

CHHATTISGARH STATE ELECTRICITY REGULATORY COMMISSION
Vidyut Niyamak Bhawan
Irrigation Colony, Shanti Nagar, Raipur - 492 001 (C.G.)

Date 15/05/2020

NOTIFICATION

No. 86/CSERC/2020

In exercise of the powers of sub section (2), (za) and (zb) of Section 181 read with Section 86 (1) (i) read with Sections (57) & (59) of the Electricity Act 2003 (No. 36 of 2003) and all powers enabling it in that behalf, the Chhattisgarh State Electricity Regulatory Commission hereby frames the following Regulations related to standards of performance in distribution of electricity

CHHATTISGARH STATE ELECTRICITY REGULATORY COMMISSION
(STANDARDS OF PERFORMANCE IN DISTRIBUTION OF ELECTRICITY)
REGULATIONS - 2020

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) Regulations, 2020.
- 1.2 These Regulations shall be applicable to all the distribution licensees and deemed licensees engaged in the distribution of electricity in the State of Chhattisgarh.
- 1.3 These Regulations shall extend to the whole of the State of Chhattisgarh.
- 1.4 They shall come into force from the date of their publication in the Chhattisgarh Rajpatra.

2. Definitions

- 2.1 In these Regulations, unless the context otherwise requires:
 - (a) '**Act**' means the Electricity Act, 2003 (No. 36 of 2003);
 - (b) '**Area of supply**' means the area within which a licensee is authorized by in his license to supply electricity;
 - (c) '**Class-A City**' means a city with population of Ten Lakhs (10,00,000) or above as per 2011 census ;
 - (d) '**Commission**' means the Chhattisgarh State Electricity Regulatory Commission;
 - (e) '**Days**' means clear working days;
 - (f) '**Default Days**' means calendar days

- (g) **'Extra High Tension/Extra High Voltage'** means the voltage exceeding 33000 volts under normal conditions;
- (h) **"Harmonics"** means a component of a periodic wave having frequency that is an integral multiple of the fundamental power line frequency of 50Hz causing distortion to pure sinusoidal waveform of voltage or current, and as governed by IEEE STD 519-1992, namely "IEEE Recommended Practices and Requirements for Harmonic Control in Electrical Power Systems" and corresponding standard as may be specified in accordance with clause (c) of subsection (2) of section 185 of the Act;
- (i) **'High Tension/High Voltage'** means the voltage exceeding 650 volts but not exceeding 33000 volts under normal conditions;
- (j) **'Licensee'** means a person who has been granted a distribution license under Section 14 and includes a person deemed to be a licensee under the same section of the Act and also a deemed licensee under section 172 of the Act;
- (k) **'Low Tension/Low Voltage'** means the voltage that does not exceed 650 Volts under normal conditions;
- (l) **'Rural areas'** means any areas other than Urban areas as defined in these regulations;
- (m) **'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 Estate and Townships including those specified by the Government of Chhattisgarh.

2.2. Words or expressions used and not defined in these Regulations shall bear the same meaning as in the Electricity Act, 2003 or in the absence thereof, the meaning as commonly understood in the electricity sector..

3. Objectives

The objectives of these performance standards are:-

- (a) to lay down standards of performance;
- (b) to measure performance against the standards for the licensee in providing service;
- (c) to ensure that the distribution network performance meets a minimum standard which is essential for the consumers' installation to function properly;
- (d) to enable the consumers to design their systems and equipment to suit the electrical environment that they operate in; and
- (e) to enhance the quality of the services to meet acceptable customer service standards in the short term and gradually move towards improved customer service standards in the long term."

4. Standards of Performance

4.1. The standards of performance specified in Schedule-I of these Regulations shall be the minimum standards of service that a distribution licensee shall achieve and maintain. The standard of performance may be different across the area of a

distribution licensee and across the distribution licensees based on the concentration of population, local environment and conditions. The categorization shall be applicable to Class A cities, Urban Areas and Rural Areas.

