

MAHARASHTRA ELECTRICITY REGULATORY COMMISSION

Mumbai

DRAFT

Maharashtra Electricity Regulatory Commission (Standards of Performance of Distribution Licensees, Period for Giving Supply and Determination of Compensation) Regulations, 2010.

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(Standards of Performance of Distribution Licensees,
Period for Giving Supply and Determination of Compensation)
Regulations, 2010.**

ELECTRICITY ACT, 2003

Introduction

Whereas the Maharashtra Electricity Regulatory Commission, in exercise of powers conferred by the proviso to sub-section (1) of section 43 read with clause (t) of sub-section (2) of section 181 and sub-section (1) and sub-section (2) of section 57 read with clause (za) of sub-section (2) of section 181, section 59, and clause (zp) of sub-section (2) of section 181 of the Electricity Act, 2003 (36 of 2003) and all other powers enabling it in this behalf, had notified the “Maharashtra Electricity Regulatory Commission (Standards of Performance of Distribution Licensees, Period for Giving Supply and Determination of Compensation) Regulations, 2005.” in the official gazette dated 20th January, 2005.

And whereas the Maharashtra Electricity Regulatory Commission, in exercise of powers conferred on it by Regulation 14 of the said Regulations has evaluated the effectiveness of the “Maharashtra Electricity Regulatory Commission (Standards of Performance of Distribution Licensees, Period for Giving Supply and Determination of Compensation) Regulations, 2005.” based on experience so far and invited comments and suggestions from consumers, consumer representatives, distribution licensees.

In the mean time Forum of Regulators had published “Model Standard of Performance Regulations for Distribution Licensees. It was decided that the provisions from the Model can also be taken into consideration.

The comments, provisions of Model Regulations are compiled with the amendment already proposed which lead for totally new Regulation as repealed one in place of old.

Now therefore the Maharashtra Electricity Regulatory Commission makes the following new Regulations:

No. MERC/Legal/129/2010/-- - In exercise of powers conferred by the proviso to sub-section (1) of section 43 read with clause (t) of sub-section (2) of section 181 and

sub-section (1) and sub-section (2) of section 57 read with clause (za) of sub-section (2) of section 181, section 59, and clause (zp) of sub-section (2) of section 181 of the Electricity Act, 2003 (36 of 2003), the Maharashtra Electricity Regulatory Commission hereby makes the following regulations, namely:-

1. Title, Extent and Commencement

(1) These Regulations may be called the “Maharashtra Electricity Regulatory Commission (Standards of Performance of Distribution Licensees, Period for Giving Supply and Determination of Compensation) Regulations, 2010”.

(2) The “Maharashtra Electricity Regulatory Commission (Standards of Performance of Distribution Licensees, Period for Giving Supply and Determination of Compensation) Regulations, 2005” are hereby repealed.

(3) These Regulations shall extend to the whole of the State of Maharashtra.

(4) These Regulations are applicable to all Distribution Licensees, Deemed Licensees, Retail Supply Licensees, Franchisees and any other agency engaged in distribution of supply.

(5) These Regulations shall come into force from the date of their publication in the Official Gazette.

2. Definitions

2.1 In these Regulations unless the context otherwise requires. ---

(a) “**Act**” means the Electricity Act, 2003 (36 of 2003);

(b) “**Applicant**” means a person who makes an application for supply of electricity, increase or reduction in contract demand / sanctioned load, change of name, disconnection or restoration of supply or termination of agreement, as the case may be, in accordance with the provisions of the Act and the rules and regulations made there under;

(c) “**Area of Supply**” means the area within which a licensee is authorized by his License to supply electricity;

(d) “**Authorized Representative**” refers to all officers, staff or representatives of the Distribution Licensee, discharging functions under the general or specific authority of the Distribution Licensee;

(e) “**Call centre**” means the office set up (may be at back end or customer interfacing front end) with adequate technology and systems to registering complaints round the clock;

(f) “**Clearances**” means necessary approval from outside agencies such as Municipal authorities which is required for execution of work by the Licensee;

(g) “**Commission**” means the Maharashtra Electricity Regulatory Commission;

(h) “Connected Load” means the sum of rated capacities in kilowatt (KW) / kilovolt ampere (KVA) / horse power (HP) of all energy consuming apparatus including portable apparatus duly wired and connected to power supply system in the consumers premises which shall not include spare plug sockets and stand by apparatus connected through change over switches and cannot be operated simultaneously.

(i) “**Consumer indexing**” means identification and codification of each consumer in the 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, distribution pole, distribution transformer, feeder and substation feeding the consumer;

(j) “**Contract Demand**” means demand in kilowatt (KW) / kilovolt ampere (KVA) / horse power (HP) as mutually agreed between Distribution Licensee and the consumer and as entered into the agreement for which Licensee makes specific commitment to supply from time to time in accordance with the governing terms and conditions;

Or

Higher of the sanctioned / connected load, wherever contract demand has not been provided in the agreement;

(k) “**Customer Average Interruption Duration Index**” (CAIDI) means the average interruption duration of sustained interruptions for those consumers who experienced interruptions during the reporting period, determined by dividing the sum of all sustained consumer interruption durations, in minutes, by the total number of interrupted consumers for the reporting period, or by using the equation: $CAIDI = SAIDI / SAIFI$

(l) “**Days**” means clear working days;

(m) “**Forum**” means such forum for redressal of Grievances as is set in accordance with the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006 and any amendment thereto in force from time to time;

(n) “**Fuse-off call**” refers to a complaint handling procedure with regard to an individual consumer and involving restoration of supply by replacement of a fuse and or fuse connections at such consumer’s premises, not simultaneous with any other failure;

(o) “**Grievance**” shall have the meaning ascribed to it in the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006 and any amendment thereto as in force from time to time;

(p) “**Grievance Redressal Regulations**” means Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006 and any amendment thereto in force from time to time;

(q) “**Harmonics**” means a component of a periodic wave having frequency that is an integral multiple of the fundamental power line frequency of 50 Hz causing distortion to pure sinusoidal waveform of voltage or current, and as governed by IEEE STD 519-1992, namely “IEEE Recommended Practices and Requirements for Harmonic Control in Electrical Power Systems” and corresponding standard as may be specified in accordance with clause (c) of subsection (2) of section 185 of the Act;

(r) “**Licensee**” means any person licensed under Part IV of the act to distribute the Electricity;

