

Chhattisgarh State Electricity Regulatory Commission

Civil lines, G.E. Road, Raipur - 492 001

Raipur, 5th July 2006

No. 17/CSERC/2006. In exercise of the powers under Section 181 (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 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 - 2006

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, 2006.
- 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 his license to supply electricity;
 - (c) 'Commission' means the Chhattisgarh State Electricity Regulatory Commission;
 - (d) 'Extra High Tension/Extra High Voltage' means the voltage exceeding 33000 volts under normal conditions;
 - (e) 'High Tension/High Voltage' means the voltage exceeding 650 volts but not exceeding 33000 volts under normal conditions;

- (f) '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;
- (g) 'Low Tension/Low Voltage' means the voltage that does not exceed 650 Volts under normal conditions;
- (h) 'Rural areas' means any area or areas comprising a village or group of villages, as defined under the constitution (Seventy-Third Amendment) Act, 1992; and
- (i) 'Town and cities' means areas other than rural areas.

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 supply industry.

3. Standards of Performance

- 3.1. The standards of performance specified in Schedule-I of these Regulations shall be the guaranteed standards of performance, and the minimum standards of service the licensee shall achieve and maintain in the discharge of his obligations as a licensee.
- 3.2. 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.
- 3.3. 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.

4. Compensation

- 4.1. 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.
- 4.2. 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).

- 4.3. All payments of compensation shall be made by the licensee by way of adjustment against existing, current and/or future bills for supply of electricity.
- 4.4. With a view to allow sufficient time to the licensee for preparation for compliance with the standards, the provision regarding compensation as per clause 4.2 above shall be applicable from the date indicated against each standard of performance in the annexure to Schedule-I and not from the date of notification of these Regulations.

5. Procedure for payment of compensation

- 5.1 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. Such delegation shall be effected as early as practicable but well before the provisions of clause 4.4 comes into force.
- 5.2. 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.
- 5.3 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. Information on Standards of Performance

- 6.1. 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.
- 6.2 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 deemed fit.

7. Exemption

- 7.1. 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's installations and activities.

- 7.2. The Commission may by a general order issued for the purpose and after hearing the licensee and the affected 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 fulfill his obligations.

8. 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.

9. Power to remove difficulties

- 9.1. 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.
- 9.2. 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.

10. 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.

11. 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).

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

(N.K.Rupwani)

SCHEDULE – I
(Refer to clauses 3.1, 4.2 and 6.1)
GUARANTEED STANDARDS OF PERFORMANCE

I. Restoration of Power Supply

1. On receipt of a complaint regarding failure of supply, the licensee shall inform the consumer in case he so desires, the likely time by which the power supply shall be restored.
2. **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 to within 4 hours in cities/towns and within 24 hours in rural areas.
3. **Overhead Line Breakdown:** There may be major and minor line breakdowns. Major breakdown may require replacement of conductor, structures etc. Minor line breakdowns in cities/towns shall be attended to within 6 hours and in rural areas within 24 hours. Major line breakdowns shall be attended to within 24 hours in cities/towns and within 72 hours in rural areas.
4. **Distribution transformer (DT) failure:** The licensee shall restore supply in case of distribution transformer failure by replacing the transformer within 3 days in cities and towns and within 7 days in rural areas. The feasibility of restoring the supply through nearby distribution transformer shall, however, be explored first.
5. **Scheduled Shutdown:** Interruption in power supply due to scheduled outages, other than the load shedding, shall be notified by the licensee at least 24 hours in advance and the interruption shall not exceed 12 hours in a day. The licensee shall ensure that supply is restored not later than 5 PM in winter (Oct - Feb) and 6 PM in the summer season (Mar - Sept). The scheduled load shedding programme shall be displayed on the notice boards of distribution centres and be published in at least two newspapers of the affected area. Major industry associations/other consumer associations and HT and other important consumers should be given prior intimation about such shutdowns.

II. Quality of Power Supply

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, +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%.

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

III. Complaints about meters

1. The licensee shall inspect and check the correctness of meter within 7 working days of receipt of a complaint. If meter is not working (stuck up, running slow or fast or creeping) the licensee shall arrange to replace the meter at licensee's own cost within 15 days in towns/cities and 30 days in rural areas.
2. If a meter is burnt out it shall be replaced at the licensee's own cost within 7 days of complaint, if the burning of meter is due to causes attributable to licensee. If the meter is burnt due to causes attributable to the consumer, the licensee shall serve a notice to the consumer for payment of cost of meter within 7 days and shall replace the meter within 7 days of receiving the payment from the consumer. Necessary corrective action shall also be taken to avoid damage to the meter in future.

