



## AJMER VIDYUT VITRAN NIGAM LIMITED

(Commercial Wing)

Corporate Identification Number (CIN)-U40109RJ2000SGC016482

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### ORDER

#### **Sub: 'Standards of Performance-2021'.**

In pursuance of the Rajasthan Electricity Regulatory Commission (Standards of Performance for Distribution Licensees) Regulations, 2021 issued by Rajasthan Electricity Regulatory Commission in exercise of the powers conferred by Section 181 (1) and 181 (2) (za & zb) read with section 57 (1), 57 (2), 59 (1) and 86 (1) (i) of the Electricity Act 2003 and all other provisions enabling in this behalf, Ajmer Vidyut Vitran Nigam Limited herein after called Nigam, hereby lays down the Standards of Performance to consumers for its area of supply.

These Standards of Performances supersede the Standards of Performance -2014

#### **1. Short Title and Commencement**

- a) This document shall be called '**Standards of Performance -2021**'.
- b) This has come into force from **15.04.2021**.

#### **2. Scope of Application**

These Standards of Performance (SOPs) shall be applicable to the Distribution Licensee including Deemed Licensees/Franchisees and all of its consumers for its area of supply.

#### **3. Definitions**

In these SOPs, unless the context otherwise requires:

- a) "**Act**" means the Electricity Act, 2003 and subsequent amendments thereof;
- b) "**Area of Supply**" means the area within which a Licensee/franchisee is authorized by its License/franchisee agreement to supply electricity.
- c) "**CGRF**" means 'Consumer Grievance Redressal Forum' constituted by Distribution Licensee/franchisee pursuant to Section 42 (5) of the Electricity Act, 2003 and these Regulations.
- d) "**CGRF & Ombudsman Regulations**" means Regulations framed by the Commission in this regard from time to time and its amendments.
- e) "**Class-1 cities**" means the cities with population of 2,00,000 or above as per census of India 2011.
- f) "**Commission**" means the Rajasthan Electricity Regulatory Commission;

- g) "**Customer care centre**" means suitable IT enabled infrastructure/setup (with voice recording feature) for submission of complaint or claim of compensation, electronically (SMS, e-mail, mobile App, website of the Licensee/franchisee) or telephonically (voice call-Landline/Mobile) or through any other mode as mentioned in the clause 7 and 9.3 of this order. The customer care centre shall remain operational 24X7.
- h) "**Extra High Tension/Extra High Voltage**" means the voltage exceeding 33 kV between phases under normal conditions.
- i) "**Franchisee**" means a person authorized by a Distribution Licensee to distribute electricity on its behalf, in a particular area within his area of supply:
- j) "**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 (SMS, e-mail, mobile App, website of the Licensee/franchisee) or telephonically (voice call-Landline/Mobile) or in writing or through any other mode, as mentioned in the clause 7 and 9.3 of this order, to remain operative between 9 am to 6 pm on all working days.
- k) "**High Tension/High Voltage**" means the voltage exceeding 440 volts between phases but not exceeding 33 kV under normal conditions;
- l) "**Licensee**" means a person who has been granted a license under Section 14 of the Act to operate and maintain a distribution system for supplying electricity to the consumers in his area of supply and includes a deemed Licensee;
- m) "**Low Tension/Low Voltage**" means the voltage level that does not exceed 440 volts between phases under normal conditions;
- n) "**Normal Fuse Off**" means fuse blown off because of overloading or ageing;
- o) "**Rural Areas**" means the all area covered by gram panchayats.
- p) "**SOP**" means Standards of Performance;
- q) "**Sustained Interruption**" means any interruption on 11 kV feeders emanating from licensee/franchisee/RVFN substations exceeding duration of 10 minutes but excluding the interruptions due to planned/scheduled outages, outages due to failure of upstream power system including generation and transmission network and outage due to reasons allowed in these regulations under exclusion of events. Interruption in the 33 kV system (sub transmission system) shall be considered as sustained interruption on the corresponding 11 kV feeders.
- r) "**Urban Areas**" means all areas other than rural areas.

