

UTTARAKHAND ELECTRICITY REGULATORY COMMISSION

NOTIFICATION

September 22, 2022

UERC (Standards of Performance) Regulations, 2022

No. F-9(33)/RG/UERC/2022/771 - In exercise of powers conferred under Section 181(1) and 181(2)(za&z b) read with Section 57, 58, 59 & 86(1)(i) of the Electricity Act 2003 and all powers enabling it in that behalf, Uttarakhand Electricity Regulatory Commission hereby makes the following Regulations:

1. Short title, Extent, Commencement and Interpretation

- (1) These Regulations may be called Uttarakhand Electricity Regulatory Commission (Standards of Performance) Regulations, 2022.
- (2) These Regulations shall be applicable to all the Distribution and Retail Supply Licensee(s) including Deemed Licensee(s) and all its consumers in the State of Uttarakhand.
- (3) These Regulations shall come into force on the date of the publication in the official Gazette replacing the existing UERC (Standards of Performance) Regulations, 2007.
- (4) These Regulations shall be interpreted and implemented in accordance with, and not at variance from, the provisions of the Electricity Act, 2003 read with the Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006, CEA (Measures relating to Safety and Electric Supply) Regulations, 2010, any other relevant CEA Regulations, UERC (The Electricity Supply Code, Release of New Connections and Related Matters) Regulations, 2020, and any other relevant UERC Regulations, as amended from time to time in this regard.
- (5) Interpretation of these Regulations, unless the context otherwise requires, words in the singular or plural term, as the case may be, shall also be deemed to include the plural or the singular terms and the headings inserted in this Regulation is for convenience only.

2. Definitions

(1) In these Regulations, unless the context otherwise requires:

- (a) "Act" means the Electricity Act, 2003;
- (b) "Area of Supply" means the area within which a distribution Licensee is authorised by his licence to supply electricity;
- (c) "Billing cycle" or "Billing period" means the period as approved by the Commission for which regular electricity bills are to be prepared by the Licensee for different categories of consumers;
- (d) "Breakdown" means an occurrence relating to the equipment of the distribution system of the licensee including electrical line up to the consumer meter that prevents its normal functioning;
- (e) "CEA" means the Central Electricity Authority;
- (f) "CEA Safety Regulations" means the CEA (Measures Relating to Safety and Electric Supply) Regulations, 2010 as amended from time to time.
- (g) "Centralized Customer Care Centre" means suitable IT enabled infrastructure/setup (with voice recording feature) for submission of complaint or claim of compensation, electronically (e-mail, mobile App, website of the Licensee) or telephonically (voice call-Landline/Mobile) or through any other mode as mentioned in these Regulations and shall remain operational 24x7x365;
- (h) "Claim Application" means any application put before the Licensee for compensation in the format prescribed in these Regulations.
- (i) "Commission" means Uttarakhand Electricity Regulatory Commission;
- (j) "Distributing Main" means the portion of any main with which a service line is, or is intended to be, immediately connected;
- (k) "Distribution System" means the system of wires and associated facilities used for distribution/supply of electricity between the delivery points on the transmission lines or the generating station connection and the point of connection to the installation of the consumers.

The distribution system of a distribution Licensee shall also include electric line, sub-station and electrical plant that are primarily maintained for the purpose of distributing electricity in the area of supply of such distribution Licensee notwithstanding that such line, sub-station or electrical plant are high pressure cables or overhead lines or associated with such high pressure cables or overhead lines; or used incidentally for the purposes of transmitting electricity for others;

- (l) "Electrical Inspector" means a person appointed as such by the Appropriate Government under sub-section (1) of Section 162 of the Electricity Act, 2003 and also includes the Chief Electrical Inspector;
- (m) "Extra High Tension (EHT)" means the voltage exceeding 33,000 Volts under normal conditions, subject to the percentage variation allowed;
- (n) "Franchisee" means a person authorised by a distribution licensee to distribute electricity on its behalf in a particular area within his area of supply;
- (o) "Government" means the Government of Uttarakhand;
- (p) "Help Desk" means suitable IT enabled infrastructure/setup at the sub-divisional level / divisional level / circle level / zonal level / corporate level for submission of complaint or claim of compensation electronically (e-mail, mobile App, website of the Licensee) or telephonically (voice call-Landline/Mobile) or in writing or through any other mode as mentioned in these Regulations to remain operative during scheduled office hours on all working days;
- (q) "High Tension (HT)" means the voltage above 650 Volts and upto 33,000 Volts under normal conditions, subject to the percentage variation allowed;
- (r) "Licensee" means any person licensed under Part IV of the Act;
- (s) "Local Complaint Centre" means the local 33/11 kV substations or any other local complaint centres maintained by the distribution licensee for reporting/registration of complaint by the consumers.

- (t) "Low Tension (LT)" means the voltage of 230 volts between phase and neutral or 400 volts between any two phases under normal conditions subject to the percentage variation allowed;
- (u) "Meter" means a device suitable for measuring, indicating and recording conveyance of electricity, maximum demand, any other parameter or any other information related with electrical system, as may be specified by the Authority or notified by the Commission and shall include, wherever applicable, other equipment such as Current Transformer (CT), Voltage Transformer (VT) or Capacitor Voltage Transformer (CVT) necessary for such purpose and shall include net meter;

Explanation: It shall also include any seal or sealing arrangement and other measures/attributes provided by the Licensee for securing reliability and for preventing theft/unauthorised use of electricity.

where "Net meter" means an appropriate meter capable of recording both import & export of electricity or a pair of meters one each for recording the net import and net export of electricity as the case may be;

- (v) "Rural areas" means all areas other than Urban areas;
 - (w) "Service Line" means an electric supply line through which energy is, or is intended to be supplied by the Licensee from a distributing main to a single or group of Consumers from the same point of the distributing main.
 - (x) "SoP" means Standards of Performance.
 - (y) "Urban area" is area within the boundaries of any municipal corporation or municipality or municipal council or town area or notified as Urban area or any other municipal body.
- (2) Unless the context otherwise requires words or expressions occurring in these Regulations and not defined herein but defined in the Act/Rules/CEA Regulations/Tariff Order shall bear the same meaning as in the

Act/Rules/CEA Regulations/Tariff Order or in absence thereof, the meaning as commonly understood in the Electricity Supply Industry.

3. Objective

- (1) These Regulations lay down the standards to maintain distribution system and supply parameters within the permissible limits. These standards shall serve as benchmark for Licensees/franchisee for providing an efficient, reliable, coordinated and economical system of electricity distribution. It is the right of consumer to have minimum standards of service for supply of electricity from the distribution licensee in accordance with the provisions made in these Regulations.
- (2) The objectives of these Regulations are:
 - (a) to lay down Standards of Performance;
 - (b) to measure the actual performance of licensee/franchisee as against the benchmarks Standards of Performance;
 - (c) to ensure quality and suitability of distribution network performance;
 - (d) to enable the consumers to design their systems and equipment to suit the electrical environment that they operate in;
 - (e) to improve service delivery to the consumers;
 - (f) to develop transparent grievance redressal mechanism for ensuring fair compensation to the consumers in case the Licensee fails to achieve guaranteed benchmark Standard of Performance as described in Schedule-I of these Regulations.

4. Guaranteed and Overall Standards of Performance

- (1) The Standards specified in the Schedule-I shall be the Guaranteed Standards of Performance, which are the minimum standards of service that a Licensee shall achieve,
- (2) The Standards specified in the Schedule-II shall be the Overall Standards of Performance which the Licensee shall achieve in discharge of his obligations as a Licensee.

- (3) The Commission may from time to time add, alter, vary, modify or amend the contents of the Schedule-I and Schedule-II by a general or special order.

