, wherever the fault is of such nature that it requires shutting down the power supply affecting other unaffected consumers also, shall not be attended to between 6PM and 8AM except in case of essential services like water supply, hospitals, Defence Establishments, Airports, Broadcasting Establishments, etc, and other important Government services." Discussion required on whether this is to be retained. The Model SOP does not have this provision.*

- (2) **Overhead Line Breakdowns:** In case of overhead line/cable breakdowns, the licensee shall ensure restoration of power supply within 6 hours of occurrence of breakdown in Class-I cities, within 12 hours in Urban areas and within 24 hours in Rural areas.
- (3) **Underground Line Breakdowns:** In case of underground line/cable breakdowns, the licensee shall ensure restoration of power supply within 6 hours of occurrence of breakdown in Class-I cities, within 12 hours in Urban areas and within 24 hours in Rural areas.
- (4) **LT to HT Transformer failure:** The licensee shall restore supply in the case of such distribution transformer failures by replacement of transformer within 24 hours of receiving the complaint in Class-I cities, within 36 hours in Urban areas and within 48 hours in Rural areas.
- (5) **HT to HT Transformer failure:** The licensee shall restore supply in the case of such transformer failures by replacement of transformer within 10 days of receiving the complaint from the consumers.

*The existing SOP regulation gives a time period of 15 days to the licensee. This draft has already reduced it to 10 days. Should be discussed with the licensees and brought down further, if feasible.*

- (6) **Period of scheduled outages:** Interruption in power supply due to scheduled outages, other than load-shedding, shall be notified by public announcement including newspaper publication mentioning start time and duration of outage by the licensee at least 24 hours in advance. Scheduled Outage shall not exceed 12 hours in a day. In each such event, the licensee shall ensure that the supply is restored by 6:00 PM. Total number of scheduled outages for any 11 kV feeder shall not exceed 4 in a year.

### 3. Quality of Power Supply

- (1) **Voltage Variations:** (i) The licensee shall maintain the voltages at the point of commencement of supply to the consumer within the limits stipulated hereunder, with reference to declared voltage:
- (a) In the case of Low Voltage, +6% and - 6%
  - (b) In the case of High Voltage, +6% and -9%;
  - (c) In the case of Extra High Voltage, +10% and -12.5%.
- (ii) Voltage hunting is not permitted.
- (iii) On receipt of a voltage variation complaint, the licensee shall verify if the voltage is varying outside the limits specified in sub-paragraph (i) above and if confirmed, the licensee shall:
- (a) Rectify the voltage variations to bring within said limit within 10 days of original complaint if no extension/up gradation of network is involved;
  - (b) Rectify the voltage variation to bring it within said limit within 120 days, if upgradation of distribution system is required.

Provided that where a power substation (33/11 kV) is required to be erected to resolve the complaint, the licensee shall within one month of receipt of such complaint submit a proposal for erection of power sub-station together with target date of completion and Commissioning of such sub-stations and get the same approved by the Commission.

- (2) **Harmonics:** (i) The licensee shall maintain the limits of harmonics as per the stages prescribed hereunder:
- Stage-1: The cumulative Total Voltage Harmonic Distortion (THDv) at the Point of Commencement of Supply for each consumer connected at 132kV and above shall be limited to 3%.
  - Stage-2: The cumulative Total Voltage Harmonic Distortion (THDv) at the Point of Commencement of Supply for each consumer connected at 33kV shall be limited to 8%.
  - Stage-3: The cumulative Total Voltage Harmonic Distortion (THDv) at the Point of Commencement of Supply for each consumer connected at 11kV shall be limited to 8%.
- (ii) Stage-1 shall be effective on the expiry of one year from the date of publication of these regulations. The Commission will notify the Compensation amounts for defaults on this standard on commencement of stage I.
- (iii) The Commission will specify the effective dates for Stage-2 and Stage-3 after consultation with the licensees and consumers.
- (iv) The licensee may measure/monitor the level of harmonics generation of any consumer and may ask the consumer to comply with the specified standards. In the event of non compliance, the licensee may disconnect the supply with a prior one month notice.
- (3) **Meters:** (i) It shall be duty of the licensee to maintain the meters fixed in consumers premises for electricity supply in operating and correct condition as per the specification prescribed in the Indian Electricity Rules 1956 till the specifications are prescribed by the Authority after which the same shall be applicable. The licensee shall carry out periodical testing and calibration of meters as per the following schedule:
- (a) Single phase LT meters: At least once every five (5) years