- 4.2. The standards of performance specified in Schedule-II of these Regulations shall be the overall standards of performance, which the licensee shall seek to achieve in the discharge of his obligations as a licensee.
- 4.3. The licensee shall maintain relevant records regarding the standards of performance consumer-wise in order to give a fair treatment to all consumers and avoid any dispute regarding violation of standards.

5. Compensation

- 5.1. The licensee shall register every complaint of a consumer relating to failure of power supply, quality of power supply, meters and payment of bills etc., at the designated office and intimate the complaint number immediately to the consumer.
- 5.2. If the licensee fails to meet the guaranteed standards of performance specified in Schedule-I, it shall be liable to pay to the affected consumer(s), monetary compensation at rates as indicated against each of the guaranteed standards of performance in the annexure to Schedule-I, provided that in serious cases of non-compliance with the standards of performance or default in compliance, the Commission may enhance the amount of compensation either suo-motu or on a complaint by consumer(s).
- 5.3. All payments of compensation shall be made by the licensee either in cash or by way of adjustment against existing, current and/or future bills for supply of electricity.
- 5.4. The compensation paid to the consumer shall be recovered from the concerned responsible employees /officers of the licensee. The responsibility shall be fixed by the licensee making appropriate mechanism by the licensee and such compensation shall not be claimed in ARR by the distribution licensee.

6. Procedure for payment of compensation

- 6.1. The consumer shall have to bring to the notice of the licensee the standard(s) of performance which have been violated and accordingly claim compensation amount from the licensee. The consumer shall submit the claim in an application, in Form A appended to these Regulations. The licensee shall designate officers who shall acknowledge consumers' claims and delegate adequate powers at different levels for settlement and payment of compensation.
- 6.2. The licensee shall take a decision on the claim of the consumer and if found liable, shall pay the amount to the consumer within 90 (ninety) days from the date of receipt of application by way of adjustment as per clause 4.3 above.
- 6.3. If the licensee fails to pay the compensation or otherwise fails to dispose of the application to the satisfaction of the consumer within the prescribed time, the aggrieved consumer may approach the Consumer Grievance Redressal Forum established in terms of Section 42 of the Act and the Forum shall consider such application.

6.4 Any consumer who is aggrieved by the non-redressal of his grievance under, Consumer Grievance Redressal Forum may make to the Electricity Ombudsman, an application in Form B appended to these Regulations for the redressal of his grievance within thirty days from the date of order of the Consumer Grievances Redressal Forum. The Electricity Ombudsman shall issue orders on the application within sixty days from the date of submission of the application. The compensation, if any awarded by the Electricity Ombudsman, shall be paid to the consumer by the licensee within thirty days, either in cash or by way of adjustment in the ensuing bills for supply of electricity to him.

7. Duty of the distribution licensee to create awareness.-

Every distribution licensee shall, for creating proper awareness regarding the standards of performance among its consumers and its staff, undertake the following activities,-

- (a) Manual of Procedure for Processing Complaints of Consumers shall be made available for reference of the consumers and the staff of the licensee at every office of the licensee;
- (b) Manual of Procedure for Processing Complaints of Consumers shall be published on the website of the licensee in such a way that it is downloadable;
- (c) The guaranteed standards of performance shall be prominently displayed in all the local offices of the licensee;
- (d) The guaranteed standards of performance along with compensation structure, information on procedure for filing of complaints, procedure for claiming compensation and such other details shall be published on the website of the licensee in such a way that they are downloadable;
- (e) Implementation of suitable training programs for the officers who are responsible to ensure the standards of performance.

8. Information on Standards of Performance

8.1. In accordance with the provision of section 59(1) of the Act, every licensee shall furnish the following information to the Commission:

- (a) A quarterly report on the level of performance achieved in respect of matters covered in Schedule I and II of these Regulations.
- (b) A quarterly report on the number of cases in which compensation was payable under these Regulations and the amount of compensation paid/payable in each case.