Words and expressions used and not defined in this order but defined in the Act shall have the meanings assigned to them in the Act. Expressions used herein but not specifically defined in this order, Regulations or in the Acts but defined under any law/regulation passed by a competent legislature/Commission and applicable to the electricity sector in the State shall have the meaning assigned to them in such law/regulation.

#### **4. Interpretation**

In the interpretation of these Standards of Performance, unless the context otherwise requires:

- (a) Words in singular or plural term, as the case may be, shall also be deemed to include plural or singular term, respectively;
- (b) References herein to the "Regulations" shall be considered as a reference to these Regulations as amended or modified by the Commission from time to time as per applicable laws.

#### **5. Objective**

**5.1** These Standards of Performance lay down the standards to maintain distribution system parameters within the permissible limits. These standards shall serve as benchmark for Nigam 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 Nigam in accordance with the provisions made in these Standards of Performance.

**5.2** The objectives of these Standards of Performance are:

- (a) to lay down standards of performance;
- (b) to measure the actual performance of Nigam 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 mechanism for ensuring fair compensation to the consumers in case the Nigam fails to achieve guaranteed benchmark standard of performance as described in Schedule-I of these Standards of Performance.

#### **6. Standards of Performance**

**6.1** The standards specified in Schedule-I shall be the guaranteed benchmark standards of performance, which are the minimum standards of service that Nigam shall achieve.

**6.2** The failure of Nigam to achieve the guaranteed standards of service shall entail payment of compensation to the consumer as per Schedule-II.

**6.3** The standards specified in Schedule-III shall be the overall standards of Performance which Nigam shall seek to achieve in the discharge of its obligations.

**6.4** These guaranteed standards shall be read with the provisions specified under the RERC (Electricity Supply Code and Connected Matters) Regulations, 2021 and other relevant Regulations, as amended from time to time.

#### **7. Complaint Handling/Redressal Procedure**

**7.1** There shall be an IT enabled centralized customer care centre at Nigam headquarter. This centre should be capable of registering a complaint as prescribed in clause 3 (g) of this order. Such centralized customer care

- centre shall be fully integrated with the "Help Desk" as provided under clause 3 (j) and customer care centre of the franchisee.
- 72** The help desk shall be manned by a suitable and knowledgeable person having basic computer knowledge between 9 am to 6 pm on all working days for registration of complaints and providing registration number to the complainants.
- 73** The name, mobile number of such person shall be displayed on the notice board of the corresponding office where the help desk is situated.
- 74** Besides help desk and customer care centre, the following nature of complaints can be registered at the sub-stations and sub-offices of the Nigam:
- a) Transformer failure
  - b) Supply failure
  - c) Safety related
  - d) Electricity theft
- 75** Suitable registers for receiving complaints as per clause 7.4 shall be maintained at the sub-stations and sub-offices. All these complaints shall be immediately got recorded in the help desk of the sub-division by the Junior Engineer or any other officer authorized by Nigam. System generated registration number shall be immediately communicated to the complainant.
- 76** The Nigam, within 2 months of the publication of this order, shall link the mobile number of all the consumers in data base to be maintained by centralized call centre and help desks so as to facilitate fast and reliable communication between the Nigam and consumers. If the mobile number is not linked with the consumer data base, the complaint shall be registered on providing at least one of the following information to identify the complainant:
- a) K. No.
  - b) Account number with name of sub-division
  - c) Name and address of the connection holder along with name of sub-division
- 77** The complaint number shall be communicated to the consumer by the Nigam within 30 minutes of receiving the complaint, through the same mode as used by the consumer for registration of complaint. Provided that in case of registration of complaints through telephone, the complaint number shall be provided immediately to the consumer on call. Provided further that in case mobile number and/or email-id of the consumer has been registered, the complaint details shall also be sent through SMS and e-mail on the registered mobile number and e-mail id of the consumer within 30 minutes on receiving the complaint.
- 78** Details of each complaint shall be recorded as per Annexure I.
- 79** After the resolution of the Complaint the Nigam shall update and record the total time taken for resolution of the complaint.
- 7.10** The intimation of resolution of complaint along with date and time of resolution shall be communicated to the complainant by following the same procedure as used for communicating the registration number of the complaint.
- 7.11** The IT enabled centralized customer care centre, as mentioned at clause 7.1 above, shall also provide common services like new connection, disconnection, reconnection, shifting of connection, change in name and particulars, load change, replacement of meter, no supply. The Nigam shall establish a centralised 24x7 toll-free customer care centre within 6 months of the issue of this order.
- 7.12** While other modes to provide services like paper application, email, mobile,

