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JOINT ELECTRICITY REGULATORY COMMISSION
(For the State of Goa and Union Territories)
NOTIFICATION
Gurgaon, the 24th July, 2015

STANDARDS OF PERFORMANCE REGULATIONS

No. 19/20/2015-JERC/1680.—1. INTRODUCTION

1.1 In exercise of the powers conferred by Sections 181 (1) and 181 (2) (za & zb) read with Section 57 (1), 57 (2), 59(1), 86 (1) (i) and 142 of the Electricity Act, 2003 (36 of 2003), the Joint Electricity Regulatory Commission for the State of Goa & Union Territories makes the following Regulations:-

2. **SHORT TITLE AND EXTENT**

2.1 These Regulations shall be called the Joint Electricity Regulatory Commission for the State of Goa & UT. (Standard of Performance for Distribution Licensees) Regulation, 2015.

2.2 These Regulations shall be applicable to whole of the State of Goa and Union Territories of Andaman & Nicobar Islands, Chandigarh, Dadra & Nagar Haveli, Daman & Diu, Puducherry and Lakshadweep.

2.3 These Regulations shall be interpreted and implemented in accordance with, and not at variance from, the provisions of the Act read with the Electricity Rules and any CEA Regulations in this regard.

2.4 These Regulation shall come into force from the date of publication in the Official Gazette.

3. **SCOPE OF APPLICATION**

3.1 These Regulations shall be applicable to all the Distribution Licensees including Deemed Licensees under Section 14 of the Act and all its consumers in the State of Goa and Union territories of Andaman & Nicobar Islands, Chandigarh, Dadra & Nagar Haveli, Daman & Diu, Puducherry and Lakshadweep.

4. **DEFINITIONS**

4.1 In these Regulations, unless the context otherwise requires:

a. "Act" means the Electricity Act 2003 and subsequent amendments thereof;

b. "Application" means the application complete in all respects in the appropriate form, as required by the licensee, along with documents showing payment of necessary charges and other compliances;

c. "Area of Supply" means the area within which a licensee is authorized to supply electricity;

d. "Call Centre" means the office set up with adequate technology and systems to register complaints round the clock;

e. "Clearances" means the necessary approval from outside agencies such as Municipal Authorities, Commune Panchayat and Gram Panchayat Authorities which is required for completion of work by the licensee;

f. "Commission" means the Joint Electricity Regulatory Commission for the State of Goa & Union Territories;

g. "Consumer Indexing" means identification and codification of each consumer in the electrical network with a unique code relating it to the network assets. With the help of that unique code it

should be possible to identify the consumer, pole, distribution transformer, feeder and substation feeding the consumer;

h. "Extra High Tension/Extra High Voltage" means the voltage exceeding 33kv under normal conditions;

i. "Grievance Redressal Forum Regulations" means the Regulations issued Under Section 42 (5) and (6) by the Commission;

j. "High Tension/ High Voltage" means the voltage exceeding 440 volts but not exceeding 33kv under normal conditions;

k. "Licensee" means any person licensed under Part IV of the Act to distribute electricity;

l. "Low Tension / Low Voltage" means the voltage level that does not exceed 440 volts under normal conditions;

m. "Normal Fuse Off" means fuse blown off because of overloading or ageing;

n. "Remote Areas" means far flung and isolated areas including those remote islands away from the areas of the Main Island in the Union Territories of Andaman & Nicobar Islands and Lakshadweep;

o. "Rural Areas" means the areas covered by Gram Panchayats;

p. "SOP" means Standard of Performance;

q. "Urban Areas" means the areas covered by all Municipal Corporations and other Municipalities including the areas falling under the various Urban Development Authorities, Cantonment Authorities and Industrial Estates or Townships.

4.2 Words and expressions used and not defined in these Regulations but defined in the Act shall have the meanings assigned to them in the Act. Expressions used herein but not specifically defined in these Regulations or in the Acts but defined under any law passed by a Competent Legislature and applicable to the Electricity Industry in the State shall have the meaning assigned to them in such law.

5. **OBJECTIVE**

5.1 These standards lay down the guidelines to maintain distribution System Parameters within the permissible limits and shall serve as guidelines for licensees for providing an efficient, reliable, coordinated and economical system of electricity distribution.