8.2 The Commission shall arrange for publication of the above information furnished by the licensees, at least once in a year, in the manner as it deems fit.

9. Exemption

9.1. The standards of performance specified in these Regulations may be kept in abeyance by the Commission during force majeure conditions such as war, mutiny, civil commotion, riot, flood, cyclone, lightning, earthquake or other force or cause beyond the control of the licensee and strike, lockout, fire, etc. affecting the licensee installations and activities.

9.2. The Commission may by a general order issued for the purpose and after hearing the licensee and the affected consumers/ consumer group, absolve the licensee of the liability to compensate the consumers for any default in the performance of any standard, if the Commission is satisfied that such default is for reasons other than those attributable to the licensee and further that the licensee has otherwise made efforts to fulfil his obligations.

10. Issue of orders and practice directions

Subject to the provisions of the Act and these Regulations, the Commission may, from time to time, issue orders and practice directions in regard to the implementation of these Regulations and procedures to be followed.

11. Power to remove difficulties

11.1. If any difficulty arises in giving effect to any of the provisions of these Regulations, the Commission may, by general or special order, direct the licensee to do anything, not being inconsistent with the provisions of the Act, which appears to it to be necessary or expedient for the purpose of removing the difficulties.

11.2. The licensee may make an application to the Commission and seek suitable orders to remove any difficulty that may arise in implementation of these Regulations.

12. Power to Amend

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

13. Savings

Nothing in these Regulations shall affect the rights and privileges of the consumers under any other law including the Consumer Protection Act, 1986 (Act 68 of 1986).

14. Repeal and Saving

14.1 The “Chhattisgarh state Electricity Regulatory Commission (Standards of Performance of Distribution Licensees,) Regulations, 2006” are hereby repealed.

14.2 Notwithstanding the repeal anything done or any action taken or purported to have been done or taken under the repealed regulations, in so far as it is not inconsistent with the provisions of the Act or rules and regulations made there under, be deemed to have been taken under these Regulations.

Note: In case of any difference in the interpretation or understanding of the provisions of the Hindi version of these Regulations with that of the English version (the original version), the latter will prevail and in case of any dispute in this regard, the decision of the Commission shall be final and binding.

By order of the Commission

(S.P. Shukla)
Secretary

SCHEDULE – I
(Refer to clauses 4.1, 5.2 and 6.1)
GUARANTEED STANDARDS OF PERFORMANCE

1. Restoration of Power Supply

- 1.1 Normal Fuse-off calls:** Normal fuse-off call shall include replacement of HT drop out fuses and fuses on L.T. side of distribution transformers or at the consumer premises. Normal fuse-off call shall be attended within 4 (four) hours in class-A cities and urban areas and within 24 (twenty-four) hours in rural areas.
- 1.2 Overhead Line Breakdown:** There may be major and minor line breakdowns. Major breakdown may require replacement of conductor, structures etc. Minor line breakdowns in class-A cities and urban areas shall be attended within 6 (six) hours and in rural areas within 12 (twelve) hours. Major line breakdowns shall be attended within 24 (twenty-four) hours in class-A cities and urban areas and within 2 (two) days in rural areas.
- 1.3 Distribution transformer (DT) failure:** The licensee shall restore supply in case of distribution transformer failure by replacing the transformer or restoring supply from alternate sources within 24 (twenty-four) hours in class-A cities and urban areas and within 5 (five) days in rural areas.
- 1.4 Burnt Meter (LT) -** The distribution licensee shall restore the power supply either by bypassing the burnt meter or by installing meter within 8 (eight) hours of receipt of a complaint in class-A cities, 12 (twelve) hours in case of urban areas and 2 (two) days in case of rural areas. However, the burnt meter shall be replaced as specified in clause 3.2.
- 1.5 Underground Cable / AB cable Breakdown -** The distribution licensee shall restore the power supply caused by underground cable or AB cable failures within 12 (twelve) hours in class-A cities, within 24 (twenty-four) hours in urban areas and within 48 (forty-eight) hours of the receipt of a complaint in rural areas.