website, etc., may continue, the Nigam shall endeavour to provide all services through a common Customer Relation Manager (CRM) System to get a unified view of all the services requested, attended and pending, at the backend for better monitoring and analytics.

- 7.13** The CRM shall have facilities for sms, email alerts, notifications to consumers and officers for events like receipt of application, completion of service, change in status of application, etc; online status tracking and auto escalation to higher level, if services are not provided within the specified time period.

## **8. Compensation Mechanism**

- 8.1** If Nigam fails to meet the guaranteed standards of performance as specified in Schedule-I, Nigam shall pay compensation to the affected person upon lodging of a claim for compensation. The compensation to be paid by the Nigam to the affected person is specified in Schedule-II of this order.

Provided that for complaints related to "No Current complaints" , "no- current complaint due to meter" and "testing of Meters", there shall not be a need to file the complaint for compensation purpose and the Nigam ,based on its records, shall credit the compensation amount in next bill.

Provided further that the Nigam shall design and maintain its distribution system in such a way that it captures above parameters and there is a gradual increase in the list of parameters, which can be monitored remotely and for which automatic compensation can be paid to the consumer. The Nigam shall submit a report annually, to the Commission, to this effect.

Provided also that, if, there is a stay order by any Court, Forum Tribunal, or by 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.

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

- 8.2** The total compensation that will be payable by the Nigam to a consumer by means of this order shall not exceed 30% of the total Fixed Charges/Demand charges payable by the consumer in a given Financial Year.

- 8.3** In all cases of compensation, the payment of compensation shall be made only by adjustment against current and immediate future bills for supply of electricity by the Nigam. The details of the total compensation due and the amount paid thereof shall be shown in every electricity bill of the consumer.

- 8.4** In order to create awareness about the guaranteed standards of performance, the Nigam shall intimate the prescribed guaranteed time as per Schedule-I of this order to the individual complainant along with intimation of registration of complaints. The Nigam shall also intimate the compensation formula for delay as per Schedule-II of this order along with each registration of complaints.

- 8.5** The Nigam shall also display the guaranteed standards of performance as per Schedule-I and compensation payable as per Schedule- II on its website.

- 8.6** In case there is a delay in the resolution of complaint, claim for compensation shall be filed by the consumer not beyond 60 days of resolution of complaint.

- 8.7** The claim can be filed by the consumer as per format at Annexure-II. Such

claim can be filed either personally/e-mail/registered post/online/mobile app/help desk to the concerned officer.

Provided that the Nigam, within six months from the date of this order, 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/ Nigam's website

**88** Every claim application shall be given a registration number which will be different from the complaint registration number. Nigam shall maintain online data of the compensation claim application and the action taken there on by fully displaying the same on Nigam 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.

**89** Nigam shall give compensations within 45 days from date of filing the claim of compensation giving details as well as reference of relevant regulations. In case of refusal of compensation Nigam shall pass an appropriate order with respect to each claim of compensation within 45 days from the date of filing the claim of compensation. All such orders shall be displayed on the website of the Nigam and shall be communicated to the consumer as well.