5.2 The objectives of these performance standards are : -

a. To lay down Standards of Performance;

b. To measure performance against the standards for the licensee in providing service;

c. To ensure that the distribution network performance meets a minimum standard which is essential for the consumers installation to function properly;

d. To enable the consumers to design their systems and equipment to suit the electrical environment that they operate in; and

e. To enhance the quality of the services to meet acceptable customer service standards in the short term and gradually move towards improved customer service standards in the long term.

6. **LEGAL PROVISIONS**

6.1 The Commission, in pursuance of Section 57, read with clause (i) of sub-section (1) of Section 86 of the Act, shall specify the Standards of Performance of the distribution licensees, intending to serve as guidelines for them to operate their distribution system for providing quality and reliability of service;

6.2 If a licensee fails to meet the standards specified under sub-section (1) of section 57 of the Act, without prejudice to any penalty which may be imposed, or prosecution which may be initiated, it shall be liable to pay to a person affected such compensation as may be determined under sub-section (2) of section 57 by the Commission;

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

6.4 The Commission may, in exercise of the powers vested in it under section 58 of the Act, specify different standards under sub-section (1) of Section 57 of the Act for a class or classes of the licensees.

6.5 Every licensee shall, within the period specified by the Commission under sub-section 59 of the Act, furnish to the Commission the following information, namely:-

a. The level of performance achieved under sub-section (1) of section 57 of the Act;

b. The number of cases in which compensation was made under sub-section (2) of Section 57 of the Act and the aggregate amount of the compensation.

6.6 The Commission shall at least once in every year arrange for publication, in such form and manner, as it considers appropriate, of such information furnished to it under clause 6.5 above.

6.7 The Commission may, in exercise of the powers vested in it under section 142 of the Act, resort to penal action against the licensee responsible for non- fulfillment of the Standards of Performance.

7. STANDARDS OF PERFORMANCE

7.1 The Standards specified in Schedule–1 of these Regulations shall be the Guaranteed Standards of Performance, which are the minimum standards of service that a distribution licensee shall achieve. The guaranteed standards of performance shall be differentiated across the licensee's area based on the concentration of population. The categorization shall be applicable for urban areas, rural areas and remote areas.

7.2 The failure of the licensee to achieve the guaranteed standards of service shall entail payment of compensation to the consumer as per Schedule – III of these Regulations.

7.3 The standards specified in Schedule – II of these Regulations shall be the Overall Standards of Performance which licensee shall seek to achieve in the discharge of its obligations.

8. COMPENSATION MECHANISM

8.1 If the licensee fails to meet the guaranteed standards of Performance as specified in Schedule – I, the licensee shall pay compensation to the affected person.

8.2 The minimum compensation to be paid by the licensee to the affected person is specified in Schedule – III of these Regulations.

8.3 Affected consumers will be required to make a claim for payment of compensation to the Divisional Engineer of their area of supply which shall be done within 30 days of violation of guaranteed standards. The payment of compensation shall be made as per the rates prescribed and decided by the Commission in Regulation No. 17 (schedule III) of these Regulations. In all cases of compensation, the 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, unless demanded by the consumer as direct payment. If the licensee, however, fails to dispense the compensation amount as laid down in Schedule – III of these regulations the aggrieved consumer(s) can approach the respective Consumer Grievances Redressal Forum (CGRF) for redressal of grievances of consumers to seek such compensation. In such event, additional penalty may be levied by CGRF depending upon the gravity of the complaint on the licensee for not faithfully implementing the regulations on case to case basis. Additional penalty as may be levied shall be remitted by the licensee to the Commission.

8.4 In case of events affecting more than one consumer, the provisions for payment of compensation specified in Schedule – III of these regulations shall be applicable to all concerned consumers when the data on consumer indexing is available.

8.5 The Licensee shall complete consumer indexing within the specified time limits as under, from the date of commencement of these Regulations.

a. For "Urban Areas" to be completed within 12 months;

b. For "Rural Areas" to be completed in 18 months; and

c. For "Remote Areas" to be completed in 24 months.

8.6 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.

8.7 The compensation paid by the licensee under clause 8.1 for the respective parameter, may be allowed to be recovered partly or fully in the revenue requirement of the licensee, keeping in view the extent to which the licensee is able to achieve the overall Standards of Performance, as measured through audit or annual checks.

