

Draft GUJARAT ELECTRICITY REGULATORY COMMISSION (GERC)

Standard of Performance of Distribution Licensee

Notification No. -- of 2022

In exercise of powers conferred under Section 181 read with Sections 57, 58, 59 and 43 of the Electricity Act, 2003 (Act 36 of 2003) and under Sections 42 and 44 of the Gujarat Electricity Industry (Reorganisation and Regulation) Act, 2003 (Gujarat Act 24 of 2003), and all powers enabling it in that behalf, the Gujarat Electricity Regulatory Commission hereby makes following Regulations, namely:-

CHAPTER I

PRELIMINARY

Short Title Extent and Commencement

- 1.1 These Regulations shall be called the Gujarat Electricity Regulatory Commission (Standards of Performance of Distribution Licensees) Regulations, 2022.
- 1.2 These Regulations shall be applicable to all Licensees engaged in distribution of electricity and all consumers in the State of Gujarat
- 1.3 These Regulations shall come into force with effect from the date of their publication in the Official Gazette

CHAPTER II

DEFINITIONS AND INTERPRETATIONS

Definitions and Interpretation:

- 2.1 In these Regulations, unless the context otherwise requires
 - a) “Act” means the Electricity Act, 2003 and the Gujarat Electricity Industry (Reorganisation and Regulation) Act, 2003.
 - b) “Area of supply” means the area within which a Distribution Licensee is authorised by his Licence to supply electricity:
 - c) “Commission” means the Gujarat Electricity Regulatory Commission
 - d) “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: $CAIDI = SAIDI/SAIFI$;

- e) “Licence” means the Distribution Licensee;
- f) “Momentary Average Interruption Frequency Index (MAIFI)” means the average duration of momentary interruptions per consumer occurring during the reporting period, determined by dividing the sum of all momentary consumer interruptions durations, in minutes, by the total number of consumers.
- g) “Rural area” means the areas covered by Gram Panchayats
- h) “System Average Interruption Duration Index (SAIDI) means the average duration of sustained 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.
- i) “System Average Interruption Frequency Index (SAIFI)” means the Average Frequency of Sustained Interruptions per Consumer occurring during the reporting period, determined by dividing number of consumers who have experienced a sustained interruption by the total number of consumers.
- j) “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, SEZs and townships.

Words and expressions used and not defined in the Regulations but defined in the Acts shall have the meanings assigned to them in the Acts. Expressions used herein but not specifically defined in the 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. Subject to the above, expressions used herein but not specifically defined in these Regulations or in the Acts or any law passed by a competent legislature shall have the meaning at is

generally assigned in the electricity industry. The Gujarat General Clauses Act, 1904, shall apply for the purpose of the present Regulations.

Interpretation:

2.2 In the interpretation of these Regulations, unless the context otherwise requires:

- a) Words in the singular or plural term, as the case may be, shall also be deemed to include the plural or the singular term, respectively,
- b) the terms “include” or “including” shall be deemed to be followed by “without limitation or “but not limited to” regardless of whether such terms are followed by such phrases or words of like import;
- c) References herein to the “Regulations” shall be construed as a reference to these Regulations as amended or modified by the Commission from time to time in accordance with the applicable laws in force
- d) the headings are inserted for convenience and may not be taken into account for the purpose of interpretation of these Regulations.
- e) References to the statutes, Regulations or guidelines shall be construed as including all provisions consolidating, amending or replacing such statutes Regulations or guidelines, as the case may be, referred to.

CHAPTER III

COMPLAINT HANDLING PROCEDURE

General

- 3.1 It is the right of consumer to have minimum standard of service for supply of electricity from the distribution licensee in accordance with the provision made in these regulations.
- 3.2 The licensee is required to maintain standards of performance for supply of electricity to all consumers in the manner prescribed hereinafter. The limits prescribed in these standards refer to the maximum permissible time for performance of different activities of consumer services. It shall be the endeavor of the licensee to provide the best possible services well within the time limits specified in these Regulations.

3.3 Every licensee shall prepare the “Manual of Practice for Handling Consumer Complaint/ Consumer Charter/ Complaint Charter” within 3 (Three) months from the date of applicability of these Regulations and submit the same to the Commission for approval.

The manual shall contain information which affect the consumers, including information related to channels for complaint registration, details of personnel, offices, helpline numbers, process of handling complaints etc.

The manual shall be prepared in English and Gujarati languages and shall be available for reference of consumers at every office of the licensee and downloadable from its website.

The distribution licensee shall publish the guaranteed standards of performance along with compensation structure, information on procedure for filing of complaints, in the bills for month of January and July. If it is not possible to publish the same at the back of the bills, the distribution licensee shall publish it on a separate hand out and distribute it along with the bills.

The distribution licensee shall arrange to give due publicity through media, TV, newspaper, website and by displaying in boards at consumer service related offices to bring awareness of consumer rights, standards of performance, compensation provisions, grievance redressal mechanism, measures for energy efficiency and any other schemes of the distribution licensee.

Procedure for Lodging Complaint

3.4 The licensee shall register every complaint either verbally or in writing, regarding (i) release of electricity connection, (ii) failure/interruption of power supply, (iii) load shedding, (iv) scheduled outages, (v) quality of power supply, (vi) meters/meter boxes/metering system’s service line, (vii) billing, (viii) payment of bills, (ix) any other services relating to power supply in electronic format to be maintained for this purpose.

The licensee shall establish a centralized 24/7 toll free call center for this purpose, which minimize the applicant's interface with the utility during the process, within six months from the date of notification of these Regulations.

- 3.5 The licensees shall provide a unique complaint registration number to each complaint which shall be conveyed to the complainant electronically whose mobile number or e-mail has been registered with the Licensee. Failing which the Licensee shall be liable to pay compensation to the complainant as specified in Chapter VI of these Regulations. In case of complaint received through postal, the consumer may, subsequent to the delivery of postal complaint, inquire regarding the complaint number status telephonically or in person. The Licensee in such case shall intimate to the consumer its complaint registration number through postal communication or any other mode of communication and keep record of the same.
- 3.6 While other modes to provide services like paper application, email, mobile, website, etc., may continue, the licensees shall endeavour to provide all services through a common Customer Relation Manager (CRM) System to get a unified view of all the services requested, attended and pending, at the backend for better monitoring and analytics. The CRM shall have facilities for SMS, email alerts, notifications to consumers and officers for events like receipt of application, completion of service, change in status of application, etc., online status tracking and auto escalation to higher level, if services are not provided within the specified time period.
- 3.7 Complaints in respect of supply of electricity covering metering, billing and payment, shall be made at specified offices of the licensee. Licensee shall convey information of the name of offices, address and telephone numbers where the consumer can lodge complaints, with the electricity bills and also display it at the sub-division offices or equivalent distribution unit designated by whatever name. If the phone services for recording complaints, is outsourced by the licensee, the phone numbers of such call centre shall be displayed in electricity bills and at the sub-divisional offices. The licensee shall also endeavor to publicise these contact details through local newspapers/TV/Radio.

- 3.8 The office where a complaint is registered shall dispose of it and if any instruction/sanction is to be obtained from a higher authority, it shall be obtained by the complaint registering office. The complainant is not required to approach such higher authority. Similarly, in case an outsourced phone service is engaged, such centre itself shall forward the complaints to the concerned officer. The licensee shall ensure proper compliance by the outsourced service by arranging visits of its officers to such centers to streamline responses.
- 3.9 In case a consumer is not satisfied with the disposal of complaint even after taking the issue at the level of divisional head or circle head, he can approach the complaint redressal committee as indicated in sub Clause 3.10 below.
- 3.10 The licensee shall hold regular grievance redressal meetings with consumers. These meetings shall be open to all consumers. The consumers can also register their complaints in these meetings. These meetings shall be held in the office of head of the sub-division or equivalent distribution unit designated by whatever name on 10th of every month and similarly in the office of the head of the circle or equivalent similar functionary by whatever name designated on 20th of the same month. If 10th or 20th of a month falls on a Sunday or a public holiday or a holiday in the State due to any other reason, the meeting shall be held on the next working day. The schedule of the redressal committee meetings should be displayed at sub-division/circle/section/zonal offices. Minutes of the sub-division/section level outing and action taken report should be available to the head of the circle/zone at the time of meeting to be held on 20th of the same month. The redressal committee shall as far as practicable dispose of the matter within not more than three meetings.
- 3.11 In case, the grievance of consumer is not addressed properly or non-registration of complaints, the consumer may approach the Circle/Zonal Level Forum and/or Company Level Forum established under Section 42 (5) of the Electricity Act, 2003 even before approaching divisional head, circle head or grievance redressal committee.