**8.10** Failure by the Nigam to pay the compensation as per clause 8.9 above or non satisfaction of the consumer with the decision of the Nigam, shall constitute a Grievance, which shall be dealt and decided by the respective Consumer Grievance Redressal Forum, in accordance with procedure set out in the RERC (Guidelines for Redressal of Grievances) Regulations, 2008 as amended from time to time or any other Regulations specified by the Commission for this purpose.

**8.11** 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 Electricity Ombudsman, who shall deal and decide the case under RERC (Settlement of Disputes by Electricity Ombudsman) Regulations, 2010 as amended from time to time or any other Regulations specified by the Commission for this purpose.

**8.12** The aggrieved consumer shall not be liable to pay any fee for lodging a claim of compensation under this order before the Nigam, Forum or Electricity Ombudsman.

**8.13** 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 Nigam in meeting the standards specified in this order.

**8.14** To claim the compensation under this order, the aggrieved consumer has to file the claim within 30 days of expiry of the timeline given in this order for each SoP parameter.

## **9. Responsibilities of the Nigam**

### **9.1 Submission of Sop Reports**

A. The Nigam shall furnish to the Commission as well as the Electricity Ombudsman, quarterly reports within 45 days at the end of each quarter during a financial year, indicating its actual performance in the formats SOP-1 to SOP- 4, attached to this order. These formats are as listed

below;

1. Establishment of help desk
  2. Consumer Complaints and System Reliability Parameters
  3. Details of Compensation Paid
  4. Details of System Development Fund as per Schedule-I
- B. The Nigam shall also furnish a report along with the quarterly reports as per 9.1 (A) above, indicating
1. The measures taken to improve performance,
  2. The reasons for not achieving the specified targets, if any.
- C. The Commission may revise the formats through separate orders, as warranted necessary from time to time.
- 9.2** Nigam shall develop report generation framework on its website, within six months from the date of this order, 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, Complaint Number, Compensation Claim Number or as directed by the Commission from time to time. The report generation framework shall be approved by the Commission or the person authorized by the Commission.
- 9.3** Nigam shall publish a manual of practice for handling consumer complaints and make it available for reference of consumers at every office of Nigam. The manual shall also be downloadable from the website. This manual shall contain the following information:
- a) Channels of complaint registration - details of personnel, offices, Complaint centres and electronic complaint like SMS/e-mail/mobile applications etc.;
  - b) Process of handling complaints taking into consideration clause 7;
  - c) Duties and obligations of Nigam- guaranteed standards of performance, compensation details and overall standard of performance as per Schedule-I, Schedule-II and Schedule-III respectively; and
  - d) any other information which may be affecting the consumers.
  - e) manual shall be published in Hindi and English language.
- 9.4** Nigam should publish the guaranteed standards of performance along with compensation structure, information on procedure for filing of complaints, on their website and in the newspapers every year in the month of January and July. If possible, it shall also be published at the back of the bills or separate hand out may be distributed along with the bills.
- 9.5** The Nigam shall arrange to give due publicity through media, TV, newspaper, website and by displaying in boards at consumer service related offices to bring awareness of consumer rights, standards of performance, compensation provisions, grievance redressal, measures for energy efficiency and any other schemes of the Nigam.
- 9.6** The Nigam shall 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.
- 9.7** The Nigam shall design its system in such a way so as to meet the parameters mentioned in this order.

## **10. Fees and Fines**

No fees shall be levied/applicable to the consumer for lodging a complaint/compensation claim under this order with the Nigam and application/complaint for redressal of the claim for compensation to the CGRF or Ombudsman.