8.8 The Commission may authorize the Commission staff or any independent agency to conduct annual checks, in order to monitor the compliance of the standards by the licensees, and submit the Report to the Commission.

8.9 Remuneration to be paid to an independent agency to conduct annual checks as may be nominated by the Commission shall be paid by the licensee.

Methodology for Audit or Annual checks

8.10 Grading of the report on Performance Standards submitted by the licensee shall be done in two parts – reliability and accuracy of the data.

Reliability grading

8.11 The grading system for reporting the reliability of the Performance Standards shall be set as under:-

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

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

Accuracy Grading

8.13 Based on the accuracy grade assessment of the information provided on the achievement on Overall Standards, certain percentage of compensation paid may be allowed in the ARR by the Commission, set as under:

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

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9. COMPLAINT HANDLING MECHANISM

9.1 The Licensee shall devise its own processes at Complaint Handling Centres/ Call Centre (s)/Customer Care 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 – I).

d. Intimate contact details of the next higher authority (including his name, telephone number and address) to the consumer in case the consumer is not satisfied with the complaint handling or when requested by him; and

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

Establishment of call centre (s)

9.2 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 "Urban Areas" within 6 months;

b. For "Rural Areas" within 12 months; and

c. For "Remote Areas" within 24 months.

9.3 The Licensee shall use the existing channels for recording the consumer complaints as per the procedure defined in Regulation 9.1 till the establishment of Call Centre(s).

9.4 Every licensee shall depute adequate number of staff 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", as the case may be.

9.5 The Licensee should ensure availability of electronic data base to record complaints as per the procedure defined in Regulation 9.1 for the Call Centre(s). This data bank should also be linked with the Consumer Billing Data Base.

Creating awareness

9.6 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. The licensee should also ensure proper circulation of information to the consumers in case of any changes in the contact numbers. Information should be prepared in English, Hindi and local languages and should be accessible to consumers easily.

9.7 The Licensee should publish the guaranteed standards of performance along with compensation structure and 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, the licensee should publish it on a separate hand out and distribute it along with the bills.

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10. SUBMISSION OF REPORTS

Guaranteed Standards

10.1 The Licensee shall furnish to the Commission within 15 days from the close of each quarter, a quarterly repo providing the following information:

a. Performance levels achieved by the licensee with reference to the guaranteed standards (specified i Schedule – I of these regulations) in the format as provided in Annexure – II of these regulations;

b. Measures taken to improve the performance; and

c. Details regarding the cases in which compensation was paid, as per format provided in Annexure – II o these regulations.

Overall Standards

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

a. Level of performance achieved with reference to the overall standards (specified in Schedule – II of these regulations) in the format as provided in Annexure – III of these regulations; and

b. Measures taken by the licensee to improve performance in the areas covered by overall standards.

11. INCLUSIONS AND EXCLUSIONS OF EVENTS

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

11.2 The application of the Standards of Performance specified in these Regulations shall remain suspended in case of the following events:

a. force majeure events such as war, mutiny, civil commotion, riots, floods, cyclone, lightning, earthquake o other force and strike, lockout, fire affecting licensee's installations and activities;

b. outages due to generation failure or transmission network failure;

c. outages that are initiated by the National Load Despatch Centre/Regional Load Despatch Centre/ State Load Despatch Centre during the occurrence of failure of their facilities; and

d. outages due to such other events which are with the approval of the Commission after due notice and hearing.

12. REPEAL AND SAVINGS

Save as otherwise provided in these Regulations, the Joint Electricity Regulatory Commission (Standards of Performance) Regulations, 2009 are hereby repealed.

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 the same were not inconsistent with the Act.

13. **POWER TO REMOVE DIFFICULTIES**

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.

