

“बिजनेस पोस्ट के अन्तर्गत डाक शुल्क के नगद भुगतान (बिना डाक टिकट) के प्रेषण हेतु अनुमत. क्रमांक जी.2-22-छत्तीसगढ़ गजट / 38 सि. से. भिलाई. दिनांक 30-05-2001.”



पंजीयन क्रमांक
“छत्तीसगढ़/दुर्ग/09/2013-2015.”

छत्तीसगढ़ राजपत्र

(असाधारण) प्राधिकार से प्रकाशित

क्रमांक 474]

रायपुर, शुक्रवार, दिनांक 30 अगस्त 2024 — भाद्रपद 8, शक 1946

ऊर्जा विभाग

मंत्रालय, महानदी भवन, नवा रायपुर अटल नगर

छत्तीसगढ़ राज्य विद्युत नियामक आयोग
सिंचाई कॉलोनी, शांति नगर, रायपुर

रायपुर, दिनांक 2 अगस्त 2024

अधिसूचना

क्रमांक 108/सी.एस.ई.आर.सी./2024.— विद्युत अधिनियम 2003 (वर्ष 2003 का क्रमांक 36) की धारा 181 (2), (जेडए) एवं (जेडबी) द्वारा प्रदत्त शक्तियों के अधीन अधिनियम की धारा 86 की उपधारा (1) (i) सहपठित धारा 57 एवं 59 के अंतर्गत छ.ग. राज्य विद्युत नियामक आयोग एतद्वारा (विद्युत वितरण में निष्पादन संबंधी मानक) विनियम, 2020 को संशोधित करता है।

1. संक्षिप्त नाम, प्रारंभ एवं अनुप्रयोग;

- 1.1 यह विनियम, छत्तीसगढ़ राज्य विद्युत नियामक आयोग (विद्युत वितरण निष्पादन हेतु मानक) (प्रथम संशोधन) विनियम, 2024 कहलायेगा।
- 1.2 यह विनियम, 01 अप्रैल, 2024 से प्रभावशील होगा।
- 1.3 इस विनियम का विस्तार सम्पूर्ण छत्तीसगढ़ राज्य में रहेगा।
- 1.4 यह विनियम, छत्तीसगढ़ राज्य के सभी विद्युत वितरण लाइसेंसी तथा मानित लाइसेंसियों पर लागू होंगे।

2. अनुसूची I के विनियम 3 के उप विनियम 3.1 का प्रतिस्थापन

मुख्य विनियमों की अनुसूची I के विनियम 3 के उप विनियम 3.1 के स्थानपर, निम्नलिखित उप विनियमों को प्रतिस्थापित किया जाता है:—

3. मीटर संबंधित शिकायत

- 3.1 शिकायत प्राप्त होने के उपरांत, वितरण लाइसेंसी त्रुटिपूर्ण/बिना कार्यरत (बंद, धीमें एवंतेजी से चलने) मीटर के पहचान हेतु निरीक्षण करेगा। यह निरीक्षण 'ए' संवर्ग के शहरों एवं नगरीय क्षेत्रों एवं ग्रामीण क्षेत्रों में क्रमशः 4 (चार) दिवस, 7 (सात) दिवस एवं 12 (बारह) दिवस की समय-सीमा में किया जाएगा। खराबी का पता चलने पर, वितरण लाइसेंसी द्वारा मीटर को बदला जाएगा, जो 'ए'

Raipur, the 2nd August 2024

NOTIFICATION

No. 108/CSERC/2024.— In exercise of the powers under Section 181(2), (za) and (zb) and also under Section 86 (1) (i) read with Sections 57 and 59 of the Electricity Act 2003 (No. 36 of 2003) and all powers enabling it in that behalf, the Commission here by amend the Chhattisgarh State Electricity Regulatory Commission (Standards of Performance in Distribution of Electricity) Regulations, 2020 related to standards of performance in distribution of electricity.

1. Short title, Commencement and Application

- 1.1 These Regulations shall be called the Chhattisgarh State Electricity Regulatory Commission (Standards of Performance in Distribution of Electricity) (First Amendment) Regulations, 2024.
- 1.2 They shall come into force from 01st April 2024.
- 1.3 These Regulations shall extend to the whole of the State of Chhattisgarh.
- 1.4 These Regulations shall be applicable to all the distribution licensees and deemed licensees engaged in the distribution of electricity in the State of Chhattisgarh.

2. Substitution of Sub Regulation 3.1 of Regulation 3 of Schedule-I

For sub regulation 3.1 of regulation 3 of Schedule-I of the principal regulations, the following sub regulations shall be substituted, namely: -

3. Complaints about meters

- 3.1 On receipt of complaint, the distribution licensee shall carry out an inspection for detection of faulty / non-working (stuck up, running slow / fast) meter within 4(four) days, 7(seven) days and 12(twelve) days in class-A cities, urban areas and rural areas respectively and in case of detection of fault, shall replace the meter, not exceeding twenty-four hours in class-A cities and urban areas and seventy-two hours in rural areas by the distribution licensee respectively.

If the meter is prima facie found to be defective or burnt or stolen not due to causes attributable to the consumer, the licensee shall restore supply through a new meter at its own cost within the timelines as specified by the Commission.

If, after investigation, it is found that the meter has become defective or burnt or stolen due to causes attributable to the consumer, the necessary charges shall be recovered from the consumer as specified by the Commission.