IV. Applications for new connections/additional Load

The licensee shall be guided by and comply with the Chhattisgarh State Electricity Supply Code in matters of releasing of new connections/additional loads to consumers in the following cases

- a) where power supply can be provided from existing network,
- b) cases where power supply requires extension of distribution mains; and
- c) cases where erection of substation is required to release supply

The various services and the time limits for rendering the services as specified in the Supply Code are summarized below:

Table-A

S.No.	Licensee Services	Time Limit for Rendering the Service
1	LT connection	
a)	Notice of inspection on receipt of complete application	3 Working Days
	Inspection after sending the notice	
b)	a) Urban areas	2 working days
	b) Rural areas	5 days
	Issue of demand note	
c)	(i) to the applicant for payment of estimated charges (if the extension work is not required and the connection is to be given from the existing network)	
	c) Urban areas	5 working days
	d) Rural areas	7 working days
	(ii) to the applicant for payment of estimated charges (if the extension work or enhancement of transformer capacity is required)	
	e) Urban areas	10 working days

	f) Rural areas	22 days
d)	<p>Serving of power availability notice for commencement of supply/Commencement of supply in areas where licensee's distribution system exists</p> <p>(i) After payment of necessary charges (if the connection is required to be given from existing network)</p> <p>g) Urban areas</p> <p>h) Rural areas</p> <p>(ii) After payment of necessary charges (if extension work or enhancement in transformer capacity is required)</p> <p>i) All connections excluding agriculture</p> <p>j) Agricultural connection during season when clear access to fields is available</p> <p>k) Agricultural connection during season when no clear access is available</p>	<p>15 working days</p> <p>15 working days</p> <p>60 days</p> <p>90 days (if full cost of extension is paid)</p> <p>180 days (if full cost of extension is paid)</p>
2.	High Tension Connection	
a)	Informing feasibility after receipt of the application	15 working days
b)	Issue of demand note of estimated charges (after issue of notice of feasibility)	30 days
c)	Serving of power availability notice for commencement of supply/release of connection after receipt of estimated charges subject to receipt of clearance from Electrical Inspector	
	l) If extension up to 100 meters work is involved	30 days
	m) If extension beyond 100 meters work is involved	90 days
3.	Extra High Tension Connections	
a)	Informing feasibility after receipt of the application	30 working days
b)	Issue of demand note of estimate charges after issue of notice of feasibility	60 days
c)	Serving of power availability notice for commencement of supply/release of connection after receipt of estimated charges subject to receipt of clearance from Electrical Inspector.	180 days

Note: *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, 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.*

V. 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

S. No	Licensee Services	Time Limit for Rendering the Service
(a)	Transfer of ownership	Within 15 days of receipt of application with necessary documents and prescribed fee, if any.
(b)	Change of consumer category	
(c)	Conversion from LT 1-ph to LT 3-ph and vice versa	Within 30 days from the date of payment of necessary charges by the consumer.
(d)	Conversion from LT to HT and vice versa	Within 30 days from the date of payment of necessary charges and submission of test report by the consumer or 90 days in case extension of line is required. However, the licensee shall not be held responsible for any delay on account of delay in consumer's obligation to obtain approval of Chief Electrical Inspector for such installation.

VI. Complaints about consumer's bills

In case the complaint is genuine and revision of a bill already issued becomes necessary, the due date for payment of bill shall be reckoned from the date of the revised bill, for the purposes of disconnection of supply or for levy of additional charges for belated payment. The licensee will restore supply to a consumer, whose supply has been disconnected due to non-payment of electricity bills, as per the schedule after receipt of production of proof of payment by the consumer.

**SCHEDULE OF GUARANTEED PERFORMANCE STANDARD AND
COMPENSATION PAYABLE TO CONSUMER**

Nature of Service	Standards of Performance Indicating the maximum time limit for rendering the service	Amount of compensation payable to each affected consumer(s) in case of default	Date from which compensation shall be payable
1. Normal Fuse-off call			
Town and cities	Within 4 hours	Rs.25/- (Rs. 50/- in case default exceeds 24 hours for towns / cities and 48 hours for rural areas respectively)	1.7.2007
Rural areas	Within 24 hours		
2. Line Breakdowns			
Towns and cities	(i) Within 6 hours (Minor) (ii) Within 24 Hours (Major)	Rs.25/-	1.7.2007
Rural areas	(iii) Within 24 hours (Minor) (iv) Within 72 Hours (Major)		
3. Replacement of Failed Distribution Transformer (DT)*			
Towns and cities	Within 3 Days	Rs.100/-	1.7.2007
Rural areas	Within 7 Days		
4. Period of Scheduled shut down			
Maximum duration in a single stretch	Not to exceed 12 hours	Rs.25/-	1.7.2007
Restoration of supply after shut down	By 6 PM in summer (Mar.-Sept) & 5 PM during winter (Oct.-Feb.)		
5.Voltage Variations			
Where no expansion or enhancement of network is involved	Within 10 days	Rs 100/-	1.1.2008
Where up-gradation of distribution system is required	Within 90 days (Towns/cities) Within 180 days (rural area)		
6. Meter Complaints			
Inspect and check correctness	Within 7 days	Rs 25/- per week of default	1.1.2007
Replace slow, fast, creeping or jammed meters	Within 30 days (Rural LT only) Within 15 days (All other cases)		
Replace burnt meters if cause not attributable to consumer	Within 7 Days		
Replace burnt meters in all other cases	Notice to consumer for payment within 7 days of detection and replacement of meter within 7 days from receiving payment		