14. **POWER TO AMEND**

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

SCHEDULE – 1

GUARANTEED STANDARDS OF PERFORMANCE

SL.NO.	Nature of cause of Power Supply Failure	Maximum Time Limit for Restoration
1.	Fuse Blown out or MCB Tripped	Within 4 hours for Urban area Within 8 hours for Rural areas Within 12 hours in Remote Areas
2.	Service Line Broken/ Service Line snapped from the Pole	Within 6 hours for Urban areas Within 12 hours for Rural areas Within 18 hours for Remote areas
3.	Fault in Distribution Line / System	Rectification of fault and thereafter Restoration of normal power supply within 12 hours Temporary Supply to be restored within 4 hours from alternate source.
4.	HT Mains failed	Rectification of fault within 12 hours. Temporary restoration of power supply within 4 hours.
5.	Break down of underground cable	Rectification of fault within 24 hours of occurrence of break down after obtaining clearances. Temporary restoration of supply within 4 hours .
6.	Distribution Transformer Failed/Burnt	Replacement of failed Transformer: Within 24 hours in Urban areas Within 48 hours in Rural areas Within 60 hours in Remote areas Temporary Restoration of supply through mobile transformer or another backup source within 8 hours in Urban areas, 12 hours in Rural areas and 18 hours in Remote areas.

7.	Problem in grid (33 kv or 66 kv or 110 kv) substation	Repair and restoration of supply within 48 hours. Restoration of supply from alternate source, within 6 hours. Roster load shedding may be carried out to avoid overloading of alternate source.
8.	Failure of Power Transformer	Rectification Action Plan to be intimated to the Commission within 72 hours. Rectification to be completed within the time frame approved by the Commission. Restoration of supply from alternate source within 6 hours Roster load shedding may be carried out to avoid overloading of alternate source.
9.	Period of scheduled outages	Interruption in power supply due to scheduled outages, other than the load-shedding, shall be notified by licensee at least 24 hours in advance and shall not exceed 12 hours in a day.

Quality of Supply

10.	Voltage fluctuations	Licensee shall maintain voltages at the point of commencement of the supply to a consumer within the limits stipulated as under, with reference to the declared voltage: a. In the case of Low Voltage , +6% and -6% b. In the case of High Voltage, +6% and -9%; and c. In the case of Extra High Voltage, +10% and -12.5%
11.	On receipt of a voltage fluctuation complaint, licensee shall verify if the voltage fluctuation is exceeding the limits specified and upon confirmation, licensee shall resolve the problem within the time limits specified below:-	
	i. Local problem on the transformer	Within 3 days
	ii. Distribution Network problem	a. Within 15 days for LT system and 30 days for HT system, where no expansion or enhancement of network is involved. b. Within 180 days if upgradation of distribution system is required.
12.	In case where substation is required to be erected to resolve voltage fluctuation complaints, licensee shall, within one month of the receipt of such complaint, submit to the Commission a proposal for erection of substation, together with the time required to complete erection and commissioning of such substation and get the same approved by the Commission. In such cases, licensee is required to inform the consumer about the likely time of resolution of the complaint. Provided that where such substation is covered in the licensee's capital expenditure plan approved by the Commission, the licensee shall complete the erection and commissioning of such works within the time period specified in such capital expenditure plan.	
13.	Industrial and agricultural consumers, who are expected to install capacitors at their end, shall not be paid the compensation if capacitors of adequate capacity are not installed by them at their premises.	

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14. **Complaints about Meters**

Subject to the provisions of the Electricity Supply Code:

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

15. **Transfer of Consumer's connection and conversion of services**

The Licensee shall give effect to a request for transfer of consumer's connection, change of category and conversion of the existing services from Low Tension to High Tension and vice-versa within the following time limits:

	Nature of request	Time to be taken by Licensee
i.	Change of consumer's name due to change in ownership/occupancy for property	Change shall be effected in two billing cycles.
ii.	Transfer of consumer's name to legal heir	Change shall be effected in two billing cycles.
iii.	Load reduction	Licensee, after verification, shall sanction the reduced load within 30 days after receipt of the application.
iv.	Change of category	Licensee shall inspect the premises and change the category within 10 days from the date of receipt of application.
v.	Shifting of meter/service line etc.	1. One month for giving the estimated amount to the consumer for shifting. 2. Within one month of the consumer depositing the estimated amount as mentioned above.

16. **Complaints about consumer's bills**

SL.NO.	Nature of Complaint	Time to be taken by Licensee
i.	Complaints on billing	Licensee shall acknowledge the complaint immediately, if received in person, or within 3 days from the date of receipt if received by post. If no additional information is required, Licensee shall resolve the complaint and intimate the result to the consumer within 7 days of receipt of the complaint. In case any additional information is required, the same shall be obtained, the issue resolved and result

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		intimated to the consumer within 7 days of the receipt of the additional information, whichever is later.