3. Substitution of Sub Regulation 3.2 of Regulation 3 of Schedule-I

For sub regulation 3.2 of regulation 3 of Schedule-I of the principal regulations, the following sub regulations shall be substituted, namely: -

- 3.2 In case of burnt meter, the meter shall be replaced within a time period, not exceeding twenty-four hours in class-A cities and urban areas and seventy-two hours in rural areas by the distribution licensee

4. Substitution of Annexure to schedule- I & II

Annexure to schedule- I & II for level of compensation payable to consumers for failure to meet standard of performance is substituted, by following: -

By the Order of the Commission

Sd/-

(Sudhir Kumar Kale)
Deputy Secretary.

ANNEXURE TO SCHEDULE- I & II

LEVEL OF COMPENSATION PAYABLE TO CONSUMERS FOR FAILURE TO MEET
STANDARDS OF PERFORMANCE

Nature of Service	Standards of Performance Indicating the maximum time limit for rendering the service		Compensation payable to affected consumer(s) in case of default
1. Restoration of Supply			
(a) Fuse-off call	4 (four) hours (class-A cities and urban areas) 24 (twenty-four) hours (rural areas)		Rs500/-for each day
(b) Line breakdown.	6 (six) hours (minor)	(class-A cities and urban areas)	
	24 (twenty-four) hours (major)		
	12 (twelve) hours (minor) 2 (two) days (major)	(rural areas)	
(c) Distribution transformer failure	24 (twenty-four) hours (class-A cities andurban areas) 5 (five) days (rural areas)		
(d) Burnt meter (LT)	8 (Eight) hours (class-A cities) 12 (Twelve) hours (urban areas) 2 (two) days (rural areas)		
(e) Underground Cable Breakdown	12 (twelve) hours (class-A cities) 24 (twenty-four) hours (urban areas) 2 (two) days (rural areas)		
2. Quality of Supply			
(a) Maintenance of voltage within the specified range of the declared voltage	2 (two) days, if the fault is on account of transformer (local problem) 10 (ten), days wherever expansion / enhancement of the network is not required 120 (one hundred and twenty) days, in case up-gradation of the distribution system is required 1(one) year in case of substation is required		Rs500/-for each day of default
3. Meters			
(a) Meter inspection in case of customer complaint regarding faulty / non-working (stuck up, running slow / fast or creeping) meters	4 (four) days (class-A cities) 7 (seven) days (urban areas) 12 (twelve) days (rural areas).		Rs. 500/- for each day of default
(b) Replacement of meter if found faulty	24 (twenty-four) hours in class-A cities and urban areas 72 (seventy-two) hours in rural areas		
(c) Replacement of burnt meter			

Nature of Service	Standards of Performance Indicating the maximum time limit for rendering the service	Compensation payable to affected consumer(s) in case of default
4. Application for new Connection/ additional load		
4.1 LT connection excluding agriculture a) Normal connections (all category) (where no addition / augmentation / up-gradation of existing distribution mains is required)	Urban areas - 7 days (including class-A cities) Rural areas - 15 days	Rs 500/- for each day of default
b) All category (i) Where power supply requires extension of distribution mains, including distribution sub-station	Urban areas&Rural areas – 90 days (including class-A cities)	
4.2 LT Agriculture Connection		
i) Agricultural connection during season when clear access to fields is available	90 days, provided full cost of extension is paid	Rs 500/- for each day of default
ii) Agricultural connection during season when no clear access is available	180 days, provided full cost of extension is paid	
4.3 High Tension (HT) Connection		
(a) Informing feasibility after receipt of the application	07 (Seven) days	Rs 500/- for each day of default
(b) Issue of demand note of estimated charges	30 (thirty) days	
(c) Completion time for extension of works after payment and finalization of agreement	90 (ninety) days	
(d) (i) Issue of three months' notice after completion of extension works by the licensee with installation of meter and metering equipment.	7 (seven) days	

Nature of Service	Standards of Performance Indicating the maximum time limit for rendering the service	Compensation payable to affected consumer(s) in case of default
(ii) Release of load after completion of extension work by licensee and submission of clearance from Electrical Inspector by the applicant.	7 (seven) days	
5. Load Reduction	With effect from the first day of the following billing month.	Rs 500/- for each day of default
6. Reconnection of supply following disconnection due to non-payment of bills (after the payment of all dues made by the consumer)	Class A cities - eight (8) hours Urban Areas- twenty-four (24) hours Rural Areas- two (2) days from the payment of dues made by the consumer	Rs 500/- for each day of default
7. Transfer of ownership and conversion of services		
(a) Transfer of ownership	Within two billing cycles after acceptance of application form and execution of supplementary agreement by new applicant	Rs 500/- for each day of default.
(b) Change of consumer category	From subsequent billing cycle from the date of payment of necessary charges, if any, by the consumer.	
(c) Conversion from LT to HT and vice versa	As in Table A	
8. Complaints on Consumer's Bills		
(a) Non receipt of a bill	Within 3 (three) days of the registration of the complaint.	Rs 500 /-for each day of default
(b) Inadequate time for payment of bill	Extension of due date of payment within 2 (two) days	
(c) Billing complaints	Urban areas – 7 days (including class-A cities) Rural areas - 15 days	
9. Reading of consumer's meter.	Monthly	Rs 500/- for first month Rs 1000/- per month beyond the first month of delay.
10. Refund of Deposits (After completion of formalities by the consumer)	60 (sixty) days	Rs 500/- for each day of default
11. Maintenance of reliability within the specified limit		

Nature of Service	Standards of Performance Indicating the maximum time limit for rendering the service	Compensation payable to affected consumer(s) in case of default
SAIFI	15 interruptions per customer (class-A cities) 30 interruptions per customer (urban) 35 interruptions per customer (rural)	Rs. 500/- per consumer for each no of default
SAIDI	6 hrs./month (360 mins/month) (class-A cities) 15 hrs./month (900 mins/month) (urban) 20 hrs./month (1200 mins/month) (rural)	Rs. 500/- per consumer for each day of interruptions