Nature of Service	Standards of Performance Indicating the maximum time limit for rendering the service	Amount of compensation payable to each affected consumer(s) in case of default	Date from which compensation shall be payable
7. Application for new connection/ additional load			
Release of supply where providing connection is feasible from existing network.	<i>As given in Table-A</i>	Rs 50 for each day of default in each individual activity	1.7.2007
Release of supply where network expansion/ enhancement is required for providing connection	<i>As given in Table-A</i>	Rs.50 for each day of default in Case of LT and Rs. 500 for each day of default in case of HT & EHT, in each individual activity.	
Agriculture connections	<i>As given in Table-A</i>	Rs 50 for each day of default in each individual activity.	
8. Transfer of ownership and conversion of service			
Title Transfer of ownership	<i>As given in Table-B</i>	Rs 50 for each day of default	1.1.2007
Change of consumer category			
Conversion of LT 1-ph phase to LT 3-ph.		Rs 500 for each day of default	
Conversion from LT to HT and vice-versa			
9. Resolution of complaints on Consumer's Bills			
If no additional information is required	Within 24 hours	Rs 25/- for each day of default	1.1.2007
If additional information is required for LT consumers	Within 7 days (towns/cities) & Within 15 days (rural areas)		
If additional information is required for HT consumers	Within 30 days	Rs 100/- for each day of default	
10. Reconnection of supply following disconnection	Within 24 hours (towns/cities) Within 72 hours (rural areas) (of receipt of payment from consumer)	Rs 50/- for each day of default	1.1.2007
11. Refund of Deposits (After completion of formalities by the consumer)	Within 60 days	Rs 25/- for each day of default	1.1.2007

* No compensation is payable in case the arrears of revenue of the area covered by the DT is more than 50%.

SCHEDULE-II
(Refer to clauses 3.2 and 6.1)
OVERALL STANDARDS OF PERFORMANCE

Reliability Indices

The reliability/outage indices prescribed by the Institute of Electrical and Electronics Engineers (IEEE) Standard 1366 of 1998 for the distribution licensee are:

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

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

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

N_i = Connected load of i^{th} feeder affected due to each interruption

N_t = Total connected load at 11KV in the Distribution Licensee's supply area

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

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

B_i = Total duration of all sustained interruptions on i^{th} feeder for the month.

3. **MAIFI** =
$$\frac{\sum_{i=1}^n (C_i * N_i)}{N_t}$$
 Where,

C_i = Total number of momentary interruptions (each less than or equal to 5 minutes) on i^{th} feeder for the month

Note: The feeders must be segregated into rural and urban and the value of the indices must be reported separately for each month.

- (i) 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.

(ii) The licensee shall compute and report the monthly value of these indices annually from 2006-07 onwards. Based on the information provided by the Licensees, the Commission would notify the target levels for these indices annually.

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. Street Light	
Rectification of line faults	At least 90% of cases should be resolved within the time limit (The maximum time limit will be 24 hours)
Replacement of fused/defective unit	
13. Transformer failures	
Power Transformer	Shall not exceed 2 per cent p.a.
Distribution Transformer	Shall not exceed 12 per cent p.a.
14. Electrical Accidents	-
15. Faulty Meters (MNR, Burnt, sticky, etc.)	Shall not exceed 2.5 per cent of metered installations
16. Billing Efficiency	100 % of the consumers to be billed during the billing cycle
17. Collection Efficiency	92% of current annual demand +15% of arrears at the beginning of year
18. Reliability Indices	
SAIFI	The standards will be separately laid down by the Commission
SAIDI	
MAIFI	

FORM A
APPLICATION FOR CLAIMING COMPENSATION AMOUNT
BY THE AFFECTED CONSUMER

- 1 Name of the Consumer :
- 2 Address :
- 3 S.C. Number :
- 4 Nature of complaint in brief :
- 5 Complaint Number :
- 6 Date and time of lodging complaint :
- 7 Date and time the complaint is attended :
- to 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

Date: _____ Signature
Place: _____
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ACKNOWLEDGMENT (To be given by the Licensee)

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

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