5. Complaint Handling Procedures

- (1) The Licensee within 03 months of notification of these Regulations, shall update the Complaint Handling Procedures and submit the same in English as well as in Hindi before the Commission for approval in-line with the conditions mentioned at para 23.4 of Uttarakhand Distribution and Retail Supply Licence (Licence No. 2 of 2003).
- (2) The distribution licensee while updating the Complaint Handling Procedure as mentioned above at Sub-Regulation (1) shall require to incorporate the features of available communication technologies to minimize the time period required for addressing the complaint of its consumers and shall also require to propose the services that can be taken for automatic payment of compensation.
- (3) Details of each complaint shall be recorded as per Format SoP-1.

6. Compensation Mechanism

- (1) If Licensee fails to meet the guaranteed Standards of Performance as specified in Schedule-I, Licensee shall pay compensation to the affected person upon lodging of a claim for compensation. The compensation to be paid by the Licensee to the affected person is specified in Schedule-III of these Regulations.

Provided that the distribution licensee while updating the Complaint Handling Procedure in accordance with Sub-Regulation (1) of Regulation 5 of these Regulations shall propose the services which are eligible for automatic payment of compensation (for which affected person is not required to file a complaint for claiming its compensation) and the distribution licensee based on its records shall credit the compensation amount in the next bill of the affected consumer.

Provided that, for shifting of lines/poles/transformers, the compensation payable to the affected person shall be made through Cheque/NEFT/RTGS as per timeline stipulated in Sub-Regulation (7) of this Regulation.

Provided that, if, there is a stay order by any Court, Forum, Tribunal, or by the Commission, staying the recovery of any dues from consumer and during the operating period of any such order, compensation shall become due but shall be payable to the Consumer only after the final decision of the case is in favour of the consumer.

Provided also that, no compensation shall be payable if there is any arrear due to be recoverable from the consumer.

- (2) In all cases of compensation, the payment of compensation shall be made only by crediting the same in electricity bill and subsequent adjustment in current and immediate future bills for supply of electricity by the licensee/franchisee. The details of the total compensation due and the amount paid thereof shall be shown in every electricity bill of the consumer.

Provided that in case payment of compensation gets delayed due to decision of Forum/Court and by then the consumer has been permanently disconnected on his will with no outstanding dues then the payment of compensation shall be made through Cheque/NEFT/RTGS.

- (3) In order to create awareness about the guaranteed Standards of Performance, the licensee shall intimate the prescribed guaranteed time as per Schedule-I of these regulations to the individual complainant along with intimation of registration of complaints. The licensee/franchisee shall also intimate the compensation details as per Schedule-III of these Regulations along with each registration of complaint.
- (4) In case there is a delay in the resolution of complaint beyond the time limit prescribed in the Schedule-I, claim for compensation shall be filed by the consumer not beyond 30 days of resolution of complaint.

- (5) The claim can be filed by the consumer as per Format SoP-2. Such claim can be filed either personally/e-mail/registered post/online/mobile app/Help Desk/Centralized Customer Care Centre to the concerned officer.

Provided that the distribution licensee, within nine (09) months from the date of notification of these Regulations, shall create an online facility on which consumers may register and claim the compensation amount. The information in this regard shall be widely circulated among consumers through appropriate means including mass media/bills/SMS/e-mails/ licensee's website.

- (6) Every Claim Application shall be given a registration number which will be different from the Unique Complaint Number. Licensee shall maintain online data of the compensation claim registration number and the action taken there on by fully displaying the same on licensee website.

Provided that in case mobile number and/ or email-id of the consumer has been registered, the compensation claim registration number shall be sent through SMS and email on the registered mobile number and email id of the consumer.

- (7) Licensee shall determine the compensation payable to the affected person within 30 days from date of receipt of Claim Application in the prescribed Format SoP-2 at the Licensee's office giving details as well as reference of relevant Regulations and thereafter shall give compensations, if any within 60 days from the date of determination of such compensation by way of crediting the same in its electricity bill and subsequent adjustment in present and future electricity bills of consumer. In case of refusal of compensation, Licensee shall pass an appropriate order after hearing the affected person with respect to each claim of compensation within 45 days from the date of receipt of the Claim Application of compensation. All such orders shall be displayed on the website of the licensee and shall be communicated to the consumer as well.

- (8) Failure by the licensee to pay the compensation as per Sub-Regulation (7) above or non satisfaction of the consumer with the decision of the licensee shall constitute a Grievance, which shall be dealt and decided by the respective

Consumer Grievance Redressal Forum (CGRF), in accordance with procedure set out in the UERC (Guidelines for Appointment of Members and Procedure to be followed by the Forum for Redressal of Grievances of the Consumers) Regulations, 2019 as amended from time to time or any other Regulations specified by the Commission for this purpose. The aggrieved consumer may approach respective CGRF within 30 days from the date of order passed by the licensee as mentioned in Sub-Regulation (7) above.

- (9) In case the Grievance Redressal Forum does not decide the amount of compensation within the specified time or the aggrieved consumer is not satisfied with its decision, he will be free to approach the Ombudsman (Electricity), who shall deal and decide the case under UERC (Appointment & functioning of Ombudsman) Regulation, 2004 as amended from time to time or any other Regulations specified by the Commission for this purpose.
- (10) The payment of such compensation shall be without prejudice to any penalty which may be imposed or prosecution which may be initiated for the failure of the licensee in meeting the standards specified in these Regulations.

7. Responsibilities of the Licensee

- (1) Submission of SoP Reports: The Licensee shall submit the reports on performance levels and compensation as mentioned in Table below:-

Sl. No.	Report Type	Report Particulars	Periodicity/Timeline
(A) Guaranteed Standards Related			
1.	Guaranteed Standards (in accordance with Section 59 (1) (a) of the Act)	Monthly <u>Division-wise</u> Reports on Guaranteed Standards specified in Schedule-I and to be submitted in the prescribed Format SoP-3 of these Regulations.	Monthly/within 15 days of close of the month
2.	Guaranteed Standards (in accordance with Section 59 (1) (a) of the Act)	Consolidated Annual Report on Guaranteed Standards specified in Schedule-I for Discom and to be submitted in the prescribed Format SoP-4 of these Regulations.	Annually/within 30 days of close of the Financial Year
(B) Overall Standards Related			

Sl. No.	Report Type	Report Particulars	Periodicity/Timeline
3.	Overall Standards (in accordance with Section 59 (1) (a) of the Act)	<u>Circle-wise</u> Quarterly Reports on Overall Standards specified in Schedule-II and to be submitted in the prescribed Format SoP-5 of these Regulations.	Quarterly/within 15 days of close of the quarter
4.	Overall Standards (in accordance with Section 59 (1) (a) of the Act)	<u>Circle-wise</u> Consolidated Annual Report on Overall Standards specified in Schedule-II and to be submitted in the prescribed Format SoP-6 of these Regulations.	Annually/within 30 days of close of the Financial Year
(C) Compensation Related			
5.	Compensation paid (in accordance with Section 59 (1) (b) of the Act)	<u>Division-wise</u> quarterly reports on compensation paid as per Guaranteed Standards specified in Schedule-I and to be submitted in the prescribed Format SoP-7 of these Regulations.	Quarterly/within 15 days of close of the quarter
6.	Compensation claims	<u>Division-wise</u> Half yearly report on compensation claimed as per Guaranteed Standards specified in Schedule-I and action taken by the licensee for such claims and to be submitted in the prescribed Format SoP-8 of these Regulations.	Half yearly/within 30 days of close of the half year
7.	Measures for improvement	Measures taken by the licensee for improving performance as per Guaranteed Standards specified in Schedule-I and Licensee's targets of improved performance for the ensuing year and to be submitted in the prescribed Format SoP-9 of these Regulations.	Annually/within 30 days of close of the Financial Year
8.	Annual Target of Reliability Indices	Annual target levels of Reliability Indices (SAIFI, SAIDI, MAIFI) to be furnished alongwith ARR in the prescribed Format SoP-10 of these Regulations.	Annually alongwith ARR

- (2) The Commission may revise the formats through separate orders, as warranted necessary from time to time.