(s) “**Meter**” means a set of integrating instruments used to measure and / or record and store the amount of electrical energy supplied or the quantity of electrical energy contained in the supply, in a given time, which includes whole current meter and metering equipment, such as current transformer, capacitor voltage transformer or potential or voltage transformer with necessary wiring and accessories and also includes pre-payment meters;

(t) “**Point of supply**” means the point at the incoming terminal of consumer’s cutout fixed in the premises of the consumer as per Rule no. 50 of IE Rules 1956;

Provided that, in case of HT Consumers, the **point of supply means** the point at the incoming terminal of HT consumers switchgear immediately placed after the Distribution licensee’s metering cubicle as per Rule no. 50 of IE Rules 1956;

Provided further that, in the absence of any metering cubicle or, where the metering is on the LT side of the HT installation, the **point of supply** shall be the incoming terminals of such HT Consumer’s main switchgear;”

(u) “**Rural areas**” means any area or areas comprising a village or a group of villages, as defined under the Constitution (Seventy-Third Amendment) Act, 1992;

(v) “**Sanctioned load**” means load in kilowatt (KW) / kilovolt ampere (KVA) / Horse power (HP) for which Licensee had agreed to supply from time to time subject to governing terms and conditions. It is the sum of rated capacities of all energy consuming apparatus duly wired and connected to the supply system including portable apparatus and all spare plug sockets in the consumers’ premises; Sanctioned load is equal to or more than connected load. Also sanction load is equal to or more than contract demand.

(w) “**System Average Interruption Duration Index**” (**SAIDI**) means the average duration of sustained consumer interruptions per consumer occurring during the reporting period, determined by dividing the sum of all sustained consumer interruptions durations, in minutes, by the total number of consumers;

(x) “**System Average Interruption Frequency Index**” or “**SAIFI**” means the average frequency of sustained interruptions per consumer occurring during the reporting period, determined by dividing the total number of all sustained consumer interruption durations by the total number of consumers;

(y) “**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 and areas other than Rural areas.

(z) “**Voltage**” means the difference of electric potential measured in volts between any two conductors or between any part of either conductor and the earth as measured by a suitable voltmeter and is said to be;

“low”, where the voltage does not exceed 250 volts;

“Medium”, where the voltage does not exceed 650 volts;

“high”, where the voltage does not exceed 33,000 volts;

“extra high”, where the voltage exceeds 33,000 volts;

Provided that this voltage gradation is under normal conditions subject, however, to the percentage variation allowed by the Indian Electricity Rules, 1956 until the introduction of any regulations for the same under the provisions of the Act;

2.2 Words or expressions used herein and not defined shall have the meanings assigned to them in the Act or the Rules and Regulations made there under. Expressions used herein but not specifically defined in these Regulations or in the Act or Rules and Regulations made there under but defined under any law passed by the Legislature and applicable to the Electrical industry in the state shall have the meaning assigned to them in such law.

2.3 References herein to the Rules and Regulations shall be considered as reference to these Rules and Regulations as amended or modified by the Commission or Competent Authority from time to time as per applicable laws.

3. Standards of Performance of Distribution Licensees

3.1 These standards of performance are guide lines to maintain distribution system parameters within the permissible limits. These standards shall serve as a guide line for efficient, reliable, coordinated and economical system of Electricity Distribution to enable the consumers' installation to function properly. This will also enable the consumers to design their system and equipments to suit with and in coordination of Licensee's lines and equipments.

3.2 The Standards specified in Regulations 4, 5, 6, 7 and 8 of this Regulation shall be the Guaranteed Standards of Performance, being the minimum standards of service that a Licensee shall achieve. The guaranteed standard of performance may be different across the area of licensee and across the licensees based on the concentration of population and local conditions / environment. The categorization shall be applicable to Urban and Rural areas. These category wise minimum guaranteed standards of performance are to be got approved from the Commission by submitting separate category wise proposals by Licensees.

Provided that any time limits set out in these Regulations shall refer to the maximum time permitted for performing the activities to which they relate.

3.3 Any failure by the Distribution Licensee to maintain the guaranteed standards of performance specified in these Regulations shall render the Distribution Licensee liable to payment of compensation as specified in Appendix 'A', to an affected person claiming such compensation.

3.4 The Standards specified in Appendix 'B' shall be the Overall Standards of Performance which the Licensee shall seek to achieve in the discharge of his obligations as a Licensee.

3.5 The compensation paid by Licensee under clause 3.3 for 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 per Appendix 'B' and as measured through Auditing results.

4. Period for giving Supply

New Supply

4.1 The Distribution Licensee shall, on an application by the owner or occupier of any premises, give supply of electricity to such premises after receipt of the application requiring such supply.

4.2 The application referred to in Regulation 4.1 shall be deemed to be received on the date of receipt of the duly completed application in accordance with the Maharashtra Electricity Regulatory Commission (Electricity Supply Code and Other Conditions of Supply) Regulation, 2005 and amendments from time to time.

4.3 The Distribution Licensee shall complete the inspection of the premises related to an application for supply of electricity not later than seven (7) days from the date of submission of such application for supply in Urban areas and within ten (10) days from the date of submission of such application for supply in Rural areas, regardless of whether such application is deemed to be complete under Regulation 4.2.

4.4 Where the supply to an applicant is to be given from an existing network of the Distribution Licensee, the Distribution Licensee shall intimate the charges to be borne by the applicant not later than fifteen (15) days from the date of submission of such application for supply in Urban areas and within twenty (20) days from the date of submission of such application for supply in Rural areas after application is deemed to be complete as per Regulation 4.2.

4.5 Where the supply to an applicant requires extension or augmentation of distributing main or commissioning of a new sub-station, the Distribution Licensee shall complete the inspection of premises within seven (7) days and intimate the charges to be borne by such applicant within thirty (30) days from the date of submission of such application for supply after application is deemed to be complete as per Regulation 4.2.

4.6 Where an applicant seeks dedicated distribution facilities to his premises, the Distribution Licensee shall complete the inspection of premises within seven (7) days in Urban areas and within ten (10) days in Rural areas from the date of submission of such application regardless of the stipulation under regulation 4.2. Distribution Licensee shall intimate the charges to be borne by such applicant within thirty (30) days from the date of submission of such application regardless of the stipulation under regulation 4.2.

4.7 The Distribution Licensee shall, on an application by the owner or occupier of any premises, give supply of electricity to such premises, within one (1) month after receipt of the completed application and payment of charges for requiring such supply if the supply to an applicant is to be given from an existing network of the Distribution Licensee.