CHAPTER IV

GUARANTEED STANDARDS OF PERFORMANCES

The standards specified in this Chapter, shall be Guaranteed Standards of Performance, being the minimum standards of service that a Licensee shall achieve, failing which the Licensee shall be liable to pay compensation to the affected persons/ consumers as specified in Chapter VI of these Regulations.

1. Issuance of Demand Note

4.1 The Licensee shall raise the demand note to the applicant for New Connection, Load Enhancement, Shifting of connection at other premises, Conversion of Service, Temporary Supply, Shifting of Service Connection in exiting premises, Deviation of line and Shifting of equipments, within 7 (Seven) days of following relevant process as provided in the GERC (Electricity Supply Code and Related Matters) Regulations, 2015 as amended from time to time.

2. Standard time for energizing New Connection, Load Enhancement, Connection shifted at new location, and Connection after conversion of service

4.2 After receipt of full payment of the demand note, Standard time for energizing New Connection, Load Enhancement, Connection shifted at new location, and Connection after conversion of service is as under, provided that the necessary test report is received from the applicant;

- (i) to be provided from existing distribution network is 7 (Seven) days in Urban areas and 10 (Ten) days in Rural areas.
- (ii) to be provided after modification in network, in Urban as well as Rural area, is as under;

Sr. No.	Network modification required	Time limit
1	Extension of LT line up to 150 Meter	Within 12 (Twelve) days
2	Extension of LT lines more than 150 Meter and/or augmentation of distribution transformer	Within 21 (Twenty one) days
3	Erection of new distribution of transformer	Within 30 (Thirty) days

Sr. No.	Network modification required	Time limit
4	Erection of new HT line and distribution transformer and/or augmentation of existing HT line network	Within 90 (Ninety) days
5	Erection/augmentation of EHT level line and/or Sub-Station	Within 180 (One Hundred Eighty) days

The licensee shall inform the applicant about the likely time of energisations of connection as per standard time mentioned above.

3. Energisation of Temporary Connection

- 4.3 After receipt of full payment of the demand note, Standard time for energizing the Temporary Connection is as under, provided that the necessary test report is received from the applicant;

Sr. No.	Load of Temporary Connection	Time limit
1	Upto 10 kVA	3 (Three) days
2	Upto 25 kVA	7 (Seven) days
3	Upto 50 kVA	15 (Fifteen) days
4	Over and above 50 kVA	21 (Twenty one) days

4. Standard time for Shifting of Service Connection in Existing Premises/Deviation of Lines and Shifting of Equipments

- 4.4 After receipt of full payment of the demand note, Standard time for Shifting of Service Connection in Existing Premises/Deviation of Lines and Shifting of Equipments is as under, provided that the necessary test report, if any required, is received from the applicant ;

Sr. No.	Application for Shifting of;	Time limit
1	Meter/service in existing premises	2 (Two) Days
2	LT/HT lines	7 (Seven) Days
3	Transformer structures	15 (Fifteen) Days

The accounts should be settled within 30 days from the date of completion of shifting work by recovery of excess expenditure or by refund of the balance deposit.

5. Standard time for Transfer of Service Connection

4.5 After receipt of complete application along with necessary documents and payment of necessary fees, the transfer of service connection with respect to name change or ownership change shall be effected and intimated to the consumer within 7 (Seven) days.

6. Change of Tariff

4.6 After receipt of the application of change of tariff class by a Consumer, the licensee shall dispose of such application within maximum period of 7 (Seven) days. If the licensee does not find the request for reclassification valid, shall inform the consumer in writing, giving reason(s) for the same, within 10 (Ten) days from the date of inspection.

7. Redressal of Complaints related to Billing

4.7 Standard time, from receipt of complaint, for redressal of a complaint about electricity bills regarding arithmetical errors or non-receipt or inadequate time for payment and addressing the request of disconnected consumer for details about due amount, reconnection and other charges, is as under;

Sr. No.	Nature of complaint	Time limit
1	Resolution of Billing mistake if no additional information is required	On the Same day
2	Resolution of Billing mistake if additional information is required	Within 10 (Ten) days
3	Resolution of Billing mistake if site is required	Within 15 (Fifteen) days

4.8 On redressal of complaint if 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. Redressal of Complaints related to Meter/Metering System

4.9 The licensee shall regularly inspect, check and test the meters. However, the periodicity of such inspection shall not be less than that provided in the Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006, as amended from time to time.

- a) Licensee shall inspect, check or test the meter within 7 (Seven) working days of receiving a complaint in urban area and within 15 (Fifteen) working days of receiving a complaint in rural area
- b) If during inspection, checking and testing, or on a complaint made by the consumer any meter or metering system, is found to be defective (e.g. burnt, stolen, stuck up, running slow, fast, creeping or improperly recording or not functioning according to the specifications etc.), the licensee shall inform the consumer and replace the meter within 24 hours in urban area and 72 hours in rural area from the time of inspection, checking/testing and restore the supply.

Further, non-availability of meter shall not be reason for delay in restoration of supply in case of meter found burnt.

4.10 In all such cases of the meter being removed/replaced, the test checking report shall be supplied to the consumer, if the consumer is present or otherwise within 7 (Seven) days of removal/replacement of meter. In case meter is to be further tested in licensee's laboratory, its test report shall also be supplied to the consumer. Consumer can opt to seal the meter before its removal from site and also opt to be present during testing on the date to be notified by the licensee.

9. Standard Time Period for Reconnection of Power Supply

4.11 After receipt of due amount including reconnection charges and security deposit, Reconnection of supply shall be effected within the time period as specified below;

- (i) for the cases where disconnection period does not exceed six months;

Sr. No.	Requirement of work for reconnection	Standard time period for reconnection
1	Reconnection does not require laying of service line/ installation of meter and/ or metering equipments	6 (Six) working hours

2	Reconnection requires laying of service line/ installation of meter and/ or metering equipments	1 (One) working day
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(ii) for the cases where disconnection period exceeds six months;

Sr. No.	Requirement of work for reconnection	Standard time period for reconnection
1	No work is required to be carried out by the Licensee and it is technically feasible to reconnect the consumer	48 (Forty eight) working hours
2	If the licensee is required to carry out any kind of work to reconnect the consumer	7 (Seven) working days

Provided that for the cases where disconnection period exceeds six month, the consumer shall submit test report of the electrical system issued by Licensed Electrical Contractor to the Licensee along with payment of due amount.

4.12 Stipulations of Clause 4.11 above shall be applicable to the cases where agreement is not terminated. In cases where the agreement is terminated, the consumer shall apply afresh for connection as per procedure laid down in GERC (Electricity Supply Code and Related Matters) Regulations, 2015, as amended from time to time.

10. Redressal of Power Supply related Complaints

Restoration of Power Supply

4.13 The licensee shall maintain and operate the distribution system in such a way that there shall not be more than 2 interruptions in a day to the consumer.

4.14 From the time of receipt of complaint, standard time period for restoration of power supply, for various nature of faults, by the Licensee is as under;

Sr. No.	Nature of fault	Standard time period to restore the supply in	
		Urban area	Rural area
1	Blowing of fuse of LT side distribution transformer, at consumer premises,	1 (One) hour	6 (Six) hours

	trouble of MCB of distribution transformer, loose connection at pole, MCB or meter, etc.		
2	Blowing of HT side fuse of distribution transformer	2 (Two) hours	6 (Six) hours
3	HT and LT line fault	4 (Four) hours	12 (Twelve) hours
4	Distribution transformer failure	6 (Six) hours	24 (Twenty four) hours
5	Failure of underground service or underground HT/LT cable	(i) Through temporary arrangement : 6 (Six) hours (ii) By rectifying the underground fault: 12 (Twelve) hours	(i) Through temporary arrangement : 12 (Twelve) hours (ii) By rectifying the underground fault: 24 (Twenty four) hours

Provided that for all essential services such as water supply, public and large hospitals, and other Government Services, the Licensee shall attend the complaint immediately.