- (3) Licensee shall develop report generation framework on its website, within nine (09) months from the date of notification of these Regulations, to generate reports related to complaints and claim for compensation. Such reports shall be generated dynamically based on the search parameters including but not limited to type of complaint, status of complaint, Name of Division, Unique Complaint Number, Compensation Registration Number or as directed by the Commission from time to time. The report generation framework shall be approved by the Commission.
- (4) The Licensee shall design its system in such a way so as to meet the parameters mentioned in these Regulations.

8. Publicity & Awareness

- (1) The distribution licensee shall give due publicity through newspaper every year in the month of January & July via media, TV, website & by displaying in boards at its sub-division/division/circle/zonal offices to bring the awareness of approved complaint handling procedure (along with the information on procedure for filing the complaints, Grievance Redressal etc.), Guaranteed Standards of Performance as per Schedule-I, Compensation provisions as per Schedule-III & any other information pertaining to SoP and make it all available for reference of consumers at every office of licensee.
- (2) An exclusive link/section shall be created on the distribution licensee's website for ready reference of all the information pertaining to SoP including periodical reports as mentioned in Sub-Regulation (1) above.
- (3) The distribution licensee shall annually arrange to display feeder wise outage data, efforts made for minimising outages, prevention of theft or unauthorised use of electricity or tampering, distress or damage to electrical plant, electric lines or meter and results obtained during the year, on its website at exclusive link/section as mentioned in Sub-Regulation (2) above.

9. Fees and Fines

No fees shall be levied/applicable to the consumer for lodging a complaint/compensation claim under these Regulations with the Licensee and

application/complaint for redressal of the claim for compensation to the CGRF or Ombudsman.

10. Exemption

- (1) The Standards of Performance specified in these Regulations shall remain suspended during Force-Majeure conditions such as war, mutiny, civil commotion, riot, flood, cyclone, avalanches, lightning, earthquake, pandemic, lockout, fire affecting the Licensee's installations.
- (2) If violation of Standards of Performance is caused due to notified scheduled shutdown of power, load shedding, grid failure, a fault on the Transmission Licensee's network or on account of instructions given by SLDC, over which the Distribution Licensee has no reasonable control, such non-compliance of a standard contained in these Regulations shall not be treated as a violation, and the Distribution Licensee shall not be required to pay any compensation to the affected consumer(s).
- (3) The Consumer Grievances Redressal Forum (CGRF) may by a general or special order after hearing the Licensee and the affected consumer(s) /consumer groups, release the Licensee from the liability to compensate the consumers for any default in the performance of any standard if the CGRF 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. Such cases shall be reported by CGRF to the Commission on quarterly basis.

11. Power to remove difficulties

If any difficulty arises in giving effect to the provisions of these Regulations, the Commission may suo-moto or on a petition, by general or specific order, makes such provisions not inconsistent with the provisions of the Act, as may appear to be necessary for removing the difficulty.

12. Power to amend

The Commission may, at any time, vary, alter, modify or amend any provision of these Regulations, with reasons to be recorded in writing.

13. Power to Relax

The Commission, may by general or special order, for reasons to be recorded in writing, and after giving an opportunity of hearing to the parties likely to be affected, relax any of the provisions of these Regulations on its own motion or on an application made before it by an interested person.

SCHEDULE - I (Guaranteed Standards of Performance)**1. Release of New Connections and Enhancement/Reduction of Load**

Sl. No.	Nature of request	Specified Timeline*
1)	Release of new LT connection	<p>For LT connections</p> <ul style="list-style-type: none"> • Within 15 days- Where no extension of distribution mains or laying of new distributing mains or commissioning of new substation is required. <p>Where extension of distribution mains or laying of new distributing mains or commissioning of new substation is required:-</p> <ul style="list-style-type: none"> • Within 60 days- For extension of distributing mains. • Within 90 days- For commissioning of new 11/0.4 kV substation. • Within 180 days- For commissioning of new 33/11 kV substation.
2)	Release of new HT/EHT connection	<p>For HT/EHT connections</p> <p>1) Where supply of electricity to premises applied for does not require commissioning of new substation /bay.</p> <ul style="list-style-type: none"> • Within 60 days- 11 kV works including line not involving independent feeder. • Within 90 days- 11 kV works including line involving independent feeder. • Within 180 days- 33 kV works including line. • Within 300 days- 132 kV and above works including line. <p>2) Where supply of electricity to premises applied for require commissioning of new substation /bay, additional time frame for release of new HT/EHT connection shall be:-</p> <ul style="list-style-type: none"> • Within 180 days- new 33/11 kV substation. • Within 120 days- Augmentation of existing 33/11 kV substation. • Within 45 days- Extension of bay at 33/11 kV substation. • Within 540 days- 132 kV and above substation.

		<ul style="list-style-type: none"> • Within 90 days- Extension of bay at 132 kV and above substation.
3)	Enhancement/Reduction of Load	<p>Where no alteration of Lines/Substations works are required:-</p> <ul style="list-style-type: none"> • Within 15 days- for LT Connection • Within 30 days- for HT/EHT Connection <p>Where alteration in Lines/Substations works are required the timelines shall be as specified in the S. No. 1) & 2) of this table mentioned above.</p>

* Timeline specified in Regulation 3.3.3 (15), Regulation 3.3.3(16), Regulation 3.4.3 (10) & Regulation 3.4.3(11) of UERC (The Electricity Supply Code, Release of New Connections and Related Matters) Regulations, 2020.

2. Restoration of Power Supply

Sl. No.	Nature of cause of power supply failure	Maximum Time Limit for restoration.
1)	Fuse blown out or MCB/MCCB tripped (in case fuse or MCB/MCCB belongs to Licensee)	<ul style="list-style-type: none"> • Within 4 hours- for Urban areas. • Within 8 hours- for Rural areas. • Within 12 hours- for Hilly areas not connected with motorable roads*.
2)	Service line broken Service line snapped from the pole	<ul style="list-style-type: none"> • Within 6 hours- for Urban areas. • Within 12 hours- for Rural areas. • Within 24 hours- for Hilly areas not connected with motorable roads*.
3)	Fault in LT distribution line/system	<p>Rectification of fault and thereafter Restoration of normal power supply:</p> <ul style="list-style-type: none"> • Within 12 hours- for Urban and Rural areas. • Within 24 hours- for Hilly areas not connected with motorable roads*. <p>Temporary Supply to be restored within 4 hours from alternate source, wherever feasible.</p>
4)	Distribution transformer failed/burnt	<p>Replacement of failed transformer:</p> <ul style="list-style-type: none"> • Within 24 hours- in Urban and Rural areas of Plains. • Within 48 hours- in Hilly areas connected with motorable roads*. • Within 72 hours- in Hilly areas not connected with motorable roads*. <p>Temporary Restoration of supply through mobile transformer or another backup source within 8 hours, wherever feasible.</p>

Sl. No.	Nature of cause of power supply failure	Maximum Time Limit for restoration.
5)	HT (11 kV & 33 kV) mains failed due to fuse blown out, line snapping or any other faults	Rectification of fault : <ul style="list-style-type: none"> • Within 12 hours- in Urban and Rural areas • Within 36 hours (except fuse blown out cases for which timeline shall be 24 hours)- in Hilly areas not connected with motorable roads*. Temporary restoration of power supply within 4 hours, wherever feasible.
6)	Problem in 33/11 kV Substation	Repair and restoration of supply: <ul style="list-style-type: none"> • Within 24 hours- in Plains. • Within 48 hours- in Hilly areas Restoration of supply from alternate source, within 6 hours, wherever feasible. Roster load shedding may be carried out to avoid overloading of alternate source.
7)	Failure of Power Transformer	Within 10 days- Rectification to be completed Restoration of supply from alternate source, within 6 hours, wherever feasible. Roster load shedding may be carried out to avoid overloading of alternate source.
8)	Fault in underground (UG) system	<ul style="list-style-type: none"> • Within 12 hours- for LT system • Within 48 hours- for HT system

*Here 'motorable roads' means roads which are suitable for four-wheeler movement upto the site.