17. **Issues relating to disconnection / reconnection of supply**

	Issue under consideration	Time to be taken by Licensee
i.	Non payment of dues by the consumer	Licensee to give 15 days notice to pay the dues and if not paid, the Licensee may disconnect the consumer's installation on the expiry of the notice period.
ii.	Request for reconnection	In case consumer requests for reconnection within a period of six months after disconnection, the Licensee shall reconnect the consumer's installation within 5 days of payment of past dues and reconnection charges. However in case consumer requests for reconnection after six months of disconnection, the connections would be reconnected only after all the formalities as required in the case of a new connection are complied with by the consumer including payment of pending dues, Service Line Charges, Security Deposit etc. as applicable, for that Category of Consumer.
iii.	Consumer wanting upto date bill	Licensee to carry out special reading and prepare final bill, including all arrears upto the date of billing within 7 days.

18. The time limits prescribed in this Schedule will be computed from the time when the complaint is filed with the designated officers of the licensee or at the Call Centres.

SCHEDULE – II

OVERALL STANDARDS OF PERFORMANCE

1. **Normal fuse – off calls**

The Licensee shall maintain the percentage of fuse off calls rectified within the time limits prescribed at Sl. No. 1 of Schedule – I of these Regulations to total calls received at not less than 99%.

2. **Line Breakdowns**

The Licensee shall ensure restoration of power supply within the time limits prescribed at Sl. No. 2 to 5 of Schedule – I of these Regulations. The Licensee shall achieve this standard of performance in at least 95% of the cases.

3. **Distribution Transformer Failures:**

The Licensee shall maintain the percentage of distribution transformers replaced within the time limits prescribed at Sl. No. 6 of Schedule – I of these Regulations to the total distribution transformers failures at not less than 95%.

4. **Problem in Grid substations including failure of Power Transformers**

The Licensee shall ensure restoration of supply within the time limit prescribed at Sl. No. 7 and Sl. No. 8 of Schedule – I of these Regulations in at least 95% of such cases of power supply failure.

5. **Period of scheduled outages:**

Interruption in power supply due to scheduled outages, other than the load-shedding has to be notified in advance and shall not exceed 12 hours in a day and in each such event, the Licensee has to ensure that the supply is restored by 6:00 P.M. The Licensee shall achieve both of these standards of performance in at least 95% of the cases.

6. **Meter Complaints:**

The Licensee shall achieve the Standard of Performance as specified at Sl. No. 14 of Schedule – I of these Regulations in at least 95% of cases.

7. **Voltage fluctuations complaints:**

The Licensee shall achieve the Standards of Performance as specified at Sl. No. 11 of Schedule – I of these Regulations in at least 95% of cases.

8. **Transfer of Consumer's connection & Conversion of Services:**

The Licensee shall achieve the Standards of Performance as specified at Sl. No. 15 of Schedule – I of these Regulations in at least 95% of cases.

9. **Complaint about Consumer's bills:**

The Licensee shall ensure Standards of Performance as specified at Sl. No. 16 of Schedule – I of these Regulations in at least 95% of cases.

10. **Issues relating to Disconnection Reconnection of Supply:**

The Licensee shall achieve the prescribed Standards of Performance as specified at Sl. No. 17 of Schedule – I of these Regulations in 95% of cases.

11. **Voltage Unbalance:**

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

Voltage Unbalance = (VH-VL)/VH:

Where VH and VL are highest and lowest phase Voltage for LT System or highest and lowest phase Voltages for HT & EHT Systems.

12. **Billing mistakes:**

The Licensee shall maintain the percentage of bills requiring modifications following complaints to the total number of bills issued, not greater than 1%.

13. **Faulty Meters:**

The Licensee shall maintain the percentage of defective meters to the total number of meters in service, not greater than 3%.

14. **Minimize electrical accidents:**

Increase or decrease in no. of electrical accidents compared over a period of time will also be an indicator of the Licensee's Performance.

Reliability Indices

15. The Commission shall impose a uniform system of recording and reporting of distribution system reliability performance. The same reliability indices shall be imposed on all licensees. The performance target levels set by the Commission shall be unique to each licensee to be based initially on the historical performance of licensee.

16. Based on the information submitted by licensees, the Commission would notify the target levels for the reliability indices annually. Licensee shall be evaluated annually to compare Licensees' actual performance with the targets.