- 4.15 Information about receipt and disposal of various complaints shall be registered, complied and maintained at the Complaint Centre in accordance with Appendix-A and B

Period of Schedule Outages

- 4.16 The anticipated period of interruption due to scheduled outage shall be notified well in advance (a minimum of 48 (Forty eight) hours in advance) by public notice through local newspapers or local radio/TV stations, etc. and placing the same on its website. Such outages shall not exceed 10 (Ten) hours in a day. The licensee shall ensure that supply is normally restored by 6 pm. The supply to essential services shall be maintained through prior consultation with providers of such services. The Licensee

shall arrange to display feeder wise outage data and efforts made for minimising outages on its website.

11. Adherence to Quality of Power Supply

4.17 The licensee shall attend to consumer complaints in respect of the following conditions within the time specified here below.

- a) Neutral voltage exceeding 2% of the supply voltage.
- b) Voltage variation

As most of the consumers may not be able to precisely measure and lodge complaint about above matters, it shall be the prime responsibility of the licensee to comply with the Regulations and provide sample compliance tests to the Commission in a format and manner to be specified by the Commission.

In case rectification is not feasible within the time specified, consumer shall be informed, within 3 (Three) days in case of Urban areas and within 7 (Seven) days in case of Rural areas, of likely time by which it will be accomplished.

In case, installation of the consumer any other consumer or a group of consumers is causing these conditions and if any installation is unsafe to life or equipment, licensee shall advise consumer/ other consumer/ group of consumers to effect rectification or isolate the faulty installation immediately.

The Licensee may disconnect supply till faulty installation is rectified or isolated as the case may be. In case an installation of licensee becomes unsafe, the same shall be guarded, isolated or disconnected, as may be necessary:

4.18 The complaint of neutral voltage should be attended immediately as it can endanger life.

Voltage Variations

4.19 The licensee shall maintain the voltages at the point of commencement of supply to a consumer within the limits stipulated hereunder, with reference to declared voltage:

- a) In the case of Low Voltage, +6% and -6%

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

The complaint regarding low voltage arising due to inadequacy in the distribution system requiring upgradation of LT distribution lines, transformers or installation of capacitors shall be resolved within 60 (Sixty) days and where upgradation of HT/EHT system is required, the complaint shall be resolved within 180 (One hundred Eighty) days. The complainants shall be informed in writing.

CHAPTER V

OVERALL STANDARDS OF PERFORMANCES

1. Reliability of the System

5.1 The Distribution Licensee shall calculate the reliability of its distribution system on the basis of number and duration of interruptions in a reporting period, using following indices as prescribed by the Institute of Electrical and Electronics Engineers (IEEE) Standard 1366-2003 as per the formulae described below in Clause 5.2;

- i. System Average Interruption Frequency Index (SAIFI);
- ii. System Average Interruption Duration Index (SAIDI);
- iii. Customer Average Interruption Duration Index (CAIDI); and
- iv. Momentary Average Interruption Frequency Index (MAIFI);

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

- i. Scheduled outages;
- ii. Outages due to failure of the grid;
- iii. Outages due to the reasons described in Clause 8.4 below.

5.2 The Indices shall be computed for the Discom as a whole by stacking, for each month all the 11KV/33KV feeders in the supply area, excluding those serving predominantly agricultural loads, and then aggregating the number and duration of all interruptions in that month for each feeder. The outage time less than or equal to 5 (Five) minutes

shall be considered as momentary interruption and outage time higher than 5 (Five) minutes shall be considered as sustained interruption.

The Indices would then be computed using the following formulae:

I. System Average Interruption Frequency Index (SAIFI)

SAIFI indicates how often the average customer experiences a sustained interruption over a period of one month, which shall be calculated as per the formula specified below;

$$\begin{aligned} \text{SAIFI} &= (\text{Total Number of Interrupted Customers for Sustained Interruption events} \\ &\quad \text{during the Reporting Period}) \div (\text{Total Number of Customers served}) \\ &= \frac{\sum(A_i \times N_i)}{N_t} \end{aligned}$$

II. System Average Interruption Duration Index (SAIDI)

SAIDI indicates total duration of interruption for the average customer during a period of one month, which shall be calculated as per the formula specified below;

$$\begin{aligned} \text{SAIDI} &= \frac{\text{Cumulative Customer Interruption Duration}}{\text{Total Number of Customers served}} \\ &= \frac{\sum(R_i \times N_i)}{N_t} \end{aligned}$$

Where,

i = an interruption event;

A_i - Number of Sustained Interruptions during the Reporting Period;

R_i = Restoration time for each Interruption Event;

N_i = Number of Interrupted Customers for Sustained Interruption event during the Reporting Period; and

N_t = Total number of Customers Served for the Areas

CMI = Cumulative Customer Interruption Duration = $\sum R_i N_i$

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

- a. Momentary outages of a duration not more than Five (5) minutes;
- b. Outages due to the failure of the grid;
- c. Outages due to the reasons described in Clause 8.4 below.

III. Customer Average Interruption Duration Index (CAIDI)

CAIDI indicates the average time required to restore service, which shall be calculated as per the formula specified below;

$$\begin{aligned} \text{CAIDI} &= (\text{Cumulative Customer Interruption Durations}) \div (\text{Total Number of} \\ &\quad \text{Interrupted Customers for Sustained Interruption events during the} \\ &\quad \text{Reporting Period}) \\ &= \frac{\sum (R_i \times N_i)}{\sum (A_i \times N_i)} = \frac{\text{SAIDI}}{\text{SAIFI}} \end{aligned}$$

Provided that CAIDI should also be computed separately only for HT Consumers based on the metering data of such Consumers.

IV. Momentary Average Interruption Duration Index (MAIFI):

MAIFI indicates total duration of momentary interruption for the average customer during a period of one month, which shall be calculated as per the formula specified below;

$$\begin{aligned} \text{MAIFI} &= \frac{\text{Cumulative Momentary Customer Interruptions}}{\text{Total Number of Customers served for the Areas}} \\ &= \frac{\sum (I_{mi} \times N_{mi})}{N_t} \end{aligned}$$

Where,

m_i = a momentary interruption event;

I_{mi} = Total Number of Momentary Interruption Events;

N_{mi} = Total Number of Consumers affected due to Momentary Interruption Events during the Reporting Period; and

N_t = Total Number of Customers Served for the Areas

The Distribution Licensee shall maintain data on the reliability indices specified above for each zone/circle/division/sub-division on a monthly basis as well as for Urban and Rural area separately.

The Licensee shall compute the value of these indices separately for feeders serving predominantly agricultural loads. The methodology for computation of indices shall remain the same as in the case of other feeders.

- 5.3 The Distribution Licensee shall capture data directly from the feeder monitoring system and there should not be any manual intervention:

Provided that such automation system shall be put in place within 1 (One) year of notification of these Regulations.

The Distribution Licensee shall validate the feeder interruption data considered for computation of Reliability Indices with meters installed at each Distribution Transformer (DT) and Consumers:

Provided that Distribution Licensee shall submit the plan for installation of meters for each DT including provision of AMR for all the DT meters and Consumer meters for approval of the Commission within 3 (Three) months from the date of notification of these Regulations.

- 5.4 Based on the information provided by the distribution licensees and in consultation with them, base/target reliability indices shall be set by the Commission through separate guidelines/ order.

2. Safety

- 5.5 The construction, operation and maintenance of the distribution system shall be carried out strictly in accordance with the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010, as amended from time to time.

- 5.6 The Licensee shall take all necessary actions to spread awareness among the consumers for safe usage of the electricity.

- 5.7 The grounding provided for the equipment and lines and earthing grid for stations shall be in accordance with 15 3043-Code of Practice for Earthing.

- 5.8 It is not enough to have a good earth connection at the time of construction, but it should also be maintained in a sound and healthy state at all times. The Licensees shall take all necessary steps for testing of the same and maintain the record of each test in accordance with Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010, as amended from time to time.
- 5.9 Leakage current means difference between phase current and return path. The Licensee shall take necessary steps to measure leakage current at various points in the system.
- 5.10 The earth wires and the earth electrodes provided in the Distribution System shall be maintained in good condition to ensure instantaneous operation of the Protective Equipment, either a Fuse or a Circuit Breaker as the case may be, in case of accidental snapping of conductor. In case of failure in the operation of the protective system during any accidental snapping of conductors, the circuit shall be de-energised manually immediately after it comes to the notice of the concerned employee of the Distribution Licensee. A detailed investigation shall be done to determine the cause for non-operation of the protective system and remedial measures shall be taken promptly.
- 5.11 The records of all the fatal electrocution accidents shall be maintained alongwith the investigation report of the Chief Electrical Inspector (CEI) A copy of the action taken report with regard to the procedure prescribed by the CEI for safety measure for avoiding recurrence of such accidents shall be submitted to the Commission
- 5.12 Distribution Licensee may, in the event of any consumer's non-compliance even after due notice, of any specific condition or direction and if such non-compliance can reasonably be expected to effect system operations and safety, disconnect supply to such consumer. In cases of emergency, disconnection may be affected immediately in the interest of system operations and safety. The connection should be immediately restored as soon as the originating causes leading to the disconnections are removed or rectified.