4.8 Where the supply of electricity to a premises requires extension or augmentation of distributing mains, Distribution Licensee shall give supply to such premises within three (3) months from the date of receipt of completed application and payment of charges. The extension or augmentation of distributing mains includes the extension of HT, LT lines and new or augmentation of distribution transformer substation.

4.9 Where the supply of electricity to a premises requires commissioning of a new sub-station forming part of the distribution system, the Distribution Licensee shall give supply to such premises within one (1) year from the date of receipt of complete application and payment of charges. The commissioning of new sub-station forming part of distribution system will include substation having transformation from EHV to HT or HT to HT or switching station from where HT distribution lines originate.

4.10 Licensee shall not be held responsible for the delay, if any, on account of problems relating to statutory clearances, right of way, acquisition of land or the delay in consumer's obligation.

Provided that Licensee may approach the Commission for extension of time specified above in specific case where extension of lines and allied work requires more time along with detailed justification. In such cases Licensee shall inform the consumer about likely time for release of supply.

Temporary Supply

4.11 In case the consumer requires temporary supply, such temporary supply shall be provided by Distribution Licensee within the time schedule as specified below after submission of application and payment of necessary charges. The Licensee should release the supply on the date required by consumer if it is intimated by consumer in his application.

- (a) Up to 10 KVA – 5 days
- (b) Up to 25 KVA – 10 days
- (c) Up to 50 KVA – 20 days
- (d) Over and above 50 KVA – 30 days

Provided that the above time limits are applicable after the receipt of demand note amount, compliances of necessary formalities and subject to the condition that distribution system exists and connection is technically feasible and it meets with safety requirements.

No connection up to 10 KW shall be rejected on technical ground.

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

Distribution Licensee shall repay / refund balance deposit, if any, within one month by adjusting dues from the date of dismantling temporary supply.

Temporary connection shall be granted for a maximum period of one year at a time, which can be further extended depending upon the requirements.

The grant of temporary connection does not give right to the applicant for claiming permanent connection.

Shifting of meters / service lines

4.12 Wherever the consumer requests for shifting the meter / service connection in the existing premises or for deviation of the existing lines at his own cost, licensee shall inspect and inform the estimated cost to the consumer within seven (7) days of receipt of application in Urban Areas and ten (10) days of receipt of application in Rural Areas.

Reconnection

4.13 Where the Distribution Licensee has disconnected supply to a consumer for a period of not more than six months, then if such consumer pays all amounts due and payable by him to the satisfaction of the Distribution Licensee or, in case of a dispute, pays such amounts under protest, the Distribution Licensee shall reconnect supply within

- (i) twenty-four (24) hours from payment of dues by the consumer in towns and cities; and
- (ii) within Forty eight (48) hours from payment of dues by the consumer in rural areas:

Provided that where the period of disconnection exceeds six months, an application for reconnection of supply shall, after either payment of amounts due or upon settlement of dispute, be treated as a fresh application for supply of electricity under the provisions of the Act.

Explanation – Payments made under protest in this Regulation shall be in accordance with the requirements of the proviso to sub-section (1) of section 56 of the Act.

Transfer of ownership and change of category

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

- (a) transfer of ownership within second billing cycle on receipt of application and payment of necessary charges.
- (b) change of category for use of supply in reference of Tariff schedule shall be effected within second billing cycle on receipt of application.
- (c) Conversion from single phase to Three phase & vice-versa for low tension- within second billing cycle on receipt of application and on the payment of necessary charges as per regulation 4.3 or 4.4 and after completion of work as per regulation 4.6 / 4.7 / 4.8, as the case may be.
- (d) Conversion from low tension to High tension & vice-versa - within third billing cycle on receipt of application and as per provisions in Regulation 4 as the case may be.

Provided that licensee shall examine the technical feasibility upon receipt of such application and inform the consumer the feasibility within seven (7) days of receipt of application.

Reduction in Load-

4.15 Licensee shall give effect of reduction in load within second billing cycle.

Provided that consumer had completed compulsory period for availing of supply as per existing agreement and provisions of Supply Code and executed fresh agreement for revised load applied.

5. Quality of Supply and System of Supply

5.1 Except with the written consent of the consumer or with the previous sanction of the Commission, the Distribution Licensee shall not permit the voltage at the point of supply to vary from the declared voltage as under:

- (i) in the case of low or medium voltage, by more than 10 % on both higher and lower sides.
- (ii) in the case of high voltage, by more than 6 % on the higher side or by more than 9 % on the lower side;
- (iii) in case of extra-high voltage, by more than 10 % on the higher side or by more than 12.5 % on the lower side.
- (iv) The voltage of neutral shall not exceed 2% of phase voltage value and the imbalance in voltage of phases shall not be more than 3%.
- (v) The Distribution licensee shall control the power factor of system of supply at level above 0.90.
- (vi) The Distribution Licensee shall control the harmonics level at the point of supply in accordance with that prescribed by the IEEE STD 519-1992, namely "IEEE Recommended Practices and Requirements for Harmonic Control in Electrical Power Systems" and corresponding standard as may be specified in accordance with clause (c) of subsection (2) of Section 185 of the Act.

5.2 Except where otherwise previously approved by the Authority, the Distribution Licensee shall give supply of energy on the following systems, namely-

- (i) Low voltage – Two wires Direct current or Alternating current, single phase, 50 cycles.
- (ii) Medium voltage – Three or Four wires, Alternating current, three phases, 50 cycles;
- (iii) High voltage – Alternating current, three phases, 50 cycles.

5.3 Except where otherwise previously approved by the Authority, the classification of installations shall be as follows:

A.C. system

(a) Two wires, single phase, 230 volts.- General supply not exceeding 40 amperes.

(b) Four / Three wires, three phase, 230 volts between phase wire and neutral or 400 volts between the phases / lines.-general supply exceeding 40 amperes and contract Demand not exceeding 80 KW/ 100 KVA (107 HP) in all areas, except in Municipal Corporation areas where such limit would be 150 KW/ 187KVA (201 HP)

Provided that in case of multiple consumers with contract demand more than 150 KW / 187 KVA (201 HP), in the same building / premises as single point supply in the municipal corporation area such limit would be 480 KW / 600 KVA / 643 HP.

Provided further that for single point supply if the bus system (conventional / sandwich) is provided on secondary side of transformer for four wire (three phase and neutral) with earth bus such limit would be 1200 KW /1500 KVA (1607HP).