17. The licensee shall compute the following distribution reliability indices separately for the Urban Area, rural feeders:

System Average Interruption Frequency Index (SAIFI): The licensee shall calculate the value as per the formula and methodology as specified at Sl. No. 18 in this Schedule.

a. System Average Interruption Duration Index (SAIDI): The licensee shall calculate the value as per the formula and methodology as specified at Sl. No. 18 in this Schedule.

b. Momentary Average Interruption Frequency Index (MAIFI): The licensee shall calculate the value as per the formula and methodology as specified at Sl. No. 18 in this Schedule.

18. The indices shall be computed for licensee as a whole by stacking, for each month all the 11kv feeders in the supply area and then aggregating the number and duration of all interruptions in that month for each feeder. The indices would then be computed using the following formulae:

a. $$SAIFI = \sum_{I=1}^{n} (A^I \times N^I) / N^I$$

b. $$SAIDI = \sum_{I=1}^{n} (B^I \times N^I) / N^I$$

c. $$MAIFI = \sum_{I=1}^{n} (C^I \times N^I) / N^I$$

Where,

A^I = Total number of sustained interruptions (each longer than 5 minutes) on i^{th} Feeder for the month.

B^I = Total duration of all sustained interruptions (each longer than 5 minutes) on i^{th} Feeder for the month.

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

N_i = Number of Consumers of i^{th} feeder affected due to each interruption.

N_I= Total number of Consumers at 11kv feeders in licensee's supply area.

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

Note:

a. The feeders must be segregated into Urban Area and Rural and the value of the indices must be reported separately for each month.

b. Licensee shall propose the target level of these indices annually at the time of submitting ARR. The Commission would thereafter notify these indices.

SCHEDULE – III

COMPENSATION

In case of failure of licensee to meet the guaranteed Standards of Performance as specified in Schedule – I of these regulations, compensation shall be payable to the consumer, as shown in the table below:

	Performance Parameters	Standard	Compensation payable in case of violation of Standard (default shall be considered from the time consumer has made complaint)	
			Compensation payable to Individual consumer if the event affects a single consumer	Compensation payable to Individual Consumer if the event affects more than one Consumer
I.	Billing of Consumers			
1.	Raising of Final Bill	Within 2 Billing Cycles	10% of the Billed amount subject to maximum of Rs 250/-	
2.	In case Bills are raised even after disconnection on consumer's request		Rs 250/- for each case	Not Applicable
3.	Resolution of Billing Complaints	Resolve within 7 days of receipt of complaint, if no additional information is required. If required, within 7 days of receipt of additional information.	Rs 50/- for each day of default	
4.	Consumer requiring upto date bill	Licensee to carry out special reading and prepare final bill within 7 days	Rs 50/- for each day of default	Not Applicable
II.	Transfer of consumer's connection and conversion of services			
5.	Change of consumer's name due to change in ownership/ occupancy for property	Within 2 Billing Cycles of acceptance of application	Rs 50/- for each day of default	Not Applicable
6.	Transfer of consumer's name to legal heir	Within 2 Billing cycles of acceptance of application		

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7.	Load Reduction	30 days after receipt of the application		
8.	Change of Category	Within 10 days of acceptance of application		
9.	Shifting of Meter / Service Line etc.	Within 30 days of consumer depositing the estimated amount for which the licensee is allowed 30 days	Rs 50/- for each day of default	Not Applicable
III.	Disconnection / Reconnection of Supply			
10.	Request for reconnection	In case consumer requests for reconnection within a period of six months after dis-connection, the Licensee shall reconnect the consumer's installation within 7 days of payment of past dues and reconnection charges.	Rs 50/- for each day of default	
IV.	Meter Complaints			
11.	Testing of Meter	Within 30 days of receipt of complaint	Rs 50/- for each day of default	Not Applicable
12.	Replacement of burnt meter	Within 6 hours restoration of supply by bypassing the burnt meter. Meter to be replaced within 15 days.	Rs 50/- for each day of default	Not Applicable
13.	Replacement of defective Meter	Within 15 days of declaring Meter defective after testing	Rs 50/- for each day of default	Not Applicable
V.	Power Supply failure			
14.	Fuse blown out or MCB Tripped (in case fuse or MCB belongs to Licensee i.e. pole or feeder pillar fuse)	Within 4 hours for Urban areas Within 8 hours for Rural areas Within 12 hours in Remote areas.	Rs 20/- for each hour of default	Rs 20/- for each hour of default to each consumer affected.
15.	Service line broken service line snapped from the Pole	Within 6 hours for Urban areas Within 12 hours for Rural areas.		