- (b) Three phase LT meters: At least once every (3) years
- (c) EHT/HT meters including MDI: At least once every year
- (ii) Wherever applicable, CT and PT shall also be tested along with meters.
- (iii) In case of complaint by the consumer regarding defective meter, the licensee shall inspect and check correctness of meters within 4 working days of receiving the complaint in Class-I cities, within 7 working days in urban areas and within 12 working days in rural areas.
- (iv) If the meter is found defective, not working burnt, stopped, or not recording accurately the licensee shall replace the meter within 3 working days in Class-I cities, within 5 working days in urban areas and within 15 working days in rural areas.
- (v) The defective meters not recording accurately shall be tested for accuracy within 45 days of receiving complaint from the consumer.

*It has to be ensured that this clause above is identical with the timelines specified in the JSERC Supply Code, whenever finalized*

**4. Applications for New Connections / Temporary Connections / Load Enhancement or Reduction:**

The application for new electricity supply service connection (permanent or temporary) or enhancement/reduction in load shall be disposed of within the time frame as provided in the Electricity Supply Code.

**5. Transfer of ownership and conversion of service**

The application for new Electricity supply service connection/additional load shall be disposed of within the time frame as provided in the Electricity Supply Code.

**6. Complaints about consumer's bills:**

- (1) The licensee shall maintain billing system both by physical system and by Web based system i.e. a consumer can pay his bills either through the internet or physically. Details of the bills of all the consumers shall be maintained on the web and a consumer can get details of his payment status by logging on to the specific web site and asking payment details after entering a Customer Identification No. (CIN). However, since web-based system is not in place at present the date for making effective internet based billing and payment shall be decided in consultation with the licensee, which will be notified separately.

*Updated status may be sought on this and the clause rephrased accordingly, if needed*

- (2) The licensee shall acknowledge the consumer's billing complaint on the spot, if received in person or by e-mail and within 2 days, if received by post, stating therein clearly the serial no. and date of complaint. The licensee shall redress/attend to the complaint regarding electricity bills within the time limits specified in the Electricity Supply Code. Redressal or attending to the complaint means that either the complainant (consumer) receives corrected bills or a written intimation that the bills issued are correct and do not need correction stating the reason for the same.

**7. Reconnection of supply following disconnection**

The application for new Electricity supply service connection/additional load shall be disposed of within the time frame as provided in the Electricity Supply Code.

## **Schedule - II: Level of Compensation for Default in Each Case of Guaranteed Standards of Performance**

*The system of automatic compensation, as mentioned earlier, requires a discussion in terms of its application and feasibility.*

*Wherever applicable, reference has been given to the timelines specified in the Supply Code so that every amendment in the timelines of the Supply Code does not require an amendment in the SOP regulation as well (which would have to be made if the timelines are spelt out here, as well)*