(c) Three phase, 50 cycles, 11 KV – all single point supply installations with contract demand above the limit specified in the clause (b) and up to 5000KVA.

(d) Three phase, 50 cycles, 22 KV – all single point supply installations with contract demand above the limit specified in the clause (b) or clause (c) and up to 10000 KVA

(e) Three phase, 50 cycles, 33 KV – all single point supply installations with contract demand above the limit specified in (d) above and up to 20000 KVA

(f) Three phase, 50 cycles, extra high voltage – all installations with contract demand above 20000 KVA

6. Restoration of Power Supply

Restoration of supply on failure.

6.1 The Distribution Licensee shall restore power supply in the case of fuse-off calls within four (4) hours of the receipt of a complaint in Urban areas and within twenty-four (24)hours of the receipt of a complaint in Rural areas.

6.2 The Distribution Licensee shall, in the case of 33 KV/22 KV/ 11 KV/ 400 V overhead line breakdowns, restore the power supply to the consumer within six (6) hours of receipt of a complaint in Urban areas and within twenty-four (24) hours of the receipt of a complaint in Rural areas.

6.3 The Distribution Licensee shall restore supply caused by distribution transformer failures within twenty-four (24) hours of the receipt of a complaint in Urban areas and within forty-eight (48) hours of the receipt of a complaint in Rural areas.

6.4 The Distribution Licensee shall restore supply caused by underground cable faults including service connection within twelve (12) hours in the Urban areas and within forty eight (48) hours in the Rural areas of the receipt of a complaint.

6.5 The period of interruption as a result of any scheduled outage shall be specified in a public notice of such scheduled outage.

Provided that such scheduled outage shall not normally exceed twelve (12) hours on any day and supply should preferably be restored by 18-00 hours.

Disconnection of supply

6.6 Licensee shall disconnect the supply on receipt of request for disconnection within seven (7) days from the receipt of application in Urban Areas and within ten (10) days from the receipt of application in Rural Areas.

6.7 Licensee should intimate the consumer any amount outstanding against the disconnected connection within seven (7) days from the date of disconnection in Urban Areas, and within ten (10) days from the date of disconnection in Rural Areas.

6.8 Refund of advance consumption deposits / consumption security and meter security along with “No- Dues certificate” should be made by licensee within thirty (30) days from the date of clearance/adjustment of all dues outstanding from the consumer in Urban Areas, and within forty five (45) days from the date of clearance of all dues outstanding from the consumer in Rural Areas.

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

6.9 Licensee shall restore power supply to a consumer, whose supply has been disconnected due to non-payment of electricity bills, within four (4) hours of receipt of production of proof of payment by the consumer in Urban Areas, and within twelve (12) hours of production of proof of payment by the consumer in Rural Areas.

7. Metering

7.1 The licensee shall perform the following meter related activities subject to the provisions provided in the Supply Code and other associated regulations and codes. The Licensee shall maintain Meter reading records to note down periodical readings, checking of meter, changes if any. The copy of such records should be made available to the consumer on demand and copy should be given with attestation.

7.2 The licensee shall read consumer's meter at least once in every two (2) months for consumers in Urban Areas and shall read at least once in three (3) months in rural and agricultural areas.

7.3 The average reading should not be given or billed for more than two (2) readings. In such case, efforts should be made to take the reading after the second cycle.

7.4 Licensee shall replace the faulty / non working (stuck up, running slow / fast or creeping) meter after inspection at its own cost, within five (5) days in Urban Areas and within ten (10) days in Rural Areas.

7.5 Licensee shall replace at its own cost the burnt out meters within five (5) days of receiving the complaint in Urban Areas and within ten (10) days of receiving the complaint in Rural Areas, if the burning of meter is due to causes attributable to the licensee.

7.6 If the meter is burnt due to causes attributable to the consumer such as tampering, defect in consumer's installation, meter getting wet, connecting unauthorized additional load etc., licensee shall serve a notice to the consumer for recovery of cost of the meter within seven (7) days of detection and shall replace the meter within fifteen (15) days on receiving the payment from the consumer and necessary corrective action is taken to avoid future damage to the meter.

7.7 The Licensee shall carry out periodical testing and calibration of consumer's meter along with CT / PT and accessories as below and keep record.

i) Electro mechanical meters -

- a) Single phase low tension meter – testing at least once in five (5) years.
- b) Three phase low tension meter – testing at least once in three (3) years.
- c) Three phase high tension meter – testing at least once in each year.

ii) Electronic meter –

Periodicity of testing of meter and its accessories is to be decided on type and specifications of meter.

8 Complaint registration and Complaint handling.

Establishment of call centre(s)

8.1 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 twenty-four (24) months; and

(b) for “Rural Areas” within appropriate time period to be specified by the Commission on case to case basis.

8.2 Licensee shall use the existing channels for recording the customer complaints till the establishment of call centre(s).

8.3 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).

8.4 Call charges or short message service charges shall not be levied upon, or payable by its consumers, for calls made, or, short messages are sent, to the “toll free number” or “consumer care number” or “help line number”, as the case may be.

8.5 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.

8.6 Licensee should ensure availability of electronic data base to record complaints.

8.7 The Distribution Licensee shall convey information of the name of office (s), address (es) and telephone numbers where the consumer can lodge complaints, in the form of additional information along with or printed on the electricity bills and shall also display it at the sub-division offices or equivalent distribution unit designated by whatever name.

Operation of call centre(s)

8.8 **First response against a consumer call:** The response time for the consumer call shall be three (3) minutes and any delay in the response time beyond standard time allowed shall be subject to compensation as per Appendix-A of these regulations.

8.9 Registration of consumer call and issue of complaint number: The registration of consumer call after the first response shall be completed in five (5) minutes and any delay beyond standard time allowed shall be subject to compensation as per Appendix-A of these regulations.

Process of handling complaints

8.10 The Distribution Licensee shall register every complaint made by a consumer (either verbally or in writing) in a register / registers or in electronic format to be maintained for this purpose. The complaint register shall be maintained category wise which will help in finalization of compensation and reporting performance to the Commission. The licensee shall allot a number to each complaint which shall be duly communicated to the consumer except in the case of postal complaints received. However the number shall be communicated to the complainant in case subsequent to the delivery of postal complaint he/she inquires regarding the complaint number / status telephonically or in person.