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16.	Fault in distribution line/system	Rectification of fault and thereafter Restoration of normal power supply within 12 hours		
17.	Break down of underground Cables	Rectification within 24 hours		
18.	Distribution transformer failed / burnt	Replacement of failed transformer within 24 hours in Urban areas Within 48 hours in rural areas Within 60 hours in Remote areas.	Rs 150/- for each day of default	Rs 150/- for each day of default to each consumer affected.
19.	HT mains failed	Rectification of fault within 12 hours	Rs 200/- for each day of default	Rs 200/- for each day of default to each consumer affected.
20.	Problem in grid (33kv or 66 kv)substation	Repair and restoration of supply within 48 hours		
21.	Failure of Power Transformer	As per 15.8 of Schedule - I	Rs 500/- for each day of default	Rs 500/- for each day of default to each consumer affected.
VI.	Voltage fluctuation			
22.	Local problem on the Transformer	Within 3 days	Rs 50/- for each day of default	Rs 50/- for each day of default to each
23.	Distribution network problem where no expansion on enhancement of network is involved	Within 15 days for LT System Within 30 days for HT System	Rs 100/- for each day of default	Rs 100/- for each day of default
24.	Distribution network problem, if upgradation of distribution system including erection and/or enhancing capacity of sub-station is required	Within 180 days	Rs 250/- for each day of default	Rs 250/- for each day of default.

KEERTI TEWARI, Secy.

[ADVT.-III/4/Exty./218-I/15(148)]

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ANNEXURE - I

The format for Registering a Complaint in the Complaint Office shall be as under:-

SL. NO.	TIME & DATE OF RECEIVING COMPLAINT	NAME, ADDRESS, CONTACT NO. OF COMPLAINANT	NATURE OF COMP-LAINT	COMP-LAINT NO.	REFERENCE GUARANTEED STANDARD	TIME & DATE OF REDRESSAL OF COMPLAINT	TOTAL TIME TAKEN FOR COMPLAINT REDRESSAL (IN DAYS/ HRS/MTS)

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ANNEXURE – II

REPORTING FORMATS – GUARANTEED STANDARDS

1. The following format shall be used by Licensee for reporting the Performance Levels for Guaranteed Standards on a **quarterly** basis to the Commission:-

GUARANTEED STANDARD REFERENCE NO.	GUARANTEED STANDARD PARAMETER	PREVIOUS QUARTER PENDING COMPLAINTS (NO.)	COMPLAINTS RECEIVED IN THE QUARTER (NO.)	TOTAL COMPLAINTS (NO.)	NO. OF COMPLAINTS REDRESSED IN THE QUARTER (NO.)			PENDING COMP-LAINTS (NO.)
					WITHIN STANDARD TIME	MORE THAN THE STANDARD TIME	TOTAL COMPLAINTS REDRESSED	
1.	Fuse Blown out or MCB Tripped	Urban Area						
		Rural Area						
		Remote Area						
2.	Service Line or Snapped from Pole	Urban Area						
		Rural Area						
		Remote Area						
3.	Fault in Distribution System							
4.	HT Main Failure							
5.	Breakdown of underground Cables							

6.	Distribution Transformer failure / Burnt	Urban Area						
		Rural Area						
		Remote Area						
7.	Problem in Grid Substation							
8.	Failure of Power Transformer							
9.	Period of Scheduled outages							
10. (i).	Voltage fluctuations in case fault is identified to a local problem on the Transformer							
10.(ii).(a).	Voltage fluctuation in case no expansion augmentation of network required							
10.(ii).(b).	Voltage fluctuations in case expansion augmentation of network required							
11.(i).	Accuracy testing of Meter							
11.(ii).	Defective / stuck Meter							
11.(iii).	Burnt Meter							
12.(i).	Consumer's name change							
12.(ii).	Transfer of name to legal heir							
12.(iii).	Load Reduction							
12.(iv).	Change of Category							
12.(v).	Shifting of Meter / Service Line etc.							
13.	Complaint on Billing							

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14.(i).	Request for Reconnection							
14.(ii).	Consumer wanting special reading of meter and upto date Bill							

Note:

Time limit prescribed in Schedule – I will be computed from the time when the complaint is **filed with the** designated offices of the Licensee or at the Call Centre.