2. Quality of Power Supply

- 2.1 Voltage Variations:** The licensee shall maintain 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, $\pm 6\%$;
 - (b) In the case of High Voltage, $+6\%$ and -9% ; and,
 - (c) In the case of Extra High Voltage, $+10\%$ and -12.5% .

On receipt of a voltage variation complaint, the distribution licensee shall verify the complaint and, in case of voltage variation exceeding the specified limits, shall:-

- (a) If the fault is on account of transformer (tap settings of transformer), ensure that the voltages are brought within the specified limits, in 2 (two) days from the receipt of a complaint and,
- (b) Where expansion/enhancement of the network is not required, ensure that the voltages are brought within the specified limits, in 10 (ten) days of the receipt of a complaint and,

- (c) Where up-gradation of the distribution system is required, resolve the complaint in 120 (one hundred twenty) days.
- (d) Where a new 33/11 KV substation is required, resolve the voltage variation complaints, in 1(one) year of the receipt of such a complaint, complete the erection and commissioning of such substation. In such cases, the distribution licensee shall inform the consumer about the likely time period required for resolution of the complaint.

No compensation on account of voltage variations shall be payable to industrial and agricultural consumers who do not provide capacitors as prescribed.

2.2. Harmonics

The maximum permissible limit of harmonics as specified in Institute of Electrical and Electronics Engineers (IEEE) standard 519 (1992) adopted in clause (5) of part-II of Central Electricity Authority (Technical standard of connectivity to the grid) Regulations 2007 (hereafter CEA (Technical Standard Regulations)) is as follows:

- (a) Voltage distortion limit – Utilities responsibility

Bus Voltage	Maximum individual voltage distortion	Total maximum voltage distortion
33KV & 132 KV	3.0	5.0
220KV	2.0	2.5
400KV	1.5	2.0

- (b) Current distortion – consumer’s responsibility
The total harmonics distortion for current drawn from the transmission system at the connection point shall not exceed 8%.
- (c) The voltage unbalance i.e. difference of voltage between any two phases on 33 KV and above shall not exceed 3% at supply point.

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 before the end of subsequent billing cycle.
- 3.2 In case of burnt meter, the meter shall be replaced within 7 (seven) days of receipt of a complaint. The licensee shall recover the cost of the meter from the subsequent bill of the consumer.

4. New connections /Additional Load

In dealing with applications for new connections / additional load to consumers, the licensee shall comply with the provisions of the Chhattisgarh State Electricity Supply Code. The time line for rendering various services is specified as under:

Table-A

Sl. No.	Licensee Services	Time Limit for Rendering the Service (excluding payment period)
1	LT connection excluding agriculture	
	a) Normal domestic connections (where no addition / augmentation / up-gradation of existing distribution mains is required)	Urban areas - 7 days (including class-A cities) Rural areas - 15 days
	b) Other than a) (Where power supply can be provided from existing network),	Urban areas - 15 days (including class-A cities) Rural areas - 30 days
	c) Where power supply requires extension/,addition/,augmentation/ up - gradation of distribution mains, including distribution sub-station.	Urban areas – 90 days (including class-A cities) Rural areas - 120 days
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
	ii) Agricultural connection during season when no clear access is available	180 days, provided full cost of extension is paid
3.	HT Connection	
	a) Informing feasibility after receipt of the application	07 days
	b) Issue of demand note of estimated charges	30 days
	c) Completion time for extension of works after payment and finalization of agreement	90 days
	d) i) Issue of three months notice after completion of extension work by the licensee with installation of meter and metering equipment. ii) Release of load after completion of extension work by licensee and submission of clearance from Electrical Inspector by the applicant.	7 days 7 days