8.11 Licensee shall devise its own processes at complaint handling centers / 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 the consumer of the complaint number, date / time of registration of the complaint and expected complaint resolution time;
- (c) record details of each complaint (As per Annexure III);
- (d) intimate contact details of the next higher authority (including his name, telephone number and address) to the consumer in case the consumer is not satisfied with the complaint handling or when requested by him; and
- (e) update and record feedback of the consumer on the action taken along with the total time taken for resolution of the complaint.

8.12 Licensee shall held consumer service day in each office once in a month by pre declaration. The complaints received on consumer service day should also be taken in the complaint register and resolve them as per Regulation.

Complaints about Consumer's Bills

8.13 The licensee shall acknowledge a consumer's complaint immediately if reported in person or telephonically and within seven (7) working days if the complaint is received by post.

8.14 The licensee shall resolve a complaint about electricity bills regarding arithmetical errors or non receipt of bill or inadequate time for payment or otherwise error in meter reading or recording of meter reading details, on the same day if made in person and on the day of acknowledgement, if complaint is made by post, if additional information is not required. In other cases and also, where any additional information is required to be collected, the complaint shall be resolved within ten (10) days of receipt.

8.15 In case the complaint of the consumer is genuine and revision of bill becomes necessary, the due date for payment of bill would be reckoned from the date of the revised bill. For purpose of calculating additional charges for delayed payment or for disconnection of supply, the date of revised bill shall be considered.

8.16 If a disconnected consumer requests for details of amount due, including reconnection and other charges it shall be treated as a complaint.

Complaint regarding meter working

8.17 If a complaint is made by the consumer about the working of the meter and he requests for replacement, it shall be inspected and replaced within seven (7) days in urban areas and twelve (12) days in rural areas provided it is established through suitable in-situ or laboratory checks that the meter is not performing to required standards. In case of a lab test, the test report shall be supplied to the consumer.

Complaints regarding Voltage fluctuation

8.18 On receipt of voltage fluctuation complaint, licensee shall verify and ensure that the voltages are brought within the specified limits within two (2) days of original complaint provided that the fault is identified to a local problem.

Provided that the voltages are brought within the specified limits within ten (10) days of original complaint provided that no expansion / enhancement is involved.

Provided further that the voltages are brought within the specified limits within one hundred & twenty (120) days of original complaint if up gradation of the Distribution system is required.

In case where substation is required licensee shall within one (1) month of the receipt of such complaint submit proposal to the Commission and on approval shall complete the installation and commissioning within time period specified. Also he should intimate to the consumer about the likely time for resolution of the complaint.

The compensation for industrial and agricultural consumers shall not be paid if capacitors of adequate capacity are not installed at their premises.

9. Consumer Charter /Service

9.1 Every Authorized Representative of the Distribution Licensee shall visibly display his name-tag and, if so required by such consumer produce for scrutiny, proof of identity and authorization of the Distribution Licensee for the purpose of any interaction with a consumer.

9.2 The Distribution Licensee shall maintain, in every town and city within the area of supply, at least one consumer service center which shall be open for not less than eight (8) hours a day, on all days of the week, for essential services to be provided to consumers and with a collection facility for collection of sums from consumers.

Manual of practice for handling consumer complaints

9.3 Every licensee shall publish “Manual of practice for handling customer complaints” containing following information within three months from the date of commencement of these regulations:

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

9.4 The manual shall be prepared in English, Hindi and Marathi languages.

9.5 The manual shall be available for reference of consumers at every office of licensee and downloadable from its website. A consumer shall always be entitled to approach the Grievance Redressal Forum directly in accordance with the applicable regulations of the Commission.

9.6 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.

9.7 The Distribution Licensee shall ensure that Consumer Rights Statement as specified under the Maharashtra Electricity Regulatory Commission (General Conditions of Distribution License) Regulations, 2006 as amended from time to time, is available, in hardcopy to a consumer on demand, and shall also be uploaded in downloadable format on its website.

9.8 The Distribution Licensee shall make available to a consumer a hard copy of any of the following documents on demand, subject to payment of reasonable reproduction charges.

- (a) Electricity Supply Code and Other Conditions of Supply;

- (b) Standard of Performance Regulations ;
- (c) Terms and Conditions of Supply along with the approved Schedule of Charges and the prevailing approved tariff schedule ; and
- (d) Manual of practice for handling consumer's complaints.

Provided that the above hard copies shall be made available at any of the consumer service center / billing center / Sub-division office / division office/ circle office / section office / ward office of the Distribution Licensee.

Provided further that the above shall be uploaded in downloadable format on the Distribution Licensee's website.

10. Other Services

10.1 Upon receipt of a request by a consumer for reduction of contract demand / sanctioned load of such consumer, the Distribution Licensee shall, unless otherwise agreed, so reduce the contract demand / sanctioned load of such consumer before the expiry of the second billing cycle after the receipt of such request.

10.2 Where the consumer applies for closure of account with the Distribution Licensee, the Distribution Licensee shall, subject to satisfaction of all amounts due from the consumer, repay all outstanding amounts due to the consumer within a period of thirty (30) days from the date of receipt of such application for closure of the account.

11. Reliability Indices

11.1 The Distribution Licensee shall calculate the reliability of his distribution system on the basis of number and duration of sustained interruptions in a year, using the following indices:-

- (i) System Average Interruption Frequency Index;**
- (ii) System Average Interruption Duration Index; and**
- (iii) Customer Average Interruption Duration Index.**

Provided that while calculating the above indices, the following types of interruptions shall not be taken into account:

- (i) Scheduled outages;
- (ii) Momentary outages of duration of less than three minutes;
- (iii) Outages due to the failure of the grid;
- (iv) Outages due to the reasons described in Regulation 12.1 below.

11.2 The Distribution Licensee shall maintain data on the reliability indices specified in Regulation 11.1 above for each zone/circle/division/sub-division on a monthly basis.

11.3 The Distribution Licensee shall, within a period of three (3) months from the date of notification of these Regulations, put up, at the end of each month, such monthly information on reliability indices on website of the Distribution Licensee and shall submit such report quarterly to the Commission as per Annexure VI.

11.4 The Distribution Licensee shall make concentrated efforts to achieve the standard of reliability fixed by the Commission.

11.5 Method of computing Reliability Indices.

a) System Average Interruption Duration Index (SAIDI) = It is average duration of sustained interruptions per consumer determined by dividing sum of all sustained consumers interruption durations by total number of consumers.

i = number of feeders in the Distribution Licensees area and = 1 to n

R_i = restoration time for each interruption event on i^{th} feeder.