3. Quality of Power Supply

3.1 Voltage variations:

- (1) The Licensee shall maintain the 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 (LT), +6% and -6%;
 - (b) In the case of High Voltage (HT), +6% and -9%; and,
 - (c) In the case of Extra High Voltage (EHT), +10% and -12.5%.
- (2) The voltage problem shall be resolved with the time limits specified in Table given below:

Sl. No.	Cause of problem related to voltage variation	Time limit for rendering the service
1)	Local problem (Voltage Variation, Voltage Fluctuation, Flickering or any other local problem)	Within 4 hours
2)	Tap changing of transformer	Within 3 days
3)	Repair of distribution line / transformer / capacitor	<ul style="list-style-type: none"> • Within 15 days- LT distribution line, • Within 90 days- HT distribution line, • Within 30 days- Distribution Transformer • Within 120 days- Power Transformer • Within 30 days- Capacitor.
4)	Installation & Up-gradation of HT / LT System	<ul style="list-style-type: none"> • Within 90 days- for LT system • Within 180 days- for HT system
5)	Damage to consumer's apparatus due to voltage fluctuations*	Immediate Isolation of Faulty Section .

*If apparatus of more than one consumer in close neighbourhood are affected and subject to physical verification of the damaged apparatus by the Licensee within 72 hours followed by submission of documentary evidence by affected consumer with regard to expenses incurred on repair charges and its verification by the Licensee.

3.2 Harmonics

The Licensee shall furnish the limits of Total Harmonic Distortion (THD) for Current and Voltage at the point of commencement of supply for the consumers connected at various voltage levels within 6 months of notification of these Regulations. The Commission would accordingly notify the limits of THD levels.

4. Complaints about meters

Sl. No.	Nature of complaint	Specified Timeline*
(1)	Complaint lodged for accuracy testing of Meter	<ul style="list-style-type: none"> • Within 30 days- For testing of meter and if needed, the meter shall be replaced within 15 days thereafter.
(2)	Complaint lodged for defective/stuck meter	<ul style="list-style-type: none"> • Within 30 days- For testing of meter and if needed, the meter shall be replaced within 15 days thereafter.
(3)	Complaint lodged for burnt meter	<ul style="list-style-type: none"> • Within 06 Hours- Restoration of supply by by-passing the burnt meter. • Within 3 days- New meter to be installed.

* Timeline specified in Regulation 5.1.3 (5), Regulation 5.1.3(10), Regulation 5.1.4 & Regulation 5.1.5(1) of UERC (The Electricity Supply Code, Release of New Connections and Related Matters) Regulations, 2020

5. Transfer of Consumer's connection and conversion of services

The Licensee shall give effect to transfer of consumer's connection and change of category within the following time limits:

Sl. No.	Nature of request	Specified Timeline*
(1)	Change of consumer's name due to change in ownership/occupancy for property	Within two months after acceptance of application.
(2)	Transfer of consumer's name to legal heir	Within two months after acceptance of application.
(3)	Change of category	<ul style="list-style-type: none"> • Within 5 days- Inspect the premise. • Within 02 months- change the category.

* Timeline specified in Regulation 4.3.1 (3), Regulation 4.3.2 (2) & Regulation 4.4 (3) of UERC (The Electricity Supply Code, Release of New Connections and Related Matters) Regulations, 2020.

6. Complaints about consumer's bills

Sl. No.	Nature of complaint	Specified Timeline*
(1)	First Bill	Within 02 months of release of connection.
(2)	Complaints on billing	<p>[Acknowledgement of complaint</p> <ul style="list-style-type: none"> • Immediate- for complaints received by hand • Within 3 days- for complaints received by post] <p>Resolution of Complaint and intimation to consumer</p> <ul style="list-style-type: none"> • Within 15 days- If no additional information required. • Within 30 days- If additional information required.
(3)	Final bill for vacation of premises/change of occupancy	<p>[Special reading request to be made by consumer at least 7 days in advance before vacation of premise or change of occupancy.]</p> <p>Delivery of final bill including arrear, if any- at least 3 days before the vacation of premises or change of occupancy after arranging special reading.</p>
(4)	Billing after permanent disconnection on consumer's request	<p>[Licensee shall not raise any bill after permanent disconnection.]</p> <p>In case Licensee raises bill after permanent disconnection the same shall be liable for compensation.</p>
(5)	Arrears appearing in bills/wrongly raised bills	Licensee shall not raise arrears for the amount which has already been paid by the consumer within the due date or which is not due to the Licensee.

* Timeline specified in Regulation 5.2.4, Regulation 5.2.6, Regulation 6.2 (5) & Regulation 5.2.5 of UERC (The Electricity Supply Code, Release of New Connections and Related Matters) Regulations, 2020.

7. Issues relating to disconnection/ reconnection of supply

Sl. No.	Nature of Complaint	Specified Timeline*
(1)	Request for reconnection	<p>Within 5 days of payment of past dues and reconnection charges- In case consumer requests for reconnection within a period of six months after disconnection or before permanent disconnection whichever is later.</p> <p>However, in case consumer requests for reconnection after six months of disconnection or before permanent disconnection whichever is later, the connections would be reconnected only after all the formalities as required in the case of release of new connection are complied with by the consumer including payment of pending dues, service line charges, security deposit etc., as applicable, for that Category of Consumer.</p>
(2)	Consumer wanting disconnection	Within 7 days of submission of application in prescribed format for permanent disconnection.
(3)	Refund of security deposit after adjustment [For permanent disconnection on consumer's request]	Within 30 days of permanent disconnection.

* Timeline specified in Regulation 6.3, Regulation 6.2 (1) & Regulation 6.2 (4) of UERC (The Electricity Supply Code, Release of New Connections and Related Matters) Regulations, 2020.

8. Other services chargeable to consumer/applicant

Sl. No.	Nature of Complaint	Specified Timeline
(1)	Shifting of lines/ poles/ transformers	<ul style="list-style-type: none"> • Within 90 days - for LT system • Within 180 days- for HT system <p><i>Note:- The specified timeline shall commence from the date of deposition of the requisite amount as estimated by distribution Licensee or NoCs (if any) obtained from the relevant authorities, whichever is later. In-case RoW issues arise during work execution, delay due to RoW shall be exempted.</i></p>

SCHEDULE-II (Overall Standards of Performance)

- (1) **Normal fuse -off calls:** The Licensee shall maintain the percentage of fuse-off calls rectified within the time limits prescribed under 'Restoration of Power Supply' at Sl. No. 2. 1) of Schedule-I to total calls received not less than 99%
- (2) **Line Breakdowns:** The Licensee shall ensure restoration of power supply within the time limits prescribed under 'Restoration of Power Supply' at Sl. No. 2. 3) of Schedule-I. The Licensee shall achieve this standard of performance in at least 95% of the cases.
- (3) **Distribution Transformer Failures:** The Licensee shall maintain the percentage of distribution transformers replaced within the time limits prescribed under 'Restoration of Power Supply' at Sl. No. 2. 4) of Schedule-I to the total distribution transformers failed not less than 95%.
- (4) **Period of scheduled outages:** Interruption in power supply due to scheduled outages, other than the load-shedding, has to be notified in 48 hours in advance and shall not exceed 12 hours in a day and in each such event, the Licensee has to ensure that the supply is restored by 6:00 PM. The Licensee shall achieve the above standards of performance in at least 95% of the cases.
- (5) **Reliability Indices:** The following reliability/outage indices are prescribed by the Institute of Electrical and Electronics Engineers (IEEE) Standard 1366 of 1998 as amended from time to time. The Licensee shall compute and report the value of these indices to the Commission as per below mentioned formulas:
 - (a) **System Average Interruption Frequency Index (SAIFI):** The Licensee shall calculate the value as per the formula and methodology specified below.
 - (b) **System Average Interruption Duration Index (SAIDI):** The Licensee shall calculate the value as per the formula and methodology specified below.
 - (c) **Momentary Average Interruption Frequency Index (MAIFI):** The Licensee shall calculate the value as per the formula and methodology specified below.
- (6) **Method to compute Distribution System Reliability Indices:** The Indices shall be computed for the Discom 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:

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

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

N_i = 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)

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

B_i = Total duration of all sustained interruptions 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)

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

C_i = Total number of momentary interruptions (each less than or equal to 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)

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

The Licensee shall propose the target level of these indices annually in the prescribed Format SoP-10 while submitting its ARR. The Commission would accordingly notify these indices.