## **11. Exclusions of Events**

The application of the standard of performance specified in this order shall not be applicable in case of the following events:

- a) force majeure events such as war, mutiny, civil commotion, riots, flood, cyclone, lightning, earthquake or other force and strike, lockout, fire affecting Nigam 's installations and activities;
- b) Outages due to grid failure or outage of supply from RVPN/transmission licensee grid substation for any reason
- c) Outages that are initiated by the National Load Despatch Centre/Regional Load Despatch Centre/ State Load Despatch Centre, Discom/Franchisee

## **12. Protection of Consumer Rights**

Nothing contained in this order, shall in any way, prejudice or affect the rights & privileges of the consumers under other laws including the Consumer protection Act 2019 (central Act of 35 of 2019).

## **13. Repeal and Saving**

1. Save as otherwise provided in these Regulations, the RERC (Standards of Performance for Distribution Licensees) Regulations, 2014 is hereby repealed on coming into force of these Regulations.
2. Notwithstanding such repeal anything done or action taken or purported to have been done for the purpose of meeting SOP obligation shall be deemed to have been done or taken under the corresponding provisions of these Regulations.
3. Any rights and liabilities arising out of the Regulation so repealed shall be settled within the framework of the repealed Regulations.

## **14. Power to remove difficulties**

If any difficulty arises in giving effect to the provisions of these Regulations, the Commission may suo-motu 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.

## **15. 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.



## **16. 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.

**NIGAM'S GUARANTEED STANDARDS OF PERFORMANCE**

**1. Restoration of Supply:**

**1.1 No Current Complaint**

The Nigam shall restore the supply in case of supply related problem/ fault like blowing of HT/LT fuse/MCB prior to meter or at distribution transformer or due to loose connections at meter or service line within:

- a) 2 hrs. in Class 1 Cities
- b) 4 hrs. in Urban Areas
- c) 8 hrs. in Rural Areas

from the time of reporting of fault by the consumer.

**1.2 Overhead line/overhead cable breakdowns**

The Nigam shall restore the supply in case of its overhead line/overhead cable breakdowns within:

- a) 4 hrs. in Class 1 Cities
- b) 6 hrs. in Urban Areas
- c) 10 hrs. in Rural Areas

from occurrence of fault.

**1.3 Underground cable breakdowns**

The Nigam shall restore the supply in case of breakdown of its underground cable within:

- a) 12 hrs. in Class 1 Cities
- b) 12 hrs. in Urban Areas
- c) 24 hrs. in Rural Areas

from occurrence of fault.

**1.4 Transformer failure**

The Nigam shall restore the supply in case of failure of its transformer within:

- a) In case of Distribution Transformers
  - i. 8 hrs. in Class 1 Cities
  - ii. 8 hrs. in Urban Areas
  - iii. 24 hrs. in Rural Areas

from occurrence of failure.

- b) In case of Power Transformers (33/11 kV)  
48 hrs. from occurrence of failure.

**1.5 Scheduled outages**

- a) Interruption in power supply due to schedule outages, other than the load-shedding, shall be notified by Nigam at least 24 hours in advance for planned shutdown and same day in emergent cases and shall not exceed 7 hours in a

day. The supply should normally be restored by 6 pm. Nigam shall plan to undertake all preventive maintenance/periodical maintenance/service connection related activity during the scheduled outage. The notification of the scheduled outage shall be conveyed to the effected consumers by vide publicity in the local news paper/display on the Discom website. Notification shall also be sent on the registered mobile number thorough SMS or by any other electronic mode .

- b) Scheduled outage/planned shutdown on industrial feeders shall not be taken except on weekly off days of the concerned industrial area in consultation with industrial areas association.
- c) Scheduled outage/planned shutdown on urban feeders shall not be taken except on Tuesday and Friday.
- d) Scheduled outage/planned shutdown on rural feeders shall not be taken except on Wednesday and Saturday.
- e) In case there is a planned/scheduled outage from 132 kV substations, the same shall be utilized by the Discom for planning its activity such as preventive/periodical maintenance/service connection related activity.

**1.6** In case of unplanned outage or fault, immediate intimation shall be given by the Nigam to the consumers through SMS or by any other electronic mode along with estimated time for restoration. This information shall also be available in the customer care center of the Nigam.

