

**GUJARAT ELECTRICITY REGULATORY COMMISSION  
GANDHINAGAR**

The Ministry of Power, Government of India, in exercise of powers conferred by sub-section (1) read with clause (z) of sub-section (2) of section 176 of the Electricity Act, 2003 has notified the Electricity (Rights of Consumers) Rules, 2020 (referred onwards as the GoI Rules) vide Notification dated 31.12.2020. Subsequent Amendment in these Rules has also been notified vide Notification dated 28.06.2021. The State Electricity Regulatory Commissions have been asked to either make new Regulations or amend existing Regulations to align the Regulations with the said Rules vide letter dated 18.01.2021. Accordingly, the Commission has decided to repeal the Gujarat Electricity Regulatory Commission (Standard of Performance of Distribution Licensee) Regulations, 2005 and make Draft (Standard of Performance of Distribution Licensee) Regulations, 2022 to accommodate the said Rules.

Further, it has always been endeavour of the Commission that consumers be provided with better services and accordingly, revision of performance standards and compensation mechanism has been incorporated in these Draft Regulations.

Moreover, there has been material changes in other Rules and Regulations in force that attracts modification on the existing SoP Regulations that were notified way back in 2005. The Commission also proposes to make relevant changes through these Draft Regulations so as to make provisions of SoP Regulations in tandem with such Rules and Regulations.

With these Draft Regulations, it is intended to make Licensee responsible to provide better services to consumer and for consumers to avail compensation with ease in case of failure to perform the specified standards by Distribution Licensee.

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