3. Redressal of Street Light Complaints

5.13 The license shall, as soon as may be possible, attend to complaint relating to non working of street lights or not operating properly, to the extent the matter lies within the purview of the licensee

4. Redressal of Other Complaints

5.14 Any other complaints (including those of recurring nature) shall be enquired into within 10 (Ten) days of complaint and rectified within 30 (Thirty) days thereafter. However the licensee shall make the best efforts to identify and rectify the fault ahead of the prescribed time limit having regard to the nature and the severity of the complaint.

5. Harmonics

5.15 Licensee shall monitor harmonics at regular interval at strategic points in aspects of HT consumers, shall be measured by the licensee, which it considers prone to harmonic voltage generation and ask the user to comply with the specified standards.

5.16 The harmonic currents drawn by various consumers shall be measured and its records shall be maintained. The following is a non-exhaustive list of harmonic generating equipment:

- a) Salient pole synchronous generating units
- b) Transformers operated with core saturation
- c) Rolling mills
- d) Induction furnaces
- e) Welding equipment
- f) Static power loads incl. computers & television sets
- g) Inverters/Power Rectifiers
- h) Railway Traction Loads

5.17 Licensee can also measure the level of harmonics generation of any customer on receipt of complaint from other affected consumer(s).

5.18 The Distribution licensee shall follow the Voltage and Current Harmonic distortion limit as specified by the Authority in the Grid Connectivity Standards applicable to the Distribution Systems.

**CHAPTER VI
COMPENSATION TO CONSUMERS IN CASE OF DEFAULT BY LICENSEE TO
PROVIDE SERVICE AS PER GUARANTEED STANDARDS OF PERFORMANCE**

6.1 Any failure by the Distribution licensee to achieve and maintain standards of performance specified in these Regulations shall render the Distribution Licensee liable to payment of compensation under the act as specified in Clause 6.2 to the affected person.

6.1.1 The Distribution Licensee shall be liable to pay to the affected person, such compensation as provided in Clause 6.2 to these Regulations:

Provided that in the event of failure of Distribution Licensee to meet the standards of performance, the compensation shall be payable automatically by the Distribution Licensee for the parameters as per Clause 6.2 to all the affected person/Consumers, without requiring a claim to be filed by the affected person/Consumer:

Provided that the Distribution Licensee, within 3 (Three) month from the date of notification of these Regulations, shall create an online facility on which consumer may register claim for compensation:

Provided further that the automatic compensation mechanism shall be implemented within 4 (Four) months of the date of notification of these Regulations:

Provided further that any person who is affected by the failure of the Distribution Licensee to meet the Standards of Performance specified under these Regulations for the parameters not entitled for automatic compensation as per Clause 6.2 and who seeks to claim compensation shall file his claim in the format prescribed at Appendix C of these Regulations, with such a Distribution Licensee within a maximum period of 60 (Sixty) days from the time such a person is affected by such failure of the Distribution Licensee to meet the Standards of Performance :

Provided further that the compensation shall be payable as per Clause 6.2 to only those affected person/Consumers who have paid all their bills to the Distribution Licensee within the due dates of each bill without any delay in last 1 (One) year or in cases where supply has been provided for a shorter period, such shorter period shall be considered and there is no outstanding amount to be paid to the licensee except for current bill which is not due and have not been, during last 2 (Two) years, either convicted for theft of electricity or finally assessed for Unauthorised Use of Electricity:

Provided further that the affected person/Consumer who have paid the bills, though not within due date but with delayed payment charges, in last 1 (One) year or in cases where supply has been provided for a shorter period, such shorter period shall be considered and there is no outstanding amount to be paid to the licensee except for current bill which is not due and have not been, during last two years, either convicted for theft of electricity or finally assessed for Unauthorised Use of Electricity, such affected person/Consumer who seeks to claim compensation shall file his claim with such a Distribution Licensee within a maximum period of 60 (Sixty) days from the time such a person is affected by such failure of the Distribution Licensee to meet the Standards of Performance and such affected person/Consumer shall only be entitled for Compensation of half the amount specified in Clause 6.2.

Provided further that the Distribution Licensee shall compensate the affected person(s) within a maximum period of 90 (Ninety) days from the date of filing his claim from the previous months billing cycle and the payment of such compensation shall be paid or adjusted in the Consumer's future bills:

Provided that in case the compensation is to be paid to the affected person who is not consumer, the Distribution licensee shall compensate by any mode of payment other than cash, preferably through electronic mode.

Provided further that a confirmation message shall also be sent to the Consumer/affected person informing about the Compensation paid by the Distribution Licensee.

6.1.2 If the consumer/affected person is aggrieved by non-payment of automatic compensation by the Distribution Licensee for failure to meet standards of performance as specified under these Regulations or wants to file the claim for compensation, such a person can register its complaint in the format prescribed at Appendix C of these Regulations, electronically/digitally through SMS, online registration, web-chat facility and mobile application (in person or through toll free telephone numbers) before the concerned Distribution Licensee within a maximum period of 60 (Sixty) days from the time automatic compensation was payable by the Distribution Licensee. :

Explanation: If Distribution Licensee fails to meet the standard of performance in April, automatic compensation is payable within 90 (Ninety) days i.e. up to July. If automatic compensation is not paid until July, affected person shall file the claim for manual compensation within 60 (Sixty) days thereafter i.e. up to September.

Provided that the Distribution Licensee shall resolve the grievance of the affected person and compensate the affected person(s) within a maximum period of 30 (Thirty) days from the date of filing his claim:

Provided further that in the event of compensation is liable to be paid by the Distribution Licensee on/after representation by the Consumer, the compensation amount shall be 1.5 times the amount specified in Clause 6.2 and subject to conditions specified in Clause 6.1.1.

Explanation: If the compensation payable as per Clause 6.2 is Rs. 400, then 1.5 times the amount payable is Rs. 600 to affected Consumer even if such amount exceeds the maximum cap, if any, specified in Clause 6.2.

6.1.3 In case the Distribution Licensee fails to pay the compensation or if the affected person is aggrieved by non-redressal of his grievances, he/she may make a representation for the redressal of his grievance to the concerned Consumer Grievance Redressal Forum in accordance with the provisions of Gujarat Electricity Regulatory

Commission (Consumer Grievance Redressal Forum and Electricity Ombudsman) Regulation, 2019, as amended from time to time:

Provided that in case claim of compensation by the consumer is upheld by either the Consumer Grievances Redressal Forum or the Ombudsman, it would be duty of the concerned Consumer Grievances Redressal Forum or the Ombudsman, as the case maybe, to see that the Order of compensation is implemented by the concerned Distribution Licensee and amount specified by the Consumer Grievances Redressal Forum or Ombudsman in it's Order is paid by the concerned Distribution Licensee:

Provided further that in case the claim for compensation is upheld by the Consumer Grievances Redressal Forum or Ombudsman, the compensation amount shall be 2 (Two) times the amount specified in Clause 6.2 and subject to conditions specified in Clause 6.1.1:

Explanation: If the compensation payable as per Clause 6.2 is Rs. 400, then 2 (Two) times the amount payable is Rs. 800 to affected Consumer even if such amount exceeds the maximum cap, if any, specified in Clause 6.2.

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) or shall be paid through not other than cash, preferably through electronic mode, in case affected person is not a consumer, within 90 (Ninety) days of a direction issued by the Forum or by the Ombudsman, as the case may be.

6.1.4 The compensation paid by the Licensee shall not be allowed to be recovered in the Annual Revenue Requirement (ARR) of the Licensee.