<b>Parameter / Service area</b>	<b>Standard</b>	<b>Compensation payable to affected consumer</b>	<b>Manner of payment</b>
<b>1. Operation of Call Centres</b>			
<b>(a) First response against a consumer call</b>			
Class-I Cities	3 minutes	Rs. 10 for each minute of default	Automatic
Urban areas	3 minutes	Rs. 10 for each minute of default	Automatic
Rural areas	3 minutes	Rs. 10 for each minute of default	Automatic
<b>(b) Registration of consumer call and issue of complaint number</b>			
Class-I Cities	5 minutes	Rs. 10 for each minute of default	Automatic
Urban areas	5 minutes	Rs. 10 for each minute of default	Automatic
Rural areas	5 minutes	Rs. 10 for each minute of default	Automatic
<b>2. Restoration of Power Supply</b>			
<b>(a) Normal Fuse Off</b>			
Class-I Cities	Within 4 hours of receiving the complaint	Rs. 25 for each day (24 hours) of default	Automatic
Urban areas	Within 8 hours of receiving the complaint	Rs. 25 for each day (24 hours) of default	Automatic
Rural areas	Within 12 hours of receiving the complaint	Rs. 25 for each day (24 hours) of default	Automatic
<b>(b) Overhead Line Breakdowns</b>			
Class-I Cities	Within 6 hours of occurrence of breakdown	Rs. 25 to each affected consumer for each case of default.	To be Claimed
Urban areas	Within 12 hours of occurrence of breakdown	Rs. 25 to each affected consumer for each case of default.	To be Claimed
Rural areas	Within 24 hours of occurrence of breakdown	Rs. 25 to each affected consumer for each case of default.	To be Claimed
<b>(c) Underground Line Breakdowns</b>			
Class-I Cities	Within 6 hours of occurrence of breakdown	Rs. 25 to each affected consumer for each case of default.	To be Claimed
Urban areas	Within 12 hours of occurrence of breakdown	Rs. 25 to each affected consumer for each case of default.	To be Claimed
Rural areas	Within 24 hours of occurrence of breakdown	Rs. 25 to each affected consumer for each case of default.	To be Claimed
<b>(d) LT to HT Transformer failure</b>			
Class-I Cities	Within 24 hours of receiving the complaint	Rs. 25 to each affected consumer for each case of default.	To be Claimed
Urban areas	Within 36 hours of receiving the complaint	Rs. 25 to each affected consumer for each case of default.	To be Claimed
Rural areas	Within 48 hours of receiving the	Rs. 25 to each affected consumer for	To be Claimed

Parameter / Service area	Standard	Compensation payable to affected consumer	Manner of payment
	complaint	each case of default.	
<b>(e) HT to HT Transformer failure</b>			
Class-I Cities	Within 10 days of receiving the complaint	Rs. 25 to each affected consumer for each case of default.	To be Claimed
Urban areas	Within 10 days of receiving the complaint	Rs. 25 to each affected consumer for each case of default.	To be Claimed
Rural areas	Within 10 days of receiving the complaint	Rs. 25 to each affected consumer for each case of default.	To be Claimed
<b>(f) Period of scheduled outages (Maximum duration in a single stretch)</b>			
Class-I Cities	Not to exceed 12 hours in a day	Rs. 25 to each affected consumer for each case of default.	To be Claimed
Urban areas	Not to exceed 12 hours in a day	Rs. 25 to each affected consumer for each case of default.	To be Claimed
Rural areas	Not to exceed 12 hours in a day	Rs. 25 to each affected consumer for each case of default.	To be Claimed
<b>3. Quality of Power Supply</b>			
<b>(a) Rectification of Voltage Variations (Applicable to all areas)</b>			
If no extension/up-gradation of network is involved	Within 10 days	Rs. 100 in each case of default	Automatic
If up-gradation of distribution system is required	Within 120 days	Rs. 100 in each case of default	Automatic
<b>(b) Harmonics (Cumulative Total Voltage Harmonic Distortion)</b>			
EHT connections (132 kV and above)	Not more than 3% at point of commencement of supply	0.1% of average monthly bill for previous three months subject to minimum Rs. 100/- and maximum Rs. 500/-	To be Claimed
HT connections (33 kV & 11 kV)	Not more than 8% at point of commencement of supply	0.1% of average monthly bill for previous three months subject to minimum Rs. 100/- and maximum Rs. 500/-	To be Claimed
<b>(c) Meter Complaints</b>			
<b>(i) Inspect and check correctness of meters</b>			
Class-I Cities	Within 4 working days	Rs. 50 in each case of default	To be Claimed
Urban areas	Within 7 working days	Rs. 50 in each case of default	To be Claimed
Rural areas	Within 12 working days	Rs. 50 in each case of default	To be Claimed
<b>(ii) Replace defective/non working meters</b>			
Class-I Cities	Within 3 working days	Rs. 50 in each case of default	To be Claimed
Urban areas	Within 5 working days	Rs. 50 in each case of default	To be Claimed
Rural areas	Within 15 working days	Rs. 50 in each case of default	To be Claimed
<b>(iii) Testing of defective meters not recording accurately for accuracy</b>			
Applicable to all areas	Within 45 days of receiving complaint	Rs. 50 in each case of default	To be Claimed
<b>4. Application for New Connections/Additional Load</b>			
Release of supply – Low Tension	Within time frame as provided in the Electricity Supply Code	Rs. 50 for each day of default	To be Claimed
Release of supply –	Within time frame as provided in	Rs. 100 for each day of default	To be Claimed