N_i = number of consumers who have experienced a sustained interruption during an interruption on i^{th} feeder.

N_t = Total number of consumers of the distribution Licensee's area.

Then SAIDI = Sum of i feeders (1 to n) $R_i * N_i / N_t$.

b) System Average Interruption Frequency Index (SAIFI) = It is average frequency of sustained interruptions per consumer. SAIFI = Sum of consumers of i feeders (1 to n) which had experienced interruptions N_i / N_t .

c) Customer Average Interruption Duration Index (CAIDI) = It is average interruption duration of sustained interruptions for those consumers who had experienced interruptions.

CAIDI = SAIDI/SAIFI.

12. Exemptions

12.1 Nothing contained in these Regulations shall apply where, in the opinion of the Commission, the Distribution Licensee is prevented from meeting his obligations under these Regulations by cyclone, floods, storms or other occurrences beyond the control of the Distribution Licensee:

Provided that the Distribution Licensee shall not be excused from failure to maintain the standards of performance under these Regulations, where such failure can be attributed to negligence or deficiency or lack of preventive maintenance of the distribution system or failure to take reasonable precaution on the part of the Distribution Licensee.

12.2 The Commission may, by general or special order, exempt the Distribution Licensee from any or all of the standards specified in these Regulations for such period as may be specified in the said order.

13. Determination of Compensation

13.1 The minimum compensation to be paid by the licensee to the affected person is specified in Appendix A of these regulations.

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

- (a) hardship caused to the consumer; and
- (b) average monthly bill of the consumer.

13.2 Where the Distribution Licensee finds that it has failed to meet the standards of performance specified under these Regulations, the Distribution Licensee shall be liable to pay to the affected person, such compensation as provided in **Appendix A** to these Regulations.

Provided that any person who is affected by the failure of the Distribution Licensee to meet the standards of performance specified under these Regulations and who seeks to claim compensation shall file his claim with such a Distribution Licensee within a maximum period of sixty (60) days from the time such a person is affected by such failure of the Distribution Licensee to meet the standards of performance.

Provided that the Distribution Licensee shall compensate the affected person (s) within a maximum period of ninety (90) days from the date of his claim.

13.3 In case the Distribution Licensee fails to pay the compensation or if the affected person is aggrieved by non-redressal of his grievances, he may make a representation for the redressal of his grievance to the concerned Consumer Grievance Redressal Forum in accordance with the provisions of *Maharashtra Electricity Regulatory Commission (consumer grievances redressal Forum and Electricity Ombudsman) Regulation, 2006 and any amendment thereto (as in force from time to time)*

Provided that in case the claim for compensation is upheld by the Consumer Grievances Redressal Forum the compensation determined by the Commission in **Appendix A** to these regulations will be implemented by the Forum or in case of appeal filed against order of the Forum before him by the Ombudsman and is to be paid by the concerned Distribution Licensee.

Provided further that such compensation shall be based on the classification of such failure as determined by the Commission under the provisions of Section 57 of the Act and the payment of such compensation shall be paid or adjusted in the consumer's future bills (issued subsequent to the award of compensation) within ninety (90) days of a direction issued by the Forum or by the Ombudsman, as the case may be:

14. Information regarding Level of Performance

14.1 The Distribution Licensees shall maintain and submit information on the matters covered under clauses (a) and (b) of sub-section (1) of Section 59 of the Act to the Forum on a monthly basis and put up such information on the internet website of the Distribution Licensee, within a period of thirty (30) days from the end of the month:

Provided also that the Distribution Licensee shall submit information on the matters covered under clauses (a) and (b) of sub-section (1) of Section 59 of the Act to the Commission on an annual basis, within a period of thirty (30) days from the end of the financial year:

Provided that the information shall be with respect to the total number of cases of failure to meet each of the standards specified in these Regulations:

Provided further also that the Distribution Licensee shall separately state the total number of cases where compensation has been paid by it without dispute and the total number of cases where compensation has been paid in compliance with an order or direction of the Forum or Ombudsman, along with the total amount of compensation in each category.

Provided further

14.2 The Distribution Licensee shall submit the information to the Commission on the matters covered under clauses (a) and (b) of sub-section (1) of Section 59 of the Act on quarterly basis, within a period of thirty (30) days from the end of the quarter in the forms shown in Annexure I to Annexure VI.

14.3 Content of audit report

14.3.1 The audit report shall address the following specific matters

- (a) Adherence to procedures and formats as per regulations;
- (b) Assessing staff engaged in call centers/complaint handling centers/customer care centers 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;

14.3.2 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.

14.3.3 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) Licensee shall nominate an agency from the notified panel of agencies;

- (d) Licensee shall not engage an agency consecutively for more than two years. They shall also not engage an agency which is currently their statutory auditor or internal auditor or has been engaged as a consultant;
- (e) audit shall be conducted under an agreement between the nominated agency and licensee; and
- (f) remuneration of the audit agency will be paid by the licensee.

14.3.4 Auditing methodology

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

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

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

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

b) Accuracy grading

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

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

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

15. Power to Amend

The Commission may at any time, add to, vary, alter, modify or amend any provisions of these Regulations.

16. Power to Remove Difficulties.

If any difficulty arises in giving effect to the provisions of these Regulations, the Commission may, by general or specific order, make such provisions not inconsistent with the provisions of the Act, as may appear to be necessary for removing the difficulty.

Mumbai

Date:

(K. N. Khawarey)

Secretary

Maharashtra Electricity Regulatory Commission

Appendix A: Guaranteed Standards of Performance

Supply Activity/Event		Standard	Compensation Payable
1. Operation of Call Center			
(i)	First response against a consumer call	3 minutes	Rs. 50 in each case of default
(ii)	Registration of consumer call after first response and issue of docket number	5 minutes	Rs. 50 in each case of default
2. Provision of Supply			
(i)	Time period for completion of inspection of applicant's premises from the date of receipt of application	Seven (7) days (Urban areas)	Rs 100 per week or part thereof of delay
		Ten (10) days (Rural areas)	
(ii)	In case applicant seeks dedicated distribution facility, time period for completion of inspection of applicant's premises from the date of receipt of application	Seven (7) days (Urban areas)	Rs 100 per week or part thereof of delay
		Ten (10) days (Rural areas)	
(iii)	Time period for intimation of charges to be borne by applicant from the date of receipt of application a) In case connection is to be from existing network b) Where extension of distribution main or commissioning of substation is required c) In case applicant seeks dedicated distribution facility, time period for intimation of charges to be borne by applicant from the date of receipt of application	Ten (10) days (town & cities)	Rs 100 per week or part thereof of delay
		Twenty (20) days (Rural areas)	
		Thirty (30) days.	
(iv)	Time period for provision of temporary supply	Thirty (30) days.	Rs. 100 per day or part thereof
		Thirty (30) days.	
iv)	Time period for provision of temporary supply	(a) up to 10 kVA – five (5) days	Rs. 100 per day or part thereof
		(b) up to 25 kVA – ten (10) days	
		(c) up to 50 kVA – twenty (20) days	
		(d) Over and above 50 kVA – thirty (30) days	