6.2 If a Licensee fails to meet the standards specified, the affected consumer is entitled to compensation from the Licensee as provided below:

Sl. No.	Service Area	Standard	Computation of period of default	Compensation payable to consumer for the period of default in case of violation of standard	Mode of Compensation
1	Registration of complaint and intimation of Unique complaint Number to the Complainant	As per Regulation 3.4 and 3.5	If the Unique complaint Number is not conveyed	Rs. 50/- for each default	Automatic
2	Issuance of Demand Note for New Connection, Load Enhancement, Shifting of connection at other premises, Conversion of Service, Temporary Supply, Shifting of Service Connection in exiting premises, Deviation of line and Shifting of equipments	As per Regulation 4.1	From 8 th day after completion of relevant process by the Licensee	Rs. 50/- for each day of default	Automatic
3	Energisation of connection				
i.	New Connection, Load Enhancement, Shifting of connection at other premises and Conversion of Service where no Network erection and/or augmentation is required.	As per Regulation 4.2 (i)	From 8 th day in urban area and from 11 th day in rural area from the payment of demand note and receipt of the necessary test report.	Rs. 50 for each day of default.	Automatic
ii.	New Connection, Load	As per Regulation 4.2 (ii)	From the next day of the standard days	Rs. 50 for each day of default.	

SI. No.	Service Area	Standard	Computation of period of default	Compensation payable to consumer for the period of default in case of violation of standard	Mode of Compensation
	Enhancement, Shifting of connection at other premises and Conversion of Service where Network erection and/or augmentation is required.		specified in Regulation 4.2 (ii) of the Regulations.		
4	Temporary Supply				
(i)	Release of temporary supply	As per Regulation 4.3	From the next day of the standard days specified in Regulation 4.3 of the Regulations, as the case may be.	Rs. 50 for each day of default.	Automatic
5	Shifting of Service Connection in the existing premises /deviation of lines and shifting of equipments.				
(i)	Shifting of meter/services in the existing premises	As per Regulation 4.4	From the 3 rd day of receipt of payment.	Rs. 50 for each day of default.	Automatic
(ii)	Shifting of LT/HT lines		From the 8 th day of receipt of payment.		
(iii)	Shifting of Transformer structures		From the 16 th day of receipt of payment.		
(iv)	Settlement of amount for refunding of excess amount after completion of work.		After 31 st day of completion of work.		
6	Transfer of Service Connection				
(i)	Transfer of Service Connection with respect to change of name	As per Regulation 4.5	From the 8 th day of receipt of application.	Rs. 50 for each day of default.	Automatic

SI. No.	Service Area	Standard	Computation of period of default	Compensation payable to consumer for the period of default in case of violation of standard	Mode of Compensation
	or change of ownership				
7	Change in Tariff Category.				
(i)	Application from consumer requesting Change in Tariff Class/Category.	As per Regulation 4.6	From the 8 th day of receipt of application.	Rs. 50 for each day of default.	Automatic
8	Complaints related to Billing				
(i)	Complaint Related to Billing	As per Regulation 4.7 of the Regulations	From the next day of the standard days specified in Regulation 4.7 of the Regulations, as the case may be.	Rs. 50 for each day of default.	Automatic
9	Complaints related to Meter/ Metering System				
(i)	Replacement of Meter	As per Regulation 4.9	From the 9 th working day in Urban area and 19 th working day in Rural area of the receipt of complaint.	Rs. 25/- for each day of default subject to maximum of Rs. 1500/- for LT connections and Rs. 250/- for each day of default subject to maximum of Rs. 2500/- for HT connections.	Automatic
10	Reconnection of Power Supply.				
(i)	Reconnection of Supply	As per Regulation 4.11 of this Regulations.	From the 1 st hour of expiry of standard period specified in Regulations.	Rs. 25/- for each 6 (Six) hours (or part thereof) of delay in restoration of supply subject to maximum Rs. 500/- for LT connection	Automatic

Sl. No.	Service Area	Standard	Computation of period of default	Compensation payable to consumer for the period of default in case of violation of standard	Mode of Compensation
				and Rs. 50/- for each 6 (Six) hours (or part thereof) of delay in restoration of supply subject to maximum Rs. 1000/- for HT connection.	
11	Restoration of Power Supply				
(i)	More than 2 interruptions in a day to the consumer for the reasons not attributable to the nature of fault as mentioned in Clause 8.4 of these Regulations.	As per Regulation 4.13 of these Regulations	From 3 rd interruption onward in a day	Rs. 25/- for each interruption subject to maximum Rs. 500/- for LT connection and Rs. 50/- for each interruption subject to maximum Rs. 1000/- for HT connection.	Manual
(ii)	Failure to restore power supply in case of blowing of fuse of LT side distribution transformer, at consumer premises, trouble of MCB of distribution transformer, loose connection at pole, MCB or meter, etc.	As per Regulation 4.14 of the Regulations.	From the next hour of the standard time specified in the relevant Regulation, of receipt of complaint	Rs. 50/- per hour per Consumer for the first 2 (Two) hours of default. Thereafter Rs. 100/- per hour per Consumer subject to maximum of Rs. 500/- per day for LT consumer and maximum of Rs. 2000/- per day for HT	
(iii)	Failure to restore power supply in case of blowing				

Sl. No.	Service Area	Standard	Computation of period of default	Compensation payable to consumer for the period of default in case of violation of standard	Mode of Compensation
	of HT side fuse of distribution transformer			consumer.	
(iv)	Failure to restore power supply in case of HT and LT line fault				
(v)	Failure to restore power supply in case of Distribution transformer failure				
(vi)	Failure to restore power supply in case of failure of underground service or underground HT/LT cable				
(vii)	Scheduled Power Outage	As per Regulation 4.16 of these Regulations	From the lapse of 10 (Ten) hours from the scheduled start of power outage or after 6 pm of the day whichever is earlier	Rs. 50/- per hour per Consumer for the first 2 (Two) hours of default. Thereafter Rs. 100/- per hour per Consumer	
12	Voltage Fluctuation				
(i)	Site Visit and Intimation to the Consumer about likely time to resolve the complaint related to voltage fluctuation.	As per Regulation 4.17 of the Regulations	For each instance of delay for each complaint.	Rs. 200/- for each instance for each complaint.	Automatic
(ii)	Complaint of Neutral Voltage	As per Regulation 4.18 of the Regulations.	For each instance of delay for each complaint.	Rs. 250/- for each complaint	

Sl. No.	Service Area	Standard	Computation of period of default	Compensation payable to consumer for the period of default in case of violation of standard	Mode of Compensation
(iii)	Complaint regarding Voltage variations at the point of commencement of supply.	As per Regulation 4.19 of the Regulations.	From the 61 st day of receipt of complaint where upgradation of LT distribution line, transformers or installation of capacitor is required and from 181 st day where upgradation of HT/EHT system required.	Rs. 25/- for each day of default subject to maximum of Rs. 500/-	

NOTE:

- (i) For the purpose of determination of compensation to the consumer in case of violation of standard, the days beyond the standard for period of default shall be taken as calendar days.
- (ii) Where the compensation payable has been specified based on default in days and the default is for a part of the day, the compensation shall be payable for the whole day.
- (iii) Where the compensation payable has been specified based on default in hours and the default is for a part of the hour, the compensation shall be payable on pro-rata basis.

Provided further that for determination of compensation, the time taken for providing services as narrated in the table above shall not be considered on account of the following: -

- (i) If at any stage, additional time period is sought by the applicant for reasons to be recorded in writing; or
- (ii) If the same is on account of reasons such as right of way, acquisition of land, availing access to land or space for installation of transformer/circuit breaker, meter and/or time attributable to the consumer/local authority, etc., or occurrence

of any force majeure event, over which Licensee has no control and the reasons for the delay are communicated to the applicant within the period specified for energisation; or

- (iii) If additional time is allowed by the Commission for completion of work.

CHAPTER VII

INFORMATION WITH RESPECT TO LEVEL OF PERFORMANCE

7.1 The Licensee shall furnish the following information as to the Standards of Performance in the formats specified in the Regulations at Appendix D for every quarter, half year and financial year to the Commission and Ombudsman:

- (i) The level of performance achieved as specified in these regulations; and
- (ii) The measures taken by the license to improve performance in the area covered by these Standards and licence's assessment of the targets to be imposed for the ensuing year.
- (iii) Number of cases in which compensation was made without dispute and number of cases where compensation has been paid in compliance with an order or direction of the Forum or Ombudsman along with aggregate amount of compensation.

Provided that the Licensee shall submit its reports in Hard Copy as well as Soft Copy as may be required by the Commission.

7.2 The Quarterly reports shall be furnished to the Commission and Ombudsman within 15 (Fifteen) days of the close of the quarter and the annual report shall be furnished to the Commission and Ombudsman within 30 (Thirty) days of the close of the financial year.