2. The **quarterly** information regarding the compensation shall be submitted by Licensee **to the Commission in** the following format for individual complaints where compensation has been paid.

SL.NO.	COMPLAINT NO.	DATE OF FILING OF COMPLAINT	CONSUMER NO.	NAME AND ADDRESS OF CONSUMER	NATURE OF COMPLAINT	REFERENCE GUARANTEED STANDARD	**AMOUNT OF COMPENSATION PAID (RS)**	**DATE OF PAYMENT OF COMPENSATION**

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ANNEXURE – III

REPORTING FORMATS – OVERALL STANDARDS

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

OVERALL STANDARDS REFERENCE NO.	OVERALL STANDARD PARAMETER	NO. OF COMPLAINTS PENDING AS 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	NO. OF COMPLAINTS PENDING AT THE END OF THE QUARTER
1.	Normal fuse off Cables					
2.	Overhead Line Cable Breakdown including underground Cable Breakdown					
3.	Distribution Transformer Failures					
4.	Grid Substation problem including Power Transformer Failure					

5.	Period of Scheduled Outages					
6.	Meter Complaints					
7.	Voltage Fluctuation Complaints					
8.	Transformer of Consumers Connection/Services					
9.	Consumers Bills Complaints					
10.	Disconnection Reconnection of Supply					

2. The quarterly information regarding faulty meters shall be submitted by Licensee in the following format:-

REFERENCE OVERALL STANDARDS	NO. OF FAULTY METERS AT THE START OF THE QUARTER	NO. OF FAULTY METERS ADDED DURING THE QUARTER	TOTAL NO. OF FAULTY METERS	NO. OF METERS RECTIFIED/REPLACED	NO. OF FAULTY METERS PENDING AT THE END OF THE QUARTER

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3. The proforma for submission of **quarterly** report on reliability indices shall be as follows:-

SL.NO.	MONTH	Ni= NUMBERS OF CONSUMERS OF i^{th} FEEDER AFFECTED FOR EACH INTERRUPTION	Ai = TOTAL NUMBER OF SUSTAINED INTERRUPTIONS (EACH LONGER THAN 5 MINUTES) ON i^{th} FEEDER FOR THE MONTH	Ni = TOTAL NUMBER OF CONSUMERS AT 11KV IN LICENSEES AREA OF SUPPLY (1)	=$\sum$ (Ai * Ni) FOR ALL 11KV FEEDERS EXCLUDING AGRICULTURE FEEDERS (2)	SAIFI=(2)/(1)
	I					
	N					
	TOTAL					

SL.NO.	MONTH	Ni= NUMBER OF CONSUMERS OF i^{th} FEEDER AFFECTED FOR EACH INTERRUPTION	Bi = TOTAL DURATION OF SUSTAINED INTERRUPTIONS (EACH LONGER THAN 5 MINUTES) ON i^{th} FEEDER FOR THE MONTH	N1 = TOTAL NUMBER OF CONSUMERS AT 11KV IN LICENSEES AREA OF SUPPLY (1)	=∑ (Bi * Ni) FOR ALL 11KV FEEDERS EXCLUDING AGRICULTURE FEEDERS (2)	SAIDI=(2)/(1)
	I					
	N					
	TOTAL					

SL.NO.	MONTH	Ni= NUMBER OF CONSUMERS OF i^{th} FEEDER AFFECTED FOR EACH INTERRUPTION	Ci = TOTAL NUMBER OF MOMENTARY INTERRUPTIONS (EACH LESS THAN OR EQUAL TO 5 MINUTES ON i^{th} FEEDER FOR THE MONTH	N1 = TOTAL NUMBER OF CONSUMERS AT 11kv IN LICENSEES AREA OF SUPPLY (1)	=∑ (Ci * Ni) FOR ALL 11KV FEEDERS EXCLUDING AGRICULTURE FEEDERS (2)	MAIFI=(2)/(1)
	I					
	N					
	TOTAL					

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