- (7) **Voltage Unbalance:** The Licensee shall ensure that the voltage unbalance does not exceed 3% at the point of commencement of supply. Voltage Unbalance (VU) shall be computed in the following manner:

$$\text{Voltage Unbalance} = (V_h - V_{avg}) / V_{avg}$$

Where V_h is the highest phase voltage and V_{avg} is the average phase voltage of the three phases.

- (8) **Billing mistakes:** The Licensee shall maintain the percentage of bills requiring modifications following complaints to the total number of bills issued, not greater than 1%.
- (9) **Faulty meters:** The Licensee shall maintain the percentage of defective meters [Appears to be Defective (ADF), Reading Defective (RDF) & Identified Defective (IDF)] to the total number of meters in service, not greater than 2% for plain areas and 3% for hilly areas.
- (10) **Not Accessible (NA)/Not Read (NR):** The Licensee shall maintain the percentage provisional billings pertaining to NA/NR cases to the total number of bills issued, not greater than 2%.
- (11) **Minimise electrical accidents:** Increase or decrease in no. of electrical accidents compared over a period of time will also be an indicator of the Licensee's performance.

- (12) **The Summary of Overall performance standards is as follows:**

Service area	Overall Standard of Performance
Normal fuse-off calls	At least 99% calls received should be rectified within prescribed time limits.
Line Breakdowns	At least 95% of cases resolved within time limit.
Distribution Transformer failure	At least 95% of DTRs to be replaced within prescribed time limits.
Period of scheduled outage	

Service area	Overall Standard of Performance
Maximum duration in a single stretch shall not exceed 12 hrs. in a day	At least 95% of cases resolved within time limit
Restoration of supply by 6:00 PM	
Reliability Indices	To be laid down by the Commission based on the targets proposed by the Licensees in the prescribed Format SoP-10 alongwith its ARR.
SAIFI	
SAIDI	
MAIFI	
Frequency variations	To maintain supply frequency within range as per IEGC.
Voltage Unbalance	Maximum of 3% at point of commencement of supply.
Percentage billing mistakes	Not exceeding 1%
Percentage faulty meters	Not exceeding 2% for plain areas and 3% for hilly areas.
Percentage NA/NR cases	Not exceeding 2%.

SCHEDULE -III (Guaranteed Standards of Performance and Compensation to affected person in Case of Default)

SL. No.	Service Area	Standard	Compensation payable in case of violation of Standard (default shall be considered from the time consumer has made complaint)	
			Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to individual consumer if the event affects more than one consumer
1. Release of new connections and Enhancement/Reduction of Load				
(1)	Release of new LT connection	<p>For LT connections</p> <ul style="list-style-type: none">• Within 15 days- Where no extension of distribution mains or laying of new distributing mains or commissioning of new substation is required. <p>Where extension of distribution mains or laying of new distributing mains or commissioning of new substation is required:-</p> <ul style="list-style-type: none">• Within 60 days- For extension of distributing mains.• Within 90 days- For commissioning of new 11/0.4 kV substation.• Within 180 days- For commissioning of new 33/11 kV substation.	<p>Rs. 5 per Rs. 1,000 of the deposited amount subject to a maximum of Rs. 500 for each day of default. [The total amount of compensation shall be limited to the amount deposited by the applicant.]</p>	Not applicable.
(2)	Release of new HT/EHT connection	<p>For HT/EHT connections</p> <p>1) Where supply of electricity to premises applied for does not require commissioning of new substation /bay.</p> <ul style="list-style-type: none">• Within 60 days- 11 kV works including line not involving independent feeder.• Within 90 days- 11 kV works including line involving independent feeder.• Within 180 days- 33 kV works including line.• Within 300 days- 132 kV and above works including line. <p>2) Where supply of electricity to premises applied for require commissioning of new substation</p>	<p>Rs. 500 for each day of default. [The total amount of compensation shall be limited to the amount deposited by the applicant.]</p>	Not applicable.

Sl. No.	Service Area	Standard	Compensation payable in case of violation of Standard (default shall be considered from the time consumer has made complaint)	
			Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to individual consumer if the event affects more than one consumer
		/bay, additional time frame for release of new HT/EHT connection shall be:- <ul style="list-style-type: none"> • Within 180 days- new 33/11 kV substation. • Within 120 days- Augmentation of existing 33/11 kV substation. • Within 45 days- Extension of bay at 33/11 kV substation. • Within 540 days- 132 kV and above substation. • Within 90 days- Extension of bay at 132 kV and above substation. 		
(3)	Enhancement/Reduction of Load	Where no alteration of Lines/Substations works are required:- <ul style="list-style-type: none"> • Within 15 days- for LT Connection • Within 30 days- for HT/EHT Connection Where alteration in Lines/Substations works are required the timelines shall be as specified in the Sl. No. 1) & 2) of this table mentioned above.	Rs. 50 for each day of default subject to a maximum of Rs. 50,000.	Not applicable
2. Restoration of Power Supply				
(1)	Fuse blown out or MCB/MCCB tripped (in case fuse or MCB/MCCB belongs to Licensee)	<ul style="list-style-type: none"> • Within 4 hours- for Urban areas. • Within 8 hours- for Rural areas. • Within 12 hours- for Hilly areas not connected with motorable roads. 	Rs. 20 for each hour of default	Rs. 10 for each hour of default to each consumer affected.
(2)	Service line broken Service line snapped from the pole	<ul style="list-style-type: none"> • Within 6 hours- for Urban areas. • Within 12 hours- for Rural areas. • Within 24 hours- for Hilly areas not connected with motorable roads. 	Rs. 20 for each hour of default	Rs. 10 for each hour of default to each consumer affected.
(3)	Fault in LT distribution line/system	Rectification of fault and thereafter Restoration of normal power supply: <ul style="list-style-type: none"> • Within 12 hours- for Urban and Rural areas. • Within 24 hours- for Hilly areas not connected with motorable roads. 	Rs. 20 for each hour of default	Rs. 10 for each hour of default to each consumer affected.