7.3 The Commission shall, at such intervals, as it may deem fit, direct the Licensee or otherwise arrange for the publication of the information furnished by licensees under this regulation in such form and manner as the Commission consider it to be appropriate.

The Commission may conduct annual checks through independent agency(s) or by any other means, in order to monitor the compliance of the Standard of Performance by the Distribution Licensee(s) and submit the report to the Commission.

Annual Review of Performance Standards

- 7.4 An Annual Review Committee shall be formed by each Distribution Licensee and its recommendation shall be submitted to the Commission for approval. The Commission may modify, upgrade and cancel the requirements from time to time.

CHAPTER VIII

MISCELLANEOUS

Repeal and Savings

- 8.1 Save as otherwise provided in these Regulations, Gujarat Electricity Regulatory Commission (Standard of performance of Distribution Licensee) Regulations, 2005 and subsequent amendments made in the above Regulations are hereby repealed.

- 8.2 Notwithstanding such repeal:

(1) Anything done or action taken or purported to have been taken, or proceedings initiated under such repealed Regulations, shall be deemed to have been taken under these Regulations to the extent that same were not inconsistent with the Act.

(2) The Commission may, at any time and on such terms as it may think fit, amend, alter or modify any provision of these Regulations or remove any error or defect in these Regulations.

Partial Invalidity and Overriding Effects

- 8.3 If any of these Regulations or parts thereof should become void or be declared illegal for any reason, the validity of all other Regulations or parts thereof shall not be affected. Nothing contained in these Regulations shall have effect in so far as it is inconsistent with the provisions of the Act.

Exemptions

- 8.4 Adherence to specific standards of performance may be relaxed during Force Majeure conditions such as war, mutiny, civil commotion, riot, flood, cyclone, storm,

lightening, earthquake, grid failure, and strike/curfew, lockout, fire affecting the licensee's installations and activities and also under wind or rainy conditions where safety of electrical equipment and personnel is not possible.

The Commission may, under specific circumstances relax provisions of Regulations in general or any specific Regulations for the period specified in its order.

The Licensees shall strictly abide by the standards, benchmarks and timelines as specified in these Regulations. This shall however be subject to technical feasibility of the same. In cases where the licensee seeks extension of the timelines due to technical constraints or on any other grounds, due approval has to be taken from the Commission.

Sd/-
(Roopwant Singh, IAS)

Secretary

Gujarat Electricity Regulatory Commission

Gandhinagar

GANDHINAGAR

Date: 19/02/2022

APPENDIX – A

Format for registering the complaints at complaint centers and offices of the Licensees

Name of office

S. N.	Time & Date of receiving complaints	Name, Address, & Consumer No. of the complainant	Unique no. of Complainant	Complaints classification		Time & Date of redressal of grievance	Total time taken (in Hrs/mts)	No. of Consumers affected	Total duration of Interruption (8x9) = 10 (in hrs./mts)	Whether redressed within stipulated time as per standard of performance Yes/NO
				Nature of Complaints	Complaint Classification & its no.					
1	2	3	4	5	6	7	8	9	10	11

INSTRUCTIONS:

- (i) Compilation will be made every month. Unattended complaints may be brought forward after each interval, so that a true picture of the pendency is reflected.

CLASSIFICATION OF COMPLAINTS:

A. Interruption in power supply

- I) Loose connections at meter, MCB or service line or from pole
- II) Interruption due to line breakdown
- III) No power complaint on account of blowing of HT/ DropOut (DO)/ LT fuse
- IV) Interruption due to failure of transformer or distribution transformer MCB
- V) Load shedding/ schedule outages

B. Quality of power supply

- I) Ordinary case, which requires no augmentation,
- II) Where augmentation is required.
- III) Harmonics related issue
- IV) Neutral voltage related issue
- V) Voltage variations related issue

C. Meters

- I) Stopped/Defective Meters.
- II) Meter accuracy test (Fast/ Slow)
- III) Burnt Meter
- IV) Stolen Meter
- V) Billing on average basis for more than two hills
- VI) Meter boxes/ metering system

D. Overhead lines

- I) *Loose Wires*
- II) *Inadequate ground clearance*

E. Bills

- I) *For current bills where no additional information is required*
- II) *Where additional information relating to correctness of reading etc. is required,*
- III) *Final bill for vacation of premises/ change of occupancy*
- IV) *Change of Tariff*

F. Service connections

- I) *Where extension of LT line up to 150 Metre is required*
- II) *Where extension of LT line of more than 150 Metre and/or augmentation of distribution transformer is required*
- III) *Where erection of new distribution transformer is required*
- IV) *Where erection of new HT line and distribution transformer is required and/ or existing HT line network is required to be augmented*
- V) *Where EHT level line and/ or Sub-station is required to be erected and/ or augmented*
- VI) *Modification in connected load*
- VII) *Name change/reconnection/ change of category*
- VIII) *In case connection is denied after payment against demand note*
- IX) *Transfer of connection*

G. Request for reconnection/ consumer wanting disconnection

H. Refund of amount due in regard to temporary connection

I. Street Light complaint

J. Others

APPENDIX – B

REGISTER FOR COMPIING THE COMPLAINTS CLASSIFCATIONWISE

Quarter of the year:

Name of Office:

Classification	Pending complaints of previous month	Complaints received during the month	Total Complaints	No. of Complaints redressed during the month.			Balance Complaints to be redressed
				Within stipulated time	Beyond stipulated time	Total	
1	2	3	4=2+3	5	6	7=5+6	8=7-4
A (I to V)							
B (I to V)							
C (I to VI)							
D (I and II)							
E (I to IV)							
F (I to IX)							
G							
H							
I							
J							

CLASSIFICATION OF COMPLAINTS:

As per A to J of Appendix A

APPENDIX -C

Application for Claiming Compensation Amount by the Affected Consumer

Name of Distribution Licensee:

1.	Name of the Consumer	
2.	Consumer number	
3.	Address	
4.	Mobile Number	
5.	Nature of complaint in brief	
6.	Complaint Number	
7.	Date and time of Registration of Complaint	
8.	Date and time of complaint was attended to by the Licensee	
9.	Standard time within which the complaint is to be attended to as per Standards of Performance Regulations	
10.	Actual time taken to attend to the complaint	
11.	Compensation claimed as per Standards of Performance Regulations	

Date:

Place:

Signature

List of documents enclosed

APPENDIX -D

Performa SoP 001- Fatal and Non-fatal accident report (to be submitted quarterly)

		Number of accidents for the quarter									
Sr. No	Name of Area/ Circle	No. of accidents in the quarter					Cumulative since the first quarter of the current FY				
		Departmental		Outside			Departmental		Outside		
		FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH
	Total										

FH- Fatal Human, FA- Fatal Animal, NFH – Non-fatal Human

The quarterly reporting of the year means reporting for the period 1st Quarter as April-June, 2nd Quarter as July-September, 3rd Quarter as October-December and 4th Quarter as January-March of the Financial Year

Performa SoP 002- Action taken report for safety measures complied for the accidents occurred (to be submitted half- yearly)

Sr. No	Location of Accident (Also include Name of Sub-division/ Division/ Circle/ Unit) and details of Victim	Date of occurrence	Type of accident	Cause of accident	Findings of CEI/EI/AAEI	Remedies suggested by CEI/EI/ AEI	Whether the remedy suggested is complied	Action taken to avoid reoccurrence of such accident	Amount of compensation and date of compensation paid

NOTE

Column (2) - Location of accident: name of town or district specifying whether rural or urban. Also details of the victim can be given in brief

Column (3) - Date of the occurrence of the accident is to be mentioned.

Column (4) - Fatal human and Non fatal human accidents occurring in Department shall be categorized as FHD and NFHD whereas the above accidents occurring Outside the licensee's switchyard shall be categorized as FHO, NFHO and FAO

Column (5) - The Distribution Licensee's view and findings for the cause of the Accident

Column (6) - Brief details about the findings given by Chief Electrical Inspector (CEI)

Column (7) - Remedies suggested by the CEI for the accident may be explained in brief

Column (8) & (9) - The compliance of the remedies by the Distribution Licensee and action taken to avoid such reoccurrence may be discussed in few lines justifying the in-principle cause for accident]

The format is to be sent half yearly.

Half yearly reporting in the year means Reporting for the period 1st April - 30th September of the year as first six months/ first half of the year and 1st October – 31st March of the year as the second six months/second half in the financial year,

Performa SoP 003 A: _Format for registering the complaints at complaint centers and offices of the Licensees

As per Appendix A of these Regulations

Report for individual complaint in this regard is not required to be submitted to the Commission. However, register shall be maintained for the Commission to inspect whenever desirous.