Parameter / Service area	Standard	Compensation payable to affected consumer	Manner of payment
High Tension 11 kV supply	the Electricity Supply Code		
Release of supply – High Tension 33 kV supply	Within time frame as provided in the Electricity Supply Code	Rs. 200 for each day of default	To be Claimed
Release of supply – Extra High Tension services	Within time frame as provided in the Electricity Supply Code	Rs. 500 for each day of default	To be Claimed
Release of temporary connection	Within time frame as provided in the Electricity Supply Code	Rs. 100 for each day of default	To be Claimed
Enhancement / Reduction of load	Within time frame as provided in the Electricity Supply Code	Rs. 100 for each day of default	To be Claimed
<b>5. Transfer of ownership and conversion of service</b>			
Transfer of ownership / Change in name	Within time frame as provided in the Electricity Supply Code	Rs. 50 for each month of default	To be Claimed
Change of category	Within time frame as provided in the Electricity Supply Code	Rs. 50 for each month of default	To be Claimed
Conversion from LT 1-phase to LT 3-phase or vice versa	Within time frame as provided in the Electricity Supply Code	Rs. 50 for each month of default	To be Claimed
Conversion from LT to HT and vice-versa	Within time frame as provided in the Electricity Supply Code	Rs. 50 for each month of default	To be Claimed
<b>6. Resolution of complaints on consumer's bills</b>			
If no additional information is required to be collected	Within time frame as provided in the Electricity Supply Code	Rs. 10 for each day (24 hrs) of default	To be Claimed
If additional information is required	Within time frame as provided in the Electricity Supply Code	Rs. 10 for each day (24 hrs) of default	To be Claimed
<b>7. Reconnection of supply following disconnection</b>			
Class-I Cities	Within time frame as provided in the Electricity Supply Code	Rs. 25 for each day (24 hrs) of default	To be Claimed
Urban areas	Within time frame as provided in the Electricity Supply Code	Rs. 25 for each day (24 hrs) of default	To be Claimed
Rural areas	Within time frame as provided in the Electricity Supply Code	Rs. 25 for each day (24 hrs) of default	To be Claimed

#### **Manner of payment of compensation amount:**

1. The Licensee shall register every complaint of a consumer regarding failure of power supply, quality of power supply, meters and payment of bills etc. and intimate the complaint number to the consumer.
2. The Licensee shall maintain all records regarding the guaranteed standards of performance in a consumer-wise manner in order to give a fair treatment to all consumers and avoid any dispute regarding violation of standard.
3. All payments of compensation shall be made by way of adjustment against current, and/or future bills for supply of electricity but not later than 90 days from the date of violation of guaranteed standards.
4. The compensation claims shall be dealt with in the following manner:

**Automatic:** This mode of payment requires the Licensee itself to calculate and pay the compensation amount to the affected consumer automatically, following non-compliance to a particular guaranteed standard. However, the consumer may approach the Licensee to claim compensation.