Supply Activity/Event		Standard	Compensation Payable
(v)	Time period for provision of supply from the date of receipt of completed application and payment of charges:		Rs 100 per week or part thereof of delay
	-in case connection is to be from existing network	One (1) month	
	-where extension or augmentation of distributing main is required	Three (3) months	
	- where commissioning of sub-station is required	One (1) year	
3. Restoration of Supply			
(i)	Fuse off call	Four (4) hours (towns & cities)	Rs 50 per hour or part there of delay
		Twenty-four (24) hours (rural areas)	
(ii)	33kV/ 22kV/ 11kV/400 V Overhead line breakdown	Six (6) hours (towns & cities)	
		Twenty-four (24) hours (rural areas)	
(iii)	Distribution transformer failure	Twenty-four (24) hours (towns and cities)	
		Forty-eight (48) hours (rural areas)	
(iv)	Underground cable fault	Twelve (12) hours	
(v)	Scheduled outage	As notified in clause 6.5 normally not exceeding Twelve (12) hours per day	Nil
4. Quality of Supply			
(i)	Maintenance of voltage within the specified range of the declared voltage	In case of low or medium voltage, within + or – 10 % of the declared voltage	Rs 100 per week or part thereof for which voltage varies beyond the specified range: Provided that compensation specified below shall be payable i) In Mumbai city and Suburbs, Mumbai Metropolitan Region and Pune Metropolitan Region: ii) In all other Municipal Corporation areas at the end of six months from the notification of these regulations.
		In case of high voltage, within 6 % on the higher side and within 9 % on the lower side of the declared voltage	
		In case of extra high voltage, within 10 per cent on the higher	

Supply Activity/Event		Standard	Compensation Payable
		side and within 12.5 per cent on the lower side of the declared voltage	iii) Provided further that in all other areas not covered above, the compensation specified above shall be payable at the end of one year from the date of notification of these regulations.
(ii)	Control of the harmonics level at the point of supply.	As per IEEE STD 519-1992	Rs. 100 per instance provided that the Commission shall separately notify the date from which such compensation shall be payable
5. Meters			
(i)	Restoration of supply in case of burnt meter	Twenty-four (24) hours from date of receipt of complaint (towns & cities)	Rs 100 per week or part thereof of delay
		Forty-eight (48) hours from date of receipt of complaint (rural areas)	
(ii)	Meter inspection and replacement in case of customer complaint regarding meters	Seven (7) days (towns & cities)	Rs. 100 per week or part thereof of delay.
		Twelve (12) days (rural areas)	
6. Reconnection			
	Reconnection of a consumer who has been disconnected for less than six (6) months, from the time of payment of either all amounts to the satisfaction of the Distribution Licensee or, in case of a dispute, such amount under protest in accordance with the proviso to sub-section (1) of Section 56 of the Act	Twenty-four (24) hours (towns & cities)	Rs 100 per week or part thereof of delay
		Two (2) days (rural areas)	
7. Complaints on Consumer's Bills			
(i)	Acknowledgment of receipt of consumer complaint	24 hours if made in person or telephonically	To be decided
		Seven (7) days if made by post	

Supply Activity/Event	Standard	Compensation Payable
(ii) Resolution of billing complaints i) about electricity bills regarding arithmetical errors or non receipt of bill or inadequate time for payment ii) In case of other complaints or where additional information is required	On same day if made in person Within Ten (10) days of receipt if additional information is required. On day of acknowledgment if received by post Within Ten (10) days of receipt if additional information is required.	To be decided
8. Consumer charter / service		
Visible display of name tag by authorized representative of Distribution Licensee and he should produce / show proof of identity and authorization if consumer asks.	All and while interaction with consumer.	Rs. 50 in each case of default.
9, Other Services		
Reading of consumer's meter	Once in every three months (agricultural & rural consumers) Once in every two months (all other consumers)	Rs 100 for first month or part thereof of delay; Rs 200 per month or part thereof beyond the first month of delay
Time period for other services from the date of application:		Rs 100 per week or part thereof of delay
- change of name	Second billing cycle	
- change of tariff Category	Second billing cycle	
- reduction in contract demand / sanctioned load	Second billing cycle	

	-Closure of account-Time period for payment of final dues to consumer from the date of receipt of application for closure of account.	Thirty (30) days	
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Appendix B: Overall Standards of Performance

Service Area	Overall Standard of Performance
Fuse-off call	At least 99% calls received should be rectified within prescribed time limits in both Cities and Towns and in Rural areas
Line Breakdowns	At least 95% of cases resolved within prescribed time limit in both Cities and Towns and in Rural areas
Cable Break down	At least 95% of cases resolved within prescribed time limit in both Cities and Towns and in Rural areas
Distribution Transformer Failure	At least 95% of DTRs to be replaced within prescribed time limits in both Cities and Towns and in Rural areas
Period of Scheduled Outage	
Maximum duration in a single stretch	At least 95% of cases resolved within time limit
Reliability Indices-SAIFI	To be decided every year.
Reliability Indices-SAIDI	To be decided every year.
Reliability Indices-CAIDI	To be decided every year.
Frequency variations	To maintain supply frequency within 49 – 50.5Hz as per IEGC.
Voltage Unbalance	Maximum of 3% at point of commencement of supply
%billing mistakes	Not exceeding 0.1%
%faulty meters	Not exceeding 3%
New / Addition to Supply	At least 95% cases should be complied within prescribed time limits
Transfer of ownership and change of Category	At least 95% cases should be complied within prescribed time limits
Temporary supply	At least 95% cases should be complied within prescribed time limits
Reconnection of Supply	At least 90% cases should be complied within prescribed time limits
Shifting of Meter / Service Connection	At least 95% cases should be complied within prescribed time limits

Annexure-I-Guaranteed Standards-Performance Level by the Licensee

Format for Quarterly Return to be submitted to the Commission by the Licensee

Sr. No.	Guaranteed SOP Ref. No.	Parameters	Area	Pending complaint nos. (previous Quarter)	Complaints in Qrt.	Total complaints.	No. of complaints addressed				Pending complaints at end of Qrt.
							Within Overall Standards	Within Guaranteed standards stipulated time	More than stipulated time	Total complaints redressed.	
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)		
1	4.3	New connection-inspection of premises	Urban								
			Rural								
2	4.4	Intimation of charges where supply from existing lines	Urban								
			Rural								
3	4.5 &4.6	Intimation of charges where supply to dedicated or after extension / augmentation	Urban								
			Rural								
4	4.7	New connection / add. & alt. where supply from existing line.									
5	4.8	New connection / add. & alt. where supply after extension / augmentation.									