Performa SoP 003 B: Classification Wise Complaints (To be submitted Quarterly)

As per Appendix B of these Regulations

The format is to be sent quarterly

The quarterly reporting of the year means reporting for the period 1st Quarter as Apr-Jun, 2nd Quarter as Jul-Sep, 3rd Quarter as Oct – Dec and 4th Quarter as Jan - Mar of the financial Year.

Performa SoP 004 : Publicity carried out while displaying the contact details of consumer complaints centers. (To be submitted Quarterly)

Particulars should also cover the details of publication of “Manual of Practice for Handling Complaint/ Consumer Charter/ Complaint Charter”, consumer awareness program conducted, advertisement done through various media like TV, newspaper, radio, pamphlets & booklet

distributions, Displays etc. The development of website and any medium through which public education is carried out can be included.

Sr. No (1)	Actions or steps carried out by distribution licensee towards public awareness in the quarter (2)	Likely number of consumers influenced (3)	Details about the Media (4)

The format is to be sent quarterly.

The column 2 shall depict any steps taken by licensee in direction of consumer awareness and educating the consumer through conducting of seminars, meetings, distribution of pamphlets, through guidelines placed on website, formulating team that visit rural area educating consumers on billing, safety measures and procedures for grievance redressal, etc.

The quarterly reporting of the year means reporting for the period 1st Quarter as Apr – Jun, 2nd Quarter as Jul – Sep, 3rd Quarter as Oct – Dec and 4th Quarter as Jan – Mar of the financial year.

Performa – SoP 005: Failure of Distribution Transformer (To be submitted Quarterly)

Sr. No	No. of existing Distribution Transformer at the start of the quarter/year	No. of Distribution Transformers added during the quarter / year	Total number of Distribution Transformers	Total number of Distribution transformer failed	% failure rate of Distribution transformer
	A	B	C = A+B	D	H = (D)*100/C

The format is to be sent quarterly

The quarterly reporting of the year means reporting for the period 1st Quarter as Apr – Jun, 2nd Quarter as Jul – Sep, 3rd Quarter as Oct – Dec and 4th Quarter as Jan – Mar of the financial year.

Performa – SoP 006: Failure of Power Transformer (To be submitted Quarterly)

Sr. No	No. of existing Power Transformer at the start of the quarter/year	No. of Power Transformers added during the quarter / year	Total number of Power Transformers	Total number of Power transformer failed	% failure rate of Power transformer
	A	B	C = A+B	D	H = (D)*100/C

The format is to be sent quarterly

The quarterly reporting of the year means reporting for the period 1st Quarter as Apr – Jun, 2nd Quarter as Jul – Sep, 3rd Quarter as Oct – Dec and 4th Quarter as Jan – Mar of the financial year.

Not required to be submitted by Distribution Licensee if they do not have Power Distribution Transformers

Performa – SoP 007: Sample Test result for Neutral Voltage (To be submitted Half Yearly)

Compliance Sample Test Report for Neutral Voltage					
(1)	(2)	(3)	(4)	(5)	(6)
Sr. No.	Category of consumers	Sample Size (Numbers)	Standard specified in regulations	Non-Deviation of results from the sample test (Numbers)	%age compliance (6) = (5)*100/3
	LT consumers				
1	Domestic		2%		
2	Commercial		2%		
3	Industrial		2%		
4	Agricultural		2%		
5	Public water works		2%		
	HT consumers				
6	HT Industrial		2%		

Performa – SoP 008: Sample Test result for Voltage variations (To be submitted Half Yearly)

Compliance Sample Test Report for Voltage variations				
(1)	(2)	(3)	(4)	(5)
Voltage Level	Sample Size (Numbers)	Limit or prescribed Standard	Non-Deviation of results from the sample test (Numbers)	%age compliance (5) = (4)*100/(2)
Low Voltage		+6% to -6%		
High Voltage		+6% to -6%		
Extra High Voltage		+10% to -12.5%		

Performa – SoP 009: Sample Test result for Harmonics (To be submitted Half Yearly)

Compliance Sample Test Report for Harmonics					
(1)	(2)	(3)	(4)	(5)	(6)
Sr. No.	Category of consumers	Sample Size (Numbers)	Limit or prescribed Standard	Non-Deviation of results from the sample test (Numbers)	%age compliance (6) = (5)*100/(2)
1	LT consumers		3.5%		
2	HT consumers		3.0%		
3	EHT consumers		3.0%		

Note: The licensee shall also submit along with the above harmonic data, the records of customer wise draws of harmonic currents measured at various strategic points.

The formats SoP 008, SoP 009 and SoP 010 have to be sent half yearly and annually.

For the purpose of annual submissions, the year-end has to be considered as the end of December month of a particular year.

SoP 010 – A System Average Interruption Frequency Index (SAIFI) (To be submitted Quarterly and Annually)

Sr. No	Month	Number of Sustained Interruptions during the Reporting Period = Ai	Number of Interrupted Customers for Sustained Interruption events during the Reporting Period = Ni	Total number of Customers Served for the Areas = Nt	Total Number of Interrupted Customers for Sustained Interruption events during the Reporting Period = $\sum (Ai \times Ni)$	SAIFI = $\frac{\sum (Ai \times Ni)}{Nt}$
1	2	3	4	5	$6 = \sum (3 \times 4)$	$7 = 6 / 5$
	Total					

Note: The format is to be sent quarterly and annually

The quarterly reporting of the year means reporting for the period 1st Quarter as Apr – Jun, 2nd Quarter as Jul – Sep, 3rd Quarter as Oct – Dec and 4th Quarter as Jan – Mar of the financial year.

SoP 011 – System Average Interruption Duration Index (SAIDI) (To be submitted Quarterly and Annually)

Sr. No	Month	Number of Sustained Interruptions during the Reporting Period = Ai	Total Outage Duration	Restoration time for each Interruption Event = Ri	Number of Interrupted Customers for Sustained Interruption events during the Reporting Period = Ni	Total Customer Interruption Duration = Ri x Ni	Total Number of Customers Served for the Areas = Nt	Cumulative Customer Interruption Duration = $\sum (Ri \times Ni)$	SAIDI = $\frac{\sum (Ri \times Ni)}{Nt}$
		Nos	Hr : Min	Hr : Min	Nos	Hr : Min	Nos	Hr : Min	Hr : Min
1	2	3	4	5 = 4 / 3	6	7 = 5 x 6	8	9 = $\sum (5 \times 6)$	10 = 9 / 8
	Total								

Note: The format is to be sent quarterly and annually

The quarterly reporting of the year means reporting for the period 1st Quarter as Apr – Jun, 2nd Quarter as Jul – Sep, 3rd Quarter as Oct – Dec and 4th Quarter as Jan – Mar of the financial year.

SoP 012 – : Momentary Average Interruption Frequency Index (MAIFI) (To be submitted Quarterly and Annually)

Sr. No	Month	Total Number of Momentary interruptions = Imi	Total Number of Consumers affected due to Momentary Interruption Events during the Reporting Period = Nmi	Number of Customer Momentary Interruptions = IMi * Nmi	Total Number of Customers Served for the Areas = Nt	Cumulative Momentary Customer Interruptions = $\sum (Imi \times Nmi)$	MAIFI = $\frac{\sum (Imi \times Nmi)}{Nt}$
1	2	3	4	5 = 3 x 4	6	7 = $\sum (3 \times 4)$	8 = 7 / 6
	Total						

SoP 013 – : Customer Average Interruption Duration Index (CAIDI) (To be submitted Quarterly and Annually)

Sr. No	Month	Total Number of Sustained Interruptions during the Reporting Period = $\sum A_i$	Total Restoration time for Interruption Events = $\sum R_i$	Total Number of Interrupted Customers for Sustained Interruption events during the Reporting Period = $\sum N_i$	CAIDI = $\frac{\sum (R_i \times N_i)}{\sum (A_i \times N_i)}$ = SAIDI/ SAIFI
1	2	3	4	5	6 = (4 x 5) / (3 x 5)
	Total				

Note: The format is to be sent quarterly and annually

The distribution licensee shall arrange for publication of reliability indices on quarterly basis on its website.

The quarterly reporting of the year means reporting for the period 1st Quarter as Apr – Jun, 2nd Quarter as Jul – Sep, 3rd Quarter as Oct – Dec and 4th Quarter as Jan – Mar of the financial year.