**To be claimed:** This mode of payment requires the consumer to bring to the notice of the Licensee that the standard has been violated and accordingly claim the compensation amount from the Licensee. Customer shall be issued a receipt of complaint and a unique complaint number for reference. No claim shall be entertained if complaint is lodged after 15 days of the occurrence of violation of guaranteed standards.

## ***Schedule - III: Overall Standards of Performance***

- 1. Operation of call centres:** The licensee shall maintain the time for first response and registration of consumer complaints within the time limits prescribed in Schedule-I to total consumer calls received by the call centre, in at least 99% of the cases.
- 2. Normal fuse-off calls:** The licensee shall maintain the percentage of fuse-off calls rectified within the time limits prescribed in Schedule-I to total calls received, at a value not less than 99%.
- 3. Line breakdowns:** In case of line breakdowns, the licensee shall ensure restoration of power supply within the time limits as prescribed in Schedule-I, in at least 95% of the cases.
- 4. Distribution Transformer failures:** The licensee shall maintain the percentage of distribution transformers replaced within the time limits prescribed in Schedule-I to the total distribution transformers failed, at a value not less than 95%.
- 5. Period of scheduled outages:** The licensee shall achieve the standards of performance as specified in Schedule-I in at least 95% of the cases.
- 6. Voltage variations:** The licensee shall rectify voltage variations within the time limits prescribed in Schedule-I in at least 95% of the cases.
- 7. Shifting of meters/service lines:** The licensee shall achieve the standards of performance as specified in Schedule-I in at least 95% of the cases.
- 8. New connection/Temporary connection/Change in load:** The licensee shall achieve the standards of performance as specified in Schedule-I in at least 95% of the cases.
- 9. Transfer of ownership and change of category:** The licensee shall achieve the standards of performance as specified in Schedule-I in at least 95% of the cases.
- 10. Temporary supply of power:** The licensee shall achieve the standards of performance as specified in Schedule-I in at least 95% of the cases.
- 11. Disconnection of supply:** The licensee shall achieve the standards of performance as specified in Schedule-I in at least 95% of the cases.
- 12. Faulty meters:** The 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:** The 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:** The 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. Load shedding:** In case of shortage of power, the licensee shall submit the load shedding plan to the Commission and get it approved. The licensee shall publish the same in newspapers at least 48 hours in advance.
- 16. Reliability Indices**

The Commission shall impose a uniform system of recording and reporting the distribution system reliability performance through reliability indices. These 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.

The following reliability indices are prescribed by the Institute of Electrical and Electronics Engineers (IEEE) Standard 1366 of 1998:

- (a) System Average Interruption Frequency Index (SAIFI): The licensee shall calculate the value of this index as per the formula and methodology specified in sub-section 16.1.
- (b) System Average Interruption Duration Index (SAIDI): The licensee shall calculate the value of this index as per the formula and methodology specified in sub-section 16.1.
- (c) Momentary Average Interruption Frequency Index (MAIFI): The licensee shall calculate the value of this index as per the formula and methodology specified in sub-section 16.1.

The licensee shall compute these distribution reliability indices separately for Class-I Cities, Urban Areas, Rural Areas and agricultural feeders, and the value of the indices must be reported separately to the Commission for each month. Based on the information submitted by licensees, the Commission would notify the target levels for the reliability indices for the next financial year. Licensees shall be evaluated annually to compare actual performance with the targets.