Sl. No.	Service Area	Standard	Compensation payable in case of violation of Standard (default shall be considered from the time consumer has made complaint)	
			Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to individual consumer if the event affects more than one consumer
(4)	Distribution transformer failed/burnt	Replacement of failed transformer: <ul style="list-style-type: none"> • Within 24 hours- in Urban and Rural areas of Plains. • Within 48 hours- in Hilly areas connected with motorable roads. • Within 72 hours- in Hilly areas not connected with motorable roads. 	Rs. 20 for each hour of default	Rs. 10 for each hour of default to each consumer affected.
(5)	HT (11 kV & 33 kV) mains failed due to fuse blown out, line snapping or any other faults	Rectification of fault: <ul style="list-style-type: none"> • Within 12 hours- in Urban and Rural areas • Within 36 hours (except fuse blown out cases for which timeline shall be 24 hours)- in Hilly areas not connected with motorable roads 	Rs. 20 for each hour of default	Rs. 10 for each hour of default to each consumer affected.
(6)	Problem in 33/11 kV Substation	Repair and restoration of supply: <ul style="list-style-type: none"> • Within 24 hours- in Plains. • Within 48 hours- in Hilly areas 	Rs. 20 for each hour of default	Rs. 10 for each hour of default to each consumer affected.
(7)	Failure of Power Transformer	Within 10 days- Rectification to be completed	Rs. 1,000 for each day of default	Rs. 300 for each day of default to each consumer affected.
(8)	Fault in underground (UG) system	<ul style="list-style-type: none"> • Within 12 hours- for LT system • Within 48 hours- for HT system 	Rs. 20 for each hour of default	Rs. 10 for each hour of default to each consumer affected.
3. Quality of Power Supply (for voltage variations)				
(1)	Local problem (Voltage Variation, Voltage Fluctuation, Flickering or any other local problem)	Within 4 hours	Rs. 5 for each hour of default	Rs. 2 for each hour of default to each consumer affected.
(2)	Tap changing of transformer	Within 3 days	Rs. 100 for each day of default	Rs. 50 for each day of default to each consumer affected.
(3)	Repair of distribution line / transformer / capacitor	<ul style="list-style-type: none"> • Within 15 days- LT distribution line, • Within 90 days- HT distribution line, • Within 30 days- Distribution Transformer • Within 120 days- Power Transformer • Within 30 days- Capacitor. 	Rs. 200 for each day of default	Rs. 100 for each day of default to each consumer affected.

Sl. No.	Service Area	Standard	Compensation payable in case of violation of Standard (default shall be considered from the time consumer has made complaint)	
			Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to individual consumer if the event affects more than one consumer
(4)	Installation & Up-gradation of HT / LT System	<ul style="list-style-type: none"> • Within 90 days- for LT system • Within 180 days- for HT system 	Rs. 200 for each day of default	Rs. 100 for each day of default to each consumer affected.
(5)	Damage to consumer's apparatus due to voltage fluctuations [If apparatus of more than one consumer in close neighbourhood are affected and subject to physical verification of the damaged apparatus by the Licensee within 72 hours followed by submission of documentary evidence by affected consumer with regard to expenses incurred on repair* charges and its verification by the Licensee.] *In case of replacement or exchange of any damaged apparatus/ equipment with new one the compensation shall be limited to the extent of repair charges mentioned in this clause subject to the production of original bill and its verification by the Licensee.	Immediate Isolation of Faulty Section	Repair charges subject to maximum of Rs. 1,000 per apparatus: For Fan, B&W TV, Mixy, Grinder, Toaster, other portable electric equipment.	
			Repair charges subject to maximum of Rs. 3,000 per apparatus: For Colour TV upto 43 inch, Semi-Automatic Washing Machine, Fridge upto 200 Lt, Microwave, Chimney.	
			Repair charges subject to maximum of Rs. 5,000 per apparatus: For Colour TV above 43 inch, Fully Automatic Washing Machine, Computer, Air Conditioner, dishwasher, Fridge above 200 Lt.	

Sl. No.	Service Area	Standard	Compensation payable in case of violation of Standard (default shall be considered from the time consumer has made complaint)	
			Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to individual consumer if the event affects more than one consumer
4. Complaints about Meters				
(1)	Complaint lodged for accuracy test of Meter	<ul style="list-style-type: none">Within 30 days- For testing of meter and if needed, the meter shall be replaced within 15 days thereafter.	Rs. 50 for each day of default	Not applicable
(2)	Complaint lodged for defective/stuck meter	<ul style="list-style-type: none">Within 30 days- For testing of meter and if needed, the meter shall be replaced within 15 days thereafter.	Rs. 100 for each day of default	Not applicable
(3)	Complaint lodged for burnt meter	<ul style="list-style-type: none">Within 06 Hours- Restoration of supply by bypassing the burnt meter.Within 3 days- New meter to be installed.	Rs. 100 for each day of default	Not applicable
5. Transfer of Consumer's Connection and Conversion of Services				
(1)	Change of consumer's name due to change in ownership/ occupancy for property	Within two months after acceptance of application.	Rs. 100 for each day of default	Not applicable
(2)	Transfer of consumer's name to legal heir	Within two months after acceptance of application.	Rs. 100 for each day of default	Not applicable
(3)	Change of category	<ul style="list-style-type: none">Within 5 days- Inspect the premise.Within 02 months- change the category.	Rs. 100 for each day of default	Not applicable
6. Complaint about Consumer's Bills				
(1)	First Bill	Within 02 months of release of connection.	10% of billed amount subject to a maximum of Rs. 500 per month.	Not applicable
(2)	Complaints on billing	<p>[Acknowledgement of complaint</p> <ul style="list-style-type: none">Immediate- for complaints received by handWithin 3 days- for complaints received by post]<p>Resolution of Complaint and intimation to consumer</p><ul style="list-style-type: none">Within 15 days- If no additional information required.Within 30 days- If additional information required.	Rs. 20 for each day of default subject to a maximum of 10% of billed amount or Rs. 500 whichever is less.	Not applicable
(3)	Final bill for vacation of premises /change of occupancy	[Special reading request to be made by consumer at least 7 days in advance before vacation of premise or change of occupancy.]		

Sl. No.	Service Area	Standard	Compensation payable in case of violation of Standard (default shall be considered from the time consumer has made complaint)	
			Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to individual consumer if the event affects more than one consumer
		Delivery of final bill including arrear, if any- at least 3 days before the vacation of premises or change of occupancy after arranging special reading.	Rs. 20 for each day of default.	Not applicable
(4)	Billing after permanent disconnection on consumer's request	[Licensee shall not raise any bill after permanent disconnection.] In case Licensee raises bill after permanent disconnection the same shall be liable for compensation.	Rs. 500 for each case	Not applicable
(5)	Arrears appearing in bills/wrongly raised bills	Licensee shall not raise arrears for the amount which has already been paid by the consumer within the due date or which is not due to the Licensee.	For First time- 10% of arrear amount subject to a maximum of Rs. 500. [Computation of compensation for first time shall be based on bills downloaded from the Licensee's billing portal.] For Second time- 15% of arrear amount subject to a maximum of Rs. 1,000. For Third and subsequent times- 20% of arrear amount subject to maximum of Rs. 2,000.	Not applicable
7. Issues relating to disconnection/reconnection of supply				
(1)	Request for reconnection	Within 5 days of payment of past dues and reconnection charges- [In case consumer requests for reconnection within a period of six months after disconnection or before permanent disconnection whichever is later. However, in case consumer requests for reconnection after six months of disconnection or before permanent disconnection whichever is later, the connections would be reconnected only after all the formalities as required in the case of	Rs. 100 for each day of default	Not applicable.

Sl. No.	Service Area	Standard	Compensation payable in case of violation of Standard (default shall be considered from the time consumer has made complaint)	
			Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to individual consumer if the event affects more than one consumer
		<i>release of new connection are complied with by the consumer including payment of pending dues, service line charges, security deposit etc., as applicable, for that Category of Consumer.]</i>		
(2)	Consumer wanting disconnection	Within 7 days of submission of application in prescribed format for permanent disconnection.	Rs. 100 for each day of default	Not applicable.
(3)	Refund of security deposit after adjustment [For permanent disconnection on consumer's request]	Within 30 days of permanent disconnection.	Rs. 100 for each day of default	Not applicable.
8. Other services chargeable to consumer/applicant				
(1)	Shifting of lines/ poles/ transformers	<ul style="list-style-type: none"> • Within 90 days - for LT system • Within 180 days- for HT system <i>Note:- The specified timeline shall commence from the date of deposition of the requisite amount as estimated by distribution Licensee or NoCs (if any) obtained from the relevant authorities, whichever is later. In-case RoW issues arise during work execution, delay due to RoW shall be exempted.</i>	<p>For LT System-- Rs. 100 for each day of default subject to maximum of 20% of the deposited amount by the consumer/ applicant.</p> <p>For HT system- Rs. 200 for each day of default subject to maximum of 20% of the deposited amount by the consumer/ applicant.</p>	Not applicable

Note: Compensation payable in case of violation of standard against services mentioned at Sl. No. 1.1, Sl. No. 1.2, Sl. No. 1.3, Sl. No. 4.1, Sl. No. 6.3, Sl. No. 7.1 & Sl. No. 7.2 shall be computed from the date of default by the licensee subject to filing of the complaint by the consumer. Provided that post approval of Complaint Handling Procedure, the Commission may review the services mentioned in aforesaid Sl. Nos. through a separate order(s).