## **2. Quality of Supply**

### **2.1 Voltage Variations**

The Nigam shall maintain voltages at the point of supply to a consumer within the limits as under

- a) +6% and -6% in case of LT supply
- b) +6% and -9% in case of HT supply
- c) +10% to -12.5% in case of EHT supply

and in case of variation, the problem shall be resolved within the time frame as given below:

- a) 2 working days of the original complaint provided no expansion/enhancement/ up gradation of the distribution system/ network is involved
- b) 15 days in case only LT line augmentation/up gradation and distribution transformer capacity enhancement is required
- c) 60 days in case new distribution transformer substation is required
- d) 120 days in case new 33/11 kV substation/augmentation of 33 kV substation is required from the time of reporting by the consumer.

### **2.2 Reliability indices**

- a) The Nigam shall supply 24x7 power to all consumers. However, lower hours of supply for some categories of consumers like agriculture may be specified.
- b) Supply interruption benchmark- The smallest unit for supply interruption benchmark shall be 11 kV feeder. The following shall be benchmark-
  - i. 11 kV industrial feeder - Thirty numbers sustained interruptions per six months or fifteen numbers sustained interruptions per quarter.

- ii. 11 kV urban feeder - Forty Eight numbers sustained interruptions per six months or twenty four numbers sustained interruptions per quarter.
- iii. 11 kV rural feeder - Sixty six numbers sustained interruptions per six months or thirty three numbers sustained interruptions per quarter.

c) Supply outage duration benchmark- The smallest unit for supply outage duration benchmark shall be 11 kV feeder. The following shall be benchmark-

- i. 11 kV industrial feeder - Seventy hours per six months or thirty five hours per quarter.
- ii. 11 kV urban feeder - One hundred forty hours per six months or seventy hours per quarter.
- iii. 11 kV rural feeder - Two hundred ten hours per six months or one hundred five hours per quarter.

**2.3** Benchmark of SAIFI and SAIDI- The following shall be the half yearly/ quarterly benchmark for SAIFI and SAIDI in the Nigam area-

- i. SAIFI - Twenty interruptions per consumer per six months or ten interruptions per consumer per quarter .
- ii. SAIDI - Thirty hours per consumers per six months or fifteen hours per consumer per quarter .

**SAIFI and SAIDI**- SAIFI and SAIDI shall be calculated as per following formula on half yearly/ quarterly basis for entire Nigam area-

$$SAIFI = \sum_{i=1}^n (A_i \times N_i) / N_t$$

$$SAIDI = \sum_{i=1}^n (B_i \times N_i) / N_t$$

$A_i$ = Total number of sustained interruptions on  $i^{th}$  feeder for 6 months or quarter as the case may be.

$B_i$ = Total duration of sustained interruptions on the  $i^{th}$  feeder during 6 months or quarter as the case may be.

$N_i$ = Total number of consumers on the  $i^{th}$  feeder for 6 months or quarter as the case may be. (Mean of 6 months or quarter as the case may be)

$N_t$ = Total number of consumers on all the feeders.

$n$ = Number of 11 kV feeders in the Nigam area.

**2.4** System reliability to avoid heavy fluctuations or short circuiting of lines

- (a) The Nigam shall erect and keep the system so reliable to avoid any damage to electrical equipments of the consumers on account of heavy fluctuations in supply voltage or short circuiting of lines.
- (b) If on any LT feeder some industrial/ motive load is also connected which results in voltage dip/ fluctuations for other consumers connected on the same feeder, such

consumers having industrial/ motive load, shall have to take supply through separate feeder from the nearest transformer/ feeder pillar at its own cost so as to avoid impact of its load on other consumers and also make necessary technical interventions as per the guidelines issued by the Discom with the approval of the Commission.

- 2.5** Nigam shall within 6 months of the date of this order, shall ensure an IT enabled system for automatic record of reliability indices as per clause 2.2 and SAIFI and SAIDI as per clause 2.3 along with the comparison with the benchmark. The display of such figures should be available on the website/mobile app of the Nigam as well as the Regulatory Commission.