6	4.9	New connection / add. & alt. where supply after erection of sub-station.										
7	4.11	Temporary supply										
8	4.12	Shifting of Meter / Line	Urban									
			Rural									
9	4.13	Reconnection of supply after payment of dues.	Urban									
			Rural									
10	4.14	Transfer of ownership										
11	4.14	Change of category										
12	6.1	Normal Fuse off call	Urban									
			Rural									
13	6.2	Break down of Over head Line	Urban									
			Rural									
14	6.3	Transformer Failure	Urban									
			Rural									
15	6.4	Underground Cable fault	Urban									
			Rural									
16	6.5	Period of Scheduled Outage										
17	6.8	Refund of Dues	Urban									
			Rural									
18	6.9	Reconnection of supply after payment of bill	Urban									
			Rural									
19	7.2	Meter Reading	Urban									
			Rural									

20	7.4	Replacement of Faulty Meter	Urban									
			Rural									
21	7.5	Replacement of Burnt Meter	Urban									
			Rural									
22	8.13 -8.16	Bill Complaint										
23	8.17	Meter inspection after complaint	Urban									
			Rural									
24	8.18	Complaint of Voltage Fluctuation- Local fault										
25	8.18	Complaint of Voltage Fluctuation- Net work										
26	8.18	Complaint of Voltage Fluctuation - Expansion/ augmentation required										

Annexure-II-Reporting Performance of Operation of Call Centre(s)				
Format for quarterly return to be submitted to the Commission by the Licensee				
Sr. No.	Guaranteed Standard Ref. No.	Guaranteed Standard Parameter	Response to Call no.	
			Within Stipulated time	More than stipulated time.
(1)	(2)	(3)	(4)	(5)
1	8.8	First Response against consumers call		
2	8.9	Registration of consumers complaint and issue of complaint registration number		

Annexure-III-Report of individual Complaints where Compensation has been paid.								
Format for quarterly return to be submitted to the Commission by the Licensee								
Sr. No.	Complaint No.	Date of filing complaint	Consumer No	Name and address of consumer	Nature of complaint	Reference Guaranteed Standard	Amount of Compensation	Date of payment of Compensation
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
1								
2								
3								
4								
5								
6								
7								

NOTE - The report shall be prepared as per category of item for which the compensation is paid for non- observance of Guaranteed Standards.

Annexure-IV- Report of Overall Standards achieved.

Format for quarterly return to be submitted to the Commission by the Licensee

Sr. No.	Overall Standard parameters	Area Urban / Rural	Complaints pending at start of Qrt. Nos.	Complaints filed in Qrt. Nos.	Total No. of Complaints	Complaints redressed within Stipulated time Nos.	Complaints pending at end of Qrt. Nos.
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
1	Normal Fuse off call						
2	Line break down						
3	Cable break down						
4	Transformer Failure						
5	Period of Scheduled outage						
6	Street Light faults						
7	Reliability Indices-SAIFI						
8	Reliability Indices-SAIDI						
9	Reliability Indices-CAIDI						
10	Voltage unbalance						
11	Billing Mistakes						
12	Faulty Meters						
13	New / Addition to Supply						
14	Transfer of ownership and change of Category						
15	Temporary supply						
16	Reconnection of Supply						
17	Shifting of Meter / Service Connection						

Annexure-V- Report of action on Faulty Meters.

Format for quarterly return to be submitted to the Commission by the Licensee

Sr. No.	Name of Section	Reference to Overall Standards	Faulty Meters at start of Qrt. (Nos.)	Faulty Meters added during Qrt. (Nos.)	Total Faulty Meters (Nos.)	Meters rectified / replaced (Nos.)	Faulty Meters pending at end of Qrt. (Nos.)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
1							
2							
3							
4							
5							

Annexure-VI- Performance report regarding Reliability Indices.

Formats for quarterly returns to be submitted to the Commission by the Licensee

1) System Average Interruption Frequency Index (SAIFI)

Sr. No.	Month	Ni = Number of consumers experienced a sustained interruption on ith feeder.	Ri= Restoration time for each interruption event on ith feeder	Nt=Total number of consumers of the distribution Licensees area. (1)	Sum. (Ri*Ni) for all 11 KV feeders excluding agri. Feeders (2)	SAIFI=2/1
(1)	(2)	(3)	(4)	(5)	(6)	(7)
	Total					

2) System Average Interruption Duration Index (SAIDI)

Sr. No.	Month	Ni = Number of consumers experienced a sustained interruption on ith feeder.	Sum of consumers of i feeders which had experienced interruptions =Sum Ni (1)	Nt=Total number of consumers of the distribution Licensees area. (2)	SAIDI=2/1	
(1)	(2)	(3)	(4)	(5)	(6)	(7)
	Total					

3) Customer Average Interruption Duration Index (CAIDI)

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI		
(1)	(2)	(3)	(4)	(5)	(6)	(7)
	Total					

Annexure-VII- Complaint Register.

Format for Register to be maintained by the Licensee for registering the complaints

Sr. No.	Time and Date of receiving complaint	Name, Address, Contact No. of complainant	Nature of complaint	complaint No.	Reference Guaranteed Standard	Time & Date of redressal of complaint	Total time taken for complaint redressal in (min. / hrs.)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
1							
2							
3							
4							
5							
6							
7							

NOTE - 1) The complaint register shall be maintained category wise as per categories for Guaranteed standards mentioned in Appendix A in Regulation for Standard of Performance.

2) Compilation is to be made every month. Unattended complaints are to be brought forward after each interval, so that a true picture of the pendency is reflected.