Note:

- (i) *The licensee shall not, however, be held responsible for the delay, if any, in extending supply, if the same is on account of problems arising out of court cases, relating to statutory clearances, right of way, acquisition of land and extension work is executed by the consumer under the supervision of licensee or the delay in consumer's obligation to obtain approval of Chief Electrical Inspector for his High Tension or Extra High Tension installation, etc. over which the licensee has no control.*

5. Transfer of ownership and conversion of services

The licensee shall give effect to transfer of ownership, change of category and conversion of the existing services from low tension to high tension and vice versa within the following time limits:

TABLE-B

Sl. No.	Licensee Services	Time Limit for Rendering the Service
(a)	Transfer of ownership	Within two billing cycles after acceptance of application form and execution of supplementary agreement by new applicant
(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

6. Complaints about consumer's bills

- 6.1 The distribution licensee shall put in place an online complaint registration with tracking facility within 60 (sixty) days from the notification of this regulations. All the relevant telephone / mobile numbers shall be uploaded in the licensee's website and printed in the electricity bills.

The distribution licensee shall acknowledge a consumer's complaint :-

- (i) In case of online complaint / telephonically lodged complaint; with immediate effect through an auto generated unique complaint number.
- (ii) In case of postal complaint; the licensee shall communicate unique complaint number, within 3 (three) days.

- 6.2 The distribution licensee shall resolve consumer complaints within the following time limits:

(a)	Non receipt of a bill	Within 3 (three) days of the registration of the complaint.
(c)	Billing complaints	Urban areas – 7 days (including class-A cities) Rural areas - 15 days

7. Load Reduction

The reduction of load shall be with effect from the first day of the ensuing billing month.

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

the Distribution Licensee has disconnected supply to a consumer for a period of not more than six months, then if such consumer pays all amounts due and payable by him to the satisfaction of the Distribution Licensee or, in case of a dispute, pays such amounts under protest, the Distribution Licensee shall reconnect supply within eight (8) hours from the payment of dues made by the consumer in Class-A cities, within twenty four (24) hours from the payment of dues made by the consumer in Urban Areas and within two (2) days from the payment of dues made by the consumer in Rural Areas.

Note: when the period of disconnection exceeds six months the case may be treated as new service connections.

SCHEDULE – II

(Refer to clauses 4.2 and 6.1)

OVERALL STANDARDS OF PERFORMANCE

Reliability Indices

The distribution licensee shall calculate the reliability of distribution system on the basis of number and duration of sustained or long supply voltage interruptions (longer than Five minutes) in a reporting period using the following indices

- (a) System Average Interruption Frequency Index (SAIFI)
- (b) System Average Interruption Duration Index (SAIDI)

Method to compute Distribution System Reliability Indices

The indices shall be computed for the distribution licensee 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 indices would then be computed using the following formulae:

$$1. \quad \text{SAIFI} = \frac{\sum_{i=1}^n (A_i * N_i)}{N_t} \quad \text{Where,}$$

A_i = Total number of sustained interruptions (each longer than 5 minutes) on i^{th} feeder for the month

N_i = Number of consumers of i^{th} feeder affected due to each sustained interruption

N_t = Total number of consumers at 11KV in the Distribution Licensee's supply area

n = number of 11KV and 33 kV feeders in the licensed area of supply (excluding those serving predominantly agricultural loads)

$$2. \quad \text{SAIDI} = \frac{\sum_{i=1}^n (B_i * N_i)}{N_t} =.$$

Where

B_i = Total duration in minutes of all sustained interruptions (each longer than 5 minutes) on i^{th} feeder for the month

The distribution licensee shall maintain the reliability of power supply on monthly basis within the time line specified in table below:-