### 16.1 Method of computing reliability indices

The Indices shall be computed for licensee as a whole by stacking, for each month all the 11 kV feeders in the supply area, excluding those serving predominantly agricultural loads, and then aggregating the number and duration of all interruptions in that month for each feeder. The Indices would then be computed for each voltage level and overall, using the following formulae:

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

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

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

Where,

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

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

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

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

$N_t$  = Total connected load at 11kV in licensee's supply area

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

## Annexure - I (Reporting formats for Guaranteed Standards)

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	
	Normal fuse off	Class-I Cities							
		Urban							
		Rural							
	Overhead Line/Cable breakdown	Class-I Cities							
		Urban							
		Rural							
	Underground cable breakdown	Class-I Cities							
		Urban							
		Rural							
	LT to HT Distribution Transformer Failure	Class-I Cities							
		Urban							
		Rural							
	HT to HT Distribution Transformer Failure	Class-I Cities							
		Urban							
		Rural							
	Period of scheduled outages								
	Voltage fluctuations in case no expansion / augmentation of network required								
	Voltage fluctuations in case expansion /								

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	
	augmentation of network required									
	Voltage fluctuations in case erection of substation required									
	Meter inspection	Class-I Cities								
		Urban								
		Rural								
	Meter replacement	Class-I Cities								
		Urban								
		Rural								
	Testing of meter	Class-I Cities								
		Urban								
		Rural								
	Shifting of meter/service line									
	New connection/ additional load where supply can be provided from existing network									
	New connection/ additional load where supply can be provided after extension/augmentation of network									
	New connection / additional load where erection of substation required to extend supply									

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	
	Release of temporary connection									
	Change in load									
	Transfer of ownership									
	Change of category									
	Billing complaint									
	Disconnection of supply	Class-I Cities								
		Urban								
		Rural								
		Urban								
	Reconnection of supply after disconnection due to non-payment of bills	Rural								
		Class-I Cities								
		Urban								

With respect to operation of call centres, the 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
	First response against consumer call		
	Registration of Consumer Call and issue of docket number		

**Quarterly** information regarding compensation shall be submitted by licensees 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								

## **Annexure - II (Reporting formats for Overall Standards)**

Licensee shall furnish information with respect to Overall Standards of Performance **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
	Normal fuse off	Class-I Cities				
		Rural				
		Urban				
	Overhead Line/Cable Breakdowns	Class-I Cities				
		Rural				
		Urban				
	Underground Cable Breakdowns	Class-I Cities				
		Rural				
		Urban				
	Distribution Transformer Failures	Class-I Cities				
		Rural				
		Urban				
	Reconnection of supply following disconnection due to non-payment of bills	Class-I Cities				
		Rural				
		Urban				
	Period of scheduled					

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
	outages					
	Shifting of meters/ service lines					
	New connection/ additional load					
	Transfer of ownership and change of category					
	Temporary supply of power					
	Disconnection of supply					
	Billing mistakes					
	Street light faults					

**Quarterly** information regarding faulty meters shall be submitted by licensee in the following format:

Overall Standards reference no.	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

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

S. No.	Month	$N_i$ = Connected load of $i^{\text{th}}$ feeder affected for each interruption	$A_i$ = Total number of sustained interruptions (each longer than 5 minutes) on $i^{\text{th}}$ 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					
	<b>Total</b>					

S. No.	Month	$N_i$ = Connected load of $i^{\text{th}}$ feeder affected for each interruption	$B_i$ = Total duration of sustained interruptions (each longer than 5 minutes) on $i^{\text{th}}$ 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					
	<b>Total</b>					

S. No.	Month	$N_i$ = Connected load of $i^{\text{th}}$ feeder affected for each interruption	$C_i$ = Total number of momentary interruptions (each less than or equal to 5 minutes) on $i^{\text{th}}$ 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					
	<b>Total</b>					

### ***Annexure - III: Complaint registration format***

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

<b>S. No.</b>	<b>Time &amp; Date of receiving complaint</b>	<b>Name, Address, Contact no. of complainant</b>	<b>Nature of complaint</b>	<b>Complaint number</b>	<b>Reference Guaranteed standard</b>	<b>Time &amp; Date of redressal of complaint</b>	<b>Total time taken for complaint redressal (in Hours/ minutes)</b>
1							
2							
3							