### **3. Meter Complaints**

#### **3.1 Testing of Meter**

In case a consumer reports that meter is not functioning properly, a notice of 15 days can be given to the Nigam. Nigam shall verify the correctness of meter at site and if required replace the meter within 15 days from date of reporting by the consumer. However, no test fee shall be charged from the consumer at the time of reporting. If the meter is found to be defective or burnt due to reasons attributable to the consumer, the consumer shall bear the cost of new meter / security and test fee shall be charged from the consumer through subsequent bills.

#### **3.2 Replacement of stopped/damaged/burnt Meter**

In case of stopped/damaged/burnt meter, the meter shall be replaced by the Nigam within twenty-four hours in urban areas and seventy-two hours in rural areas of its detection or date of intimation by the consumer.

Provided that in case of no current complaint on account of stopped/damaged/burnt meter, the Nigam shall replace the meter within 24 hrs of reporting by the consumer or detection by the Nigam, as the case may be, unless it is established that the meter has been tempered or damaged in any way including excess load by the consumer, in which case, the Nigam shall replace the meter within 24 hours after depositing the amount of security of meter towards cost of meter by the consumer and other formalities, if any.

### **4. Shifting of Meters/Service Lines**

#### **4.1 Demand Note**

The Nigam shall inspect and inform the estimated cost to the consumer within 15 days of receipt of application.

#### **4.2 Shifting of Meter**

The Nigam, on receipt of amount of demand note and necessary clearances/no objection shall shift the meter within:

- a) 7 working days in case of LT consumers
- b) 15 working days in case of HT & EHT consumers

#### **4.3 Shifting of Service Line**

The Nigam, on receipt of amount of demand note and necessary clearances/no

objection shall shift the service line within:

- a) 15 working days in case of LT consumers
- b) 1 month in case of HT consumers

## **5. Release of New Connections or additional power**

The Nigam shall release new connections to different categories of consumers under different situations, as per the norms specified in the RERC (Supply Code & Connected Matters) Regulations, 2021.

## **6. Transfer of ownership and change of category**

The Nigam, on receipt of necessary documents certifying the transfer of ownership or change of category, as the case may be, shall transfer the ownership of the connection or change of category on the existing system, within 1 month.

## **7. Consumer bill complaint**

In case of any billing problem, the consumer should approach the concerned Sub divisional officer or Billing officer personally or get the complaint registered through online help desk system. The consumer shall be given a registration number of the complaint. The Nigam shall resolve the billing problem within:

- a) 3 working days, in case no information is required to be collected
- b) 7 working days, in case some information is required to be collected by the billing authority.

In case the complaint is genuine, the Nigam shall extend the due date for payment of bill so as to allow at least 7 working days for making payment by the consumer.

## **8. Disconnection of supply**

**8.1** The Nigam, on receipt of a request and clearance of dues from the consumer along with disconnection fee, if any, prescribed by the Commission, shall disconnect the supply within:

- a) 3 working days in Class 1 Cities
- b) 7 working days in Urban Areas
- c) 7 working days in Rural Areas

**8.2** In case of permanent disconnection, the Nigam shall refund all the money payable to the consumer such as security etc and issue a "No- Dues Certificate" within 7 days from the date of disconnection or from the date of clearing the admissible dues by the consumer payable to the Nigam; whichever is later.

## **9. Restoration of a disconnected consumer**

The Nigam, on clearing the dues by a disconnected consumer, shall restore supply within 6 working hours. In case erection of infrastructure is required, it shall be as per the time lines given in the RERC (Supply Code & Connected Matters) Regulations, 2021.

## **10. Delivery of bills**

The Nigam shall serve the bills on the consumers as per the timelines given in the RERC (Supply Code & Connected Matters) Regulations, 2021.