Performa SoP 014 – System Losses at EHT / 11 KV and Below (To be submitted Half Yearly)

Losses on 11 kV System and Connected Equipments			
i.	Energy Delivered into EHT / 11 KV and LT Distribution System from EHT/ 11 KV SSs (MUs)	A	
ii.	Energy Sold (Billed). EHT direct sales (MUs)	B	
iii.	Energy Sold (Billed) in the 11 KV and LT system (MUs)	C	
iv.	Total Sales (MUs)	(B + C)	
v.	Losses (MUs)	{(A) – (B+C)}	
vi.	% Losses	{(A) – (B+C)} X 100 / (A)	

Note: The format is to be sent half yearly

Half yearly reporting in the year means Reporting for the period 1st April – 30th September of the year as first six months / half of the year and 1st October – 31st March of the year as the second six months / second half in the financial year.

Performa SoP 015: Meter faults (To be submitted Quarterly)

Consumer category	No. of faulty meters at the start of the quarter / year (1)	No. of faulty meters added during the quarter / year (2)	Total no. of defective / faulty Meter (3) = (2)+(1)	No. of faulty Meters repaired and replaced (4)	No. of faulty meters pending at the end of the quarter (5) = (3)-(4)
Single Phase					
Three Phase					
HT					

Note: This report can be submitted quarterly.

The quarterly reporting of the year means reporting for the period 1st Quarter as Apr – Jun, 2nd Quarter as Jul – Sep, 3rd Quarter as Oct – Dec and 4th Quarter as Jan – Mar of the financial year.

Performa SoP 016: Compensation Details (To be submitted Quarterly)

Sr. No.	Service Area	Compensation payable to consumer for the period of default in case of violation of standard	Claimed		Payable		
			No. of cases	Amount (Rs.)	No. of cases in which compensation is payable	Amount payable (Rs.)	Amount paid (Rs.)
1	Registration of complaint and intimation of Unique complaint Number to the Complainant	Rs. 50/- for each default					
2	Issuance of Demand Note for New Connection, Load Enhancement, Shifting of connection at other premises, Conversion of Service, Temporary Supply, Shifting of Service Connection in exiting premises, Deviation of line and Shifting of equipments	Rs. 50 for each day of default.					

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Sr. No.	Service Area	Compensation payable to consumer for the period of default in case of violation of standard	Claimed		Payable		
			No. of cases	Amount (Rs.)	No. of cases in which compensation is payable	Amount payable (Rs.)	Amount paid (Rs.)
3	New Connection, Load Enhancement, Shifting of connection at other premises and Conversion of Service where no Network erection and/or augmentation is required.	Rs. 50 for each day of default.					
4	New Connection, Load Enhancement, Shifting of connection at other premises and Conversion of Service where Network erection and/or augmentation is required.	Rs. 50 for each day of default.					
5	Release of temporary supply	Rs. 50 for each day of default.					
6	Shifting of meter/services in the existing premises	Rs. 50 for each day of default.					
7	Shifting of LT/HT lines						
8	Shifting of Transformer structures						
9	Settlement of amount for refunding of excess amount after completion of work.						
10	Transfer of Service Connection with respect to change of name or change of ownership	Rs. 50 for each day of default.					
11	Application from consumer requesting Change in Tariff Class/Category.	Rs. 50 for each day of default.					
12	Complaint Related to Billing	Rs. 50 for each day of default.					
13	Replacement of Meter	Rs. 25/- for each day of default subject to maximum of Rs. 1500/- for LT connections					

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Sr. No.	Service Area	Compensation payable to consumer for the period of default in case of violation of standard	Claimed		Payable		
			No. of cases	Amount (Rs.)	No. of cases in which compensation is payable	Amount payable (Rs.)	Amount paid (Rs.)
		and Rs. 250/- for each day of default subject to maximum of Rs. 2500/- for HT connections.					
14	Reconnection of Supply	Rs. 25/- for each six hours (or part thereof) of delay in restoration of supply subject to maximum Rs. 500/- for LT connection and Rs. 50/- for each six hours (or part thereof) of delay in restoration of supply subject to maximum Rs. 1000/- for HT connection.					
15	More than 2 interruptions in a day to the consumer for the reasons not attributable to the nature of fault as mentioned in Clause 8.4 of these Regulations.	Rs. 25/- for each interruption subject to maximum Rs. 500/- for LT connection and Rs. 50/- for each interruption subject to maximum Rs. 1000/- for HT connection.					
16	Failure to restore power	Rs. 50/- per					

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Sr. No.	Service Area	Compensation payable to consumer for the period of default in case of violation of standard	Claimed		Payable		
			No. of cases	Amount (Rs.)	No. of cases in which compensation is payable	Amount payable (Rs.)	Amount paid (Rs.)
	supply in case of blowing of fuse of LT side distribution transformer, at consumer premises, trouble of MCB of distribution transformer, loose connection at pole, MCB or meter, etc.	hour per Consumer for the first two hours of default. Thereafter Rs. 100/- per hour per Consumer					
17	Failure to restore power supply in case of blowing of HT side fuse of distribution transformer	subject to maximum of Rs. 500/- per day for LT consumer and					
18	Failure to restore power supply in case of HT and LT line fault	maximum of Rs. 2000/- per day for HT consumer.					
19	Failure to restore power supply in case of Distribution transformer failure						
20	Failure to restore power supply in case of failure of underground service or underground HT/LT cable						
21	Scheduled Power Outage	Rs. 50/- per hour per Consumer for the first two hours of default. Thereafter Rs. 100/- per hour per Consumer					
22	Site Visit and Intimation to the Consumer about likely time to resolve the complaint related to voltage fluctuation.	Rs. 200/- for each instance for each complaint.					
23	Complaint of Neutral Voltage	Rs. 250/- for each complaint					
24	Complaint regarding Voltage variations at the	Rs. 25/- for					

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Sr. No.	Service Area	Compensation payable to consumer for the period of default in case of violation of standard	Claimed		Payable		
			No. of cases	Amount (Rs.)	No. of cases in which compensation is payable	Amount payable (Rs.)	Amount paid (Rs.)
	point of commencement of supply.	each day of default subject to maximum of Rs. 500/-					

Note: The format is to be sent quarterly

The quarterly reporting of the year means reporting for the period 1st Quarter as Apr – Jun, 2nd Quarter as Jul – Sep, 3rd Quarter as Oct – Dec and 4th Quarter as Jan – Mar of the financial year.

Performa SoP 017: Individual Complaint where Compensation has been paid (To be submitted Quarterly)

Sr. No.	Complaint No.	Date of filing Complaint/ Automatic Compensation	Consumer No. and Name and Address of the Consumer	Nature of Complaint	Reference Standard of Performance	Amount of compensation (Rs.)	Whether Compensation paid automatically or Consumer has to approach CGRF to get compensation	Whether CGRF has upheld demand of Consumer of Compensation and if Yes, date of order of CGRF and date of compensation paid

Note: The format is to be sent quarterly

The quarterly reporting of the year means reporting for the period 1st Quarter as Apr – Jun, 2nd Quarter as Jul – Sep, 3rd Quarter as Oct – Dec and 4th Quarter as Jan – Mar of the financial year.

Performa SoP 018: Unauthorised Use of electricity (To be submitted Quarterly)

No. of cases booked	No. of cases where UUE is established by the Licensee	No. of cases where appeal filed by the consumer before the Appellate Authority	No. of cases decided by the Appellate Authority in favour of the Licensee	No. of cases decided by the Appellate Authority in favour of the consumer

Note: The format is to be sent quarterly.

The format shall include individual consumer wise details.

The quarterly reporting of the year means reporting for the period 1st Quarter as Apr – Jun, 2nd Quarter as Jul – Sep, 3rd Quarter as Oct – Dec and 4th Quarter as Jan – Mar of the financial year.

Performa SoP 019: Theft of electricity (To be submitted Quarterly)

No. of cases booked	No. of complaints filed by the Licensee in Police Station	No. of cases in which judgment delivered by the Special Court	No. of cases decided by the Special Court in favour of Licensee	No. of cases decided by the Special Court in favour of Consumer

Note: The format is to be sent quarterly.

The format shall include individual consumer wise details.

The quarterly reporting of the year means reporting for the period 1st Quarter as Apr – Jun, 2nd Quarter as Jul – Sep, 3rd Quarter as Oct – Dec and 4th Quarter as Jan – Mar of the financial year.