Format SOP-1

Format for recording Consumer/applicant Complaints

Complaint Registration Centre: _____ (Centralized Customer Care Centre/ Local Complaint Centre/Help Desk)

Name of Complaint Registration Centre: _____

Name of Circle/Division/Sub-Division: _____

Month and Year: _____

[illegible]

Format SoP-2Format for claim of compensationCompensation claim format for the Consumer

1. Name of Consumer:
2. Account No.:
3. Connection No.:
4. Mobile number:
5. Nature of grievance:
6. Time and date of registration of complaint with the licensee/franchisee:
7. The unique complaint number conveyed by the licensee/franchisee:
8. Time and date of complaint redressal:
9. Delay as per prescribed benchmark as per schedule-I:
10. Amount of compensation claimed by the Consumer:

Date: _____

Signature and name of Consumer*
 * Applicant in case of service mentioned at Sl. No. 1. 1) (Release of new LT connection), Sl. No. 1. 2) (Release of new HT/EHT connection) & Sl. No. 8. 1) (Shifting of lines/poles/transformers) of Schedule-III.

Acknowledgement

(To be filled by the licensee and provide the same to the consumer/applicant)

Received Claim Application for compensation from _____ (name of consumer/applicant) on _____ (received date). The registration number for the Claim Application is _____

Stamp



Signature of Distribution Licensee's Representative
 Name and Designation

Format SoP-3

Format for Monthly Division-wise Reports on Guaranteed Standards specified in Schedule-I

Name of Division: _____

Report for the Month/Year									
Sl. No.	SoP Parameters	Complaints brought forward for the previous Month (3)	Received during the reporting Month (4)	Total complaints (3+4) (5)	No. of complaints Redressed in time (out of 5) (6)	% of complaints Redressed in time (6/5*100) (7)	No. of complaints Redressed beyond time (out of 5) (8)	Total complaints redressed (6+8) (9)	Complaints pending (5-9) (10)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
Release of New Connections and Enhancement/Reduction of Load									
1	Release of new LT connection								
2	Release of new HT/EHT connection								
3	Enhancement/Reduction of Load								
Restoration of Power Supply									
4	Fuse blown out or MCB/MCCB tripped (in case fuse or MCB/MCCB belongs to Licensee)								
5	Service line broken Service line snapped from the pole								
6	Fault in LT distribution line/system								
7	Distribution transformer failed/burnt								
8	HT (11 kV & 33 kV) mains failed due to fuse blown out, line snapping or any other faults								
9	Problem in 33/11 kV Substation								
10	Failure of Power Transformer								
11	Fault in underground (UG) system								
Quality of Power Supply (for voltage variations)									
12	Local problem (Voltage Variation, Voltage Fluctuation, Flickering or any other local problem)								
13	Tap changing of transformer								
14	Repair of distribution line / transformer / capacitor								
15	Installation & Up-gradation of HT / LT System								
16	Damage to consumer's apparatus due to voltage fluctuations*								

Sl. No.	SOP Parameters	Complaints brought forward for the previous Month	Received during the reporting Month	Total complaints (3+4)	No. of complaints Redressed in time (out of 5)	% of complaints Redressed in time (6/5*100)	No. of complaints Redressed beyond time (out of 5)	Total complaints redressed (6+8)	Complaints pending (5-9)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
Complaints about Meters									
17	Complaint lodged for accuracy testing of Meter								
18	Complaint lodged for defective/stuck meter								
19	Complaint lodged for burnt meter								
Transfer of Consumer's Connection and Conversion of Services									
20	Change of consumer's name due to change in ownership/occupancy for property								
21	Transfer of consumer's name to legal heir								
22	Change of category								
Complaint about Consumer's Bills									
23	First Bill								
24	Complaints on billing								
25	Final bill for vacation of premises/change of occupancy								
26	Billing after permanent disconnection on consumer's request								
27	Arrears appearing in bills/wrongly raised bills								
Issues relating to disconnection/reconnection of supply									
28	Request for reconnection								
29	Consumer wanting disconnection								
30	Refund of security deposit after adjustment [For permanent disconnection on consumer's request]								
Other services chargeable to consumer/applicant									
31	Shifting of lines/ poles/ transformers								
Total									

Format SoP-4

Format for Consolidated Annual Report on Guaranteed Standards specified in Schedule-I for Discom

Report for the FY

Sl. No.	SoP Parameters	Complaints brought forward from the previous FY (3)	Received during the reporting FY (4)	Total complaints (3+4) (5)	No. of complaints Redressed in time (out of 5) (6)	% of complaints Redressed in time (6/5*100) (7)	No. of complaints Redressed beyond time (out of 5) (8)	Total complaints redressed (6+8) (9)	Complaints pending (5-9) (10)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
Release of New Connections and Enhancement/Reduction of Load									
1.	Release of new LT connection								
2.	Release of new HT/EHT connection								
3.	Enhancement/Reduction of Load								
Restoration of Power Supply									
4.	Fuse blown out or MCB/MCCB tripped (in case fuse or MCB/MCCB belongs to Licensee)								
5.	Service line broken Service line snapped from the pole								
6.	Fault in LT distribution line/system								
7.	Distribution transformer failed/burnt								
8.	HT (11 kV & 33 kV) mains failed due to fuse blown out, line snapping or any other faults								
9.	Problem in 33/11 kV Substation								
10.	Failure of Power Transformer								
11.	Fault in underground (UG) system								
Quality of Power Supply (for voltage variations)									
12.	Local problem (Voltage Variation, Voltage Fluctuation, Flickering or any other local problem)								
13.	Tap changing of transformer								
14.	Repair of distribution line / transformer / capacitor								
15.	Installation & Up-gradation of HT / LT System								
16.	Damage to consumer's apparatus due to voltage fluctuations*								

Sl. No.	Sop Parameters	Complaints brought forward from the previous FY	Received during the reporting FY	Total complaints (3+4)	No. of complaints Redressed in time (out of 5)	% of complaints Redressed in time (6/5*100)	No. of complaints Redressed beyond time (out of 5)	Total complaints redressed (6+8)	Complaints pending (5-9)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
Complaints about Meters									
17.	Complaint lodged for accuracy testing of Meter								
18.	Complaint lodged for defective/stuck meter								
19.	Complaint lodged for burnt meter								
Transfer of Consumer's Connection and Conversion of Services									
20.	Change of consumer's name due to change in ownership/occupancy for property								
21.	Transfer of consumer's name to legal heir								
22.	Change of category								
Complaint about Consumer's Bills									
23.	First Bill								
24.	Complaints on billing								
25.	Final bill for vacation of premises/ change of occupancy								
26.	Billing after permanent disconnection on consumer's request								
27.	Arrears appearing in bills/ wrongly raised bills								
Issues relating to disconnection/reconnection of supply									
28.	Request for reconnection								
29.	Consumer wanting disconnection								
30.	Refund of security deposit after adjustment [For permanent disconnection on consumer's request]								
Other services chargeable to consumer/applicant									
31.	Shifting of lines/ poles/ transformers								
Total									

Format SoP-5Format for Circle-wise Quarterly Reports on Overall Standards specified in Schedule-II

