Chhattisgarh State Electricity Regulatory Commission
Irrigation Colony, Shanti Nagar,
Raipur, (CG) 492007

Raipur, Date:

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

(Sudhir Kumar Kale)
Dy. Secretary

Annexure to schedule- I & II

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

<table>
<tr><th>Nature of Service</th><th colspan="2">Standards of Performance Indicating the maximum time limit for rendering the service</th><th>Compensation payable to affected consumer(s) in case of default</th></tr>
<tr><td>1. Restoration of Supply</td><td colspan="2"></td><td></td></tr>
<tr><td>(a) Fuse-off call</td><td colspan="2">4 (four) hours (class-A cities and urban areas)

24 (twenty-four) hours (rural areas)</td><td rowspan="5">Rs 500/- for each day</td></tr>
<tr><td rowspan="2">(b) Line breakdown.</td><td>6 (six) hours (minor)

24 (twenty-four) hours (major)</td><td>(class-A cities and urban areas)</td></tr>
<tr><td>12 (twelve) hours (minor)

2 (two) days (major)</td><td>(rural areas)</td></tr>
<tr><td>(c) Distribution transformer failure</td><td colspan="2">24 (twenty-four) hours (class-A cities and urban areas)

5 (five) days (rural areas)</td></tr>
<tr><td>(d) Burnt meter (LT)</td><td colspan="2">8 (Eight) hours (class-A cities)

12 (Twelve) hours (urban areas)

2 (two) days (rural areas)</td></tr>
<tr><td>(e) Underground Cable Breakdown</td><td colspan="2">12 (twelve) hours (class-A cities)

24 (twenty-four) hours (urban areas)

2 (two) days (rural areas)</td></tr>
<tr><td>2. Quality of Supply</td><td colspan="2"></td><td></td></tr>
<tr><td>(a) Maintenance of voltage within the specified range of the declared voltage</td><td colspan="2">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</td><td>Rs 500/- for each day of default</td></tr>
</table>

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
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	
(c) Replacement of burnt meter	72 (seventy-two) hours in rural areas	
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	

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) Agricultural connection during season when no clear access is available	180 days, provided full cost of extension is paid	Rs 500/- for each day of default
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	
(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

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
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

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
11. Maintenance of reliability within the specified limit		
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