Reliability indices	Target level (July to March) (per consumer per month)	Target level (April to June)
SAIFI	Class-A cities - 15 interruptions	Class-A cities - 20 interruptions
SAIDI	Class-A cities - 6 hrs./month (360 mins/month)	Class-A cities -10 hrs./month (600 mins/month)
SAIFI	Urban areas - 30 interruptions	Urban areas - 40 interruptions
SAIDI	Urban areas - 15 hrs./month (900 mins/month)	Urban areas - 20 hrs./month (1200 mins/month)
SAIFI	Rural areas - 35 interruptions	Rural areas - 50 interruptions
SAIDI	Rural areas -20 hrs./month (1200 mins/month)	Rural areas -30 hrs./month (1800 mins/month)

Provided that:

- (a) While calculating the given reliability indices, the following types of interruptions shall not be taken into account:
 - i. Momentary outages of duration less than 5(five) minutes.
 - ii. Outages due to Force Majeure events such as cyclone, floods, storms, war, mutiny, civil commotion, riots, lightning, earthquake, lockout, grid failure, fire affecting licensee's installations and activities Centre during the occurrence of failure of their facilities;
 - iii. Interruptions due to scheduled or planned outages
- (b) The distribution licensee shall capture reliability indices data directly from the feeder monitoring system and there should not be any manual interventions as far as possible.
- (c) 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.

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)	Rs 5/- hr up to 12 hrs & Rs 10/- per hr beyond that	
(b) Line breakdown.	6 (six) hours (minor) 24 (twenty-four) hours (major)		(class-A cities and urban areas)
	12 (twelve) hours (minor) 2 (two) days (major)		(rural areas)
(c) Distribution transformer failure	24 (twenty-four) hours (class-A cities and urban areas) 5 (five) days (rural areas)		
(d) Burnt meter (LT)	8 (Eight) hours (class-A cities) 12 (twenty-four) 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	Rs 10/- 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. 10/- for each day of default
(b) Replacement of meter if found faulty	Within subsequent billing cycle	
(c) Replacement of burnt meter	7 days	
4. Application for new Connection/ additional load		
4.1 LT connection excluding agriculture		Rs 50/- for each day of default
a) Normal domestic connections (where no addition / augmentation / up-gradation of existing distribution mains is required)	Urban areas - 8 days (including class-A cities) Rural areas - 14 days	
b) Other than a)		
(i) Where power supply can be provided from existing network,	Urban areas - 15 days (including class-A cities) Rural areas - 30 days (excluding payment period)	
ii) Where power supply requires extension of distribution mains, including distribution sub-station.	Urban areas – 90 days (including class-A cities) Rural areas - 120 days (excluding payment period)	
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 50/- 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	15 (fifteen) working days	Rs 100 /- 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 work 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 100/- 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 100/- 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 50/- 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 10 /-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	Rs 10/- for each day of default
9. Reading of consumer's meter.	Monthly	Rs 100/- for first month Rs 200/- per month beyond the first month of delay.
10. Refund of Deposits (After completion of formalities by the consumer)	60 (sixty) days	Rs 50/- for each day 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. 60/- 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. 5/- per consumer for each hour of interruptions

SCHEDULE OF OVERALL STANDARD OF PERFORMANCE

Service Area	Overall standards of performance
1. Normal Fuse-off call	
Towns and cities	At least 90% calls received should be rectified within stipulated time limit in both cities and towns and rural areas
Rural areas	
2. Line Breakdowns	
Towns and cities	At least 95% of cases should be resolved within the time limit in both cities and towns and rural areas
Rural areas	
3. Replacement of Failed Distribution Transformer	
Towns and cities	At least 95% of DTRs should be resolved within the time limit in both cities and towns and rural areas
Rural areas	
4. Period of Scheduled shut-down	
Maximum duration in a single stretch	At least 95% of cases should be resolved within the time limit
Restoration of supply after shut down	
5. Voltage Variations	
Where no expansion or enhancement of network is involved	At least 95% of cases should be resolved within the time limit
Where up-gradation of distribution system is required	At least 90% of cases should be resolved within the time limit
6. Meter Complaints	
Inspect and check correctness	At least 90% of cases should be resolved within the time limit
Replace slow, fast, creeping or jammed meters	
Replace burnt meters if cause not attributable to consumer	
Replace burnt meters in all other cases	
7. Application for new connection/ additional load	
Release of supply where service is feasible from existing network.	At least 95% of cases should be resolved within the time limit
Release of supply where Network expansion/ enhancement required for providing connection	
Agriculture connections	At least 90% of cases should be resolved within the time limit