Name of the Circle _____

Report for (I/II/III/IV) Quarter of FY _____

Sl. No.	Service area	Specified Overall Standard of Performance	Complaints pending at the start of the quarter	Complaints filed by the consumers in the reporting quarter	Total complaints (4+5)	Complaints Redressed within the time limits prescribed in Schedule-I	Complaints pending in the end of the reporting quarter (6-7)	Overall SoP achieved in the reporting quarter	Minimum overall SoP target as per Schedule-II	Whether Overall SoP achieved (Yes/No)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
1.	Normal fuse-off calls	At least 99% calls received should be rectified within prescribed time limits								
2.	Line Breakdowns	At least 95% of cases resolved within time limit.								
3.	Distribution Transformer failure	At least 95% of DTRs to be replaced within prescribed time limits.								
4.	Period of scheduled outage i. Maximum duration in a single stretch Shall not exceed 12 hours in a day ii. Restoration of supply shall be by 6:00 PM	At least 95% of cases resolved within time limit								
5.	SAIFI	As fixed by the Commission from time to time								

Sl. No.	Service area	Specified Overall Standard of Performance	Complaints pending at the start of the quarter	Complaints filed by the consumers in the reporting quarter	Total complaints (4+5)	Complaints Redressed within the time limits prescribed in Schedule-I	Complaints pending in the end of the reporting quarter (6-7)	Overall SoP achieved in the reporting quarter	Minimum overall SoP target as per Schedule-II	Whether Overall SoP achieved (Yes/No)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
6.	SAIDI	As fixed by the Commission from time to time								
7.	MAIFI	As fixed by the Commission from time to time								
8.	Frequency variations	To maintain supply frequency within range as per IEGC.								
9.	Voltage Unbalance	Maximum of 3% at point of commencement of supply.								
10.	Percentage billing mistakes	Not exceeding 1%								
11.	Percentage faulty meters	Not exceeding 2% for Plain areas & Not exceeding 3% for Hilly areas								
12.	Percentage NA/NR cases	Not exceeding 2%								

Format SoP-6

Format for Circle-wise Consolidated Annual Report on Overall Standards specified in Schedule-II

Name of the Circle _____

Report for FY _____

Sl. No.	Service area	Specified Overall Standard of Performance	Complaints brought forward from the previous FY (4)	Complaints filed by the consumers in the reporting FY (5)	Total complaints (4+5) (6)	Complaints Redressed within the time limits prescribed in Schedule-I (7)	Complaints pending in the end of the reporting FY (6+7) (8)	Overall SoP achieved in the reporting FY (9)	Minimum overall SoP target as per Schedule-II (10)	Whether Overall SoP achieved (Yes/No) (11)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
1.	Normal fuse-off calls	At least 99% calls received should be rectified within prescribed time limits								
2.	Line Breakdowns	At least 95% of cases resolved within time limit.								
3.	Distribution Transformer failure	At least 95% of DTRs to be replaced within prescribed time limits.								
4.	Period of scheduled outage i. Maximum duration in a single stretch shall not exceed 12 hours in a day ii. Restoration of supply shall be by 6:00 PM	At least 95% of cases resolved within time limit								
5.	SAIFI	As fixed by the Commission from time to time								

Sl. No.	Service area	Specified Overall Standard of Performance	Complaints brought forward from the previous FY	Complaints filed by the consumers in the reporting FY	Total complaints (4+5)	Complaints Redressed within the time limits prescribed in Schedule-I	Complaints pending in the end of the reporting FY (6-7)	Overall SoP achieved in the reporting FY	Minimum overall SoP target as per Schedule-II	Whether Overall SoP achieved (Yes/No)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
6.	SAIDI	As fixed by the Commission from time to time								
7.	MAIFI	As fixed by the Commission from time to time								
8.	Frequency variations	To maintain supply frequency within range as per IEGC.								
9.	Voltage Unbalance	Maximum of 3% at point of commencement of supply.								
10.	Percentage billing mistakes	Not exceeding 1%								
11.	Percentage faulty meters	Not exceeding 2% for Plain areas & Not exceeding 3% for Hilly areas								
12.	Percentage NA/NR cases	Not exceeding 2%								

Format SOP-7Division-wise Details of Compensation paid as per Guaranteed Standards specified in Schedule-I

Report for (I/II/III/IV) Quarter of FY

Sl. No.	No. of Division	Compensation claimed by the Consumers/applicants		Compensation paid to the Consumers/applicants	
		Numbers	Amount (in Rs.)	Numbers	Amount (in Rs.)
1.					
2.					
3.					
4.					
5.					
6.					
Total					

Format SoP-9
Format for Measures taken for improvement of Guaranteed SoP (Schedule-I) and Targets for improving Performance

Sl. No.	Description of SoP Parameter	Total no. of defaults during the FY	Measures for improving performance		Targets for improving performance in the ensuing FY
			Taken during the FY	Proposed for ensuing FY	
Release of New Connections and Enhancement/Reduction of Load					
1.	Release of new LT connection				
2.	Release of new HT/EHT connection				
3.	Enhancement/Reduction of Load				
Restoration of Power Supply					
4.	Fuse blown out or MCB/MCCB tripped (in case fuse or MCB/MCCB belongs to Licensee)				
5.	Service line broken Service line snapped from the pole				
6.	Fault in LT distribution line/system				
7.	Distribution transformer failed/burnt				
8.	HT (11 kV & 33 kV) mains failed due to fuse blown out, line snapping or any other faults				
9.	Problem in 33/11 kV Substation				
10.	Failure of Power Transformer				
11.	Fault in underground (UG) system				
Quality of Power Supply (for voltage variations)					
12.	Local problem (Voltage Variation, Voltage				

Sl. No.	Description of SoP Parameter	Total no. of defaults during the FY	Measures for improving performance		Targets for improving performance in the ensuing FY
			Taken during the FY	Proposed for ensuing FY	
	Fluctuation, Flickering or any other local problem)				
13.	Tap changing of transformer				
14.	Repair of distribution line /transformer / capacitor				
15.	Installation & Up-gradation of HT / LT System				
16.	Damage to consumer's apparatus due to voltage fluctuations				
Complaints about Meters					
17.	Complaint lodged for accuracy testing of Meter				
18.	Complaint lodged for defective/stuck meter				
19.	Complaint lodged for burnt meter				
Transfer of Consumer's Connection and Conversion of Services					
20.	Change of consumer's name due to change in ownership/occupancy for property				
21.	Transfer of consumer's name to legal heir				
22.	Change of category				
Complaint about Consumer's Bills					
23.	First Bill				
24.	Complaints on billing				
25.	Final bill for vacation of premises/change of occupancy				
26.	Billing after permanent disconnection on consumer's request				

Sl. No.	Description of SoP Parameter	Total no. of defaults during the FY	Measures for improving performance		Targets for improving performance in the ensuing FY
			Taken during the FY	Proposed for ensuing FY	
27.	Arrears appearing in bills/ wrongly raised bills				
Issues relating to disconnection/reconnection of supply					
28.	Request for reconnection				
29.	Consumer wanting disconnection				
30.	Refund of security deposit after adjustment [For permanent disconnection on consumer's request]				
Other services chargeable to consumer/applicant					
31.	Shifting of lines/ poles/ transformers				

Format SoP-10Format for Annual Target levels of Reliability Indices (RI) to be furnished alongwith ARR.

Report for FY : _____

Particulars	Urban Feeder			Rural Feeder		
	SAIFI (in No.)	SAIDI (in Min.)	MAIFI (in No.)	SAIFI (in No.)	SAIDI (in Min.)	MAIFI (in No.)
Reliability Indices (RI)						
Annual Targets for ensuing FY						

By Order of the Commission,

NEERAJ SATI,

Secretary,

Uttarakhand Electricity Regulatory Commission.