Service Area	Overall standards of performance
8. Transfer of ownership and conversion of service	
Title transfer of ownership	At least 99% of cases should be resolved within the time limit
Change of category	
Conversion of LT 1-ph phase to LT 3-ph.	
Conversion from LT to HT and vice-versa	
9. Resolution of complaints on consumer's Bills	
If no additional information is required	At least 90% of cases should be resolved within the time limit
If additional information is required for LT consumers	
If additional information is required for HT consumers	
10. Reconnection of supply following disconnection	At least 95% of cases should be resolved within the time limit
11. Refund of Deposits (After completion of formalities by the consumer)	At least 99% of cases should be resolved within the time limit
12. Transformer failures	
Power Transformer	Shall not exceed 2 per cent p.a.
Distribution Transformer	Shall not exceed 10 per cent p.a.
13. Faulty Meters (MNR, Burnt, sticky, etc.)	Shall not exceed 2.5 per cent of metered installations
14. Billing Efficiency	100 % of the consumers to be billed during the billing cycle
15. Collection Efficiency	92% of current annual demand +15% of arrears at the beginning of year

FORM A
APPLICATION FOR CLAIMING COMPENSATION AMOUNT
BY THE AFFECTED CONSUMER

- 1 Name of the Consumer :
- 2 Address :
- 3 B.P. Number :
- 4 Nature of complaint in brief :
- 5 Complaint Number :
- 6 Date and time of lodging complaint :
- 7 Date and time the complaint attended by the Licensee :
- 8 Standard time within which the complaint is to be attended to as per Licensees' Standards of Performance Regulations :
- 9 Actual Time taken to attend to the complaint :
- 10 Amount to be received as per Licensees' Standards of Performance Regulations :
- 11 Mobile No./E-mail ID

Date:/Time

Signature

Place:

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ACKNOWLEDGMENT (To be given by the Licensee)

- Claim Number :
- Date :
- Name of the Consumer :
- BP Number :

Signature of the Official of the Licensee
with Name, Seal and Date

Form B
Appeal before the Electricity Ombudsman
[See clauses 6.4 of CSERC (Standards of Performance in Distribution of Electricity) Regulations, 2020]

Sub: Representation on

Sir,

Being aggrieved by the non-redressal/order of the Consumer Grievance Redressal Forum, The applicant hereby makes the following representation/appeal. The details of the application are as follows:

1. Name of the applicant
2. Full address of the applicant
3. BP No.
4. Details of request submitted to the Consumer Grievance Redressal Forum (A copy of the request and the orders shall be attached)
5. Nature of relief sought from the Ombudsman
6. List of documents enclosed
7. Mobile No. and Email ID

Declaration

I / we, the applicant/s herein declare that,

- (a) The information furnished herein above is true and correct and;
- (b) I /we have not concealed or misrepresented any fact, stated above or in the documents submitted herewith;

The undersigned or any of us or any of the parties concerned has not brought the subject matter of the present complaint before the Ombudsman to the best of my / our knowledge and belief.

The subject matter of the present complaint is not in respect of the same which was settled by the Ombudsman in any previous proceedings.

The subject matter of the present complaint has not been pending / decided by any Forum / Court / Arbitrator / any other authority.

Place :

Date :

Signature of the Complainant