In case the consumer does not receive the first bill within timeline specified in the RERC (Supply Code & Connected Matters) Regulations, 2021, he may complain, in writing, to the Nigam and the Nigam shall issue the bill within seven days.

If any bill is served with a delay of more than sixty days, the consumers shall be given a rebate as per RERC (Supply Code & Connected Matters) Regulations, 2021.

## Schedule-II

### Compensation Payable by the Nigam

In case of failure of a Nigam to meet the Guaranteed Standards of Performance as specified in Schedule-I of these regulations, the following compensation shall be payable to the consumer by the Nigam -

| Sr.                             | Ref no. of Sch.1 | SOP Parameters  | Compensation payable to each effected consumer   |
|---------------------------------|------------------|---|--|
| <b>1. Restoration of supply</b> |                  |   |  |
| 1.                              | 1.1              | No current complaint  | Rs. 75 for LT<br>Rs. 150 for HT  |
| 2.                              | 1.2              | Overhead Line/overhead Cable breakdowns   | Rs. 75 for LT<br>Rs. 150 for HT  |
| 3.                              | 1.3              | Underground cable break down  | Rs. 75 for LT<br>Rs. 150 for HT  |
| 4.                              | 1.4              | Distribution and/or Power Transformer Failure                                       | Rs. 150 for LT<br>Rs. 450 for HT   |
| 5.                              | 1.5              | Scheduled outage<br>i. Default in 24 hours notice<br>ii. Exceeding 7 hours duration | Rs. 75   |
| <b>2. Quality of supply</b>     |                  |   |  |
| 6.                              | 2.1              | Voltage variations  | Rs. 150 for LT<br>Rs. 450 for HT   |
| 7.                              | 2.2              | i. Supply interruption<br><br>ii. Supply outage duration                            | Rs. 5 Per interruption exceeding the benchmark<br>Rs. 5 Per hour or part thereof exceeding the benchmark   |
| 8.                              | 2.3              | i. SAIFI<br>ii. SAIDI   | A separate system development fund shall be maintained by the Nigam in which Rs. 0.5 Crore for SAIFI and Rs. 0.5 Crore for SAIDI, quarterly shall be deposited towards each default in the benchmark of SAIFI and SAIDI . The fund shall be utilized with the prior approval of Regulatory |



|  |  |  |   |
|--|--|--|---|
|  |  |  | Commission.   |
| 9.   | 2.4<br>Compensation<br>for damages on<br>account<br>of heavy<br>fluctuations in<br>supply or short<br>circuiting of<br>lines | Fan, B&W TV, Mixy  | Rs 1000   |
|  |  | Colour TV, Semi-Automatic Washing<br>Machine, Fridge             | Rs 2000   |
|  |  | Fully Automatic Washing<br>Machine, Computer, Air<br>Conditioner | Rs 4000   |
| <b>Note:</b> - Compensation for damages on account of heavy fluctuations in supply or short circuiting of lines shall be payable to individuals when event affects more than five consumers on a feeder and subject to physical verification of the damaged equipments by the Nigam. |  |  |   |
| <b>3. Meter Complaints</b>   |  |  |   |
| 10.  | 3.1  | Testing of meter   | Rs. 200 for LT<br>Rs. 500 for HT<br>Rs. 1000 for EHT                                  |
| 11.  | 3.2  | Replacement of stopped / defective/<br>burnt Meter               | As per RERC<br>(Electricity Supply<br>Code& Connected<br>Matters) Regulations<br>2021 |
| 12.  | 3.2  | For no-current complaint due to<br>meter                         | Rs. 200 for LT<br>Rs. 500 for HT<br>Rs. 1000 for EHT                                  |
| <b>4. Shifting of Meter / Service line</b>   |  |  |   |
| 13.  | 4.1  | Demand note  | Rs. 75 for LT<br>Rs. 150 for HT<br>Rs. 300 for EHT                                    |
| 14.  | 4.2  | Shifting of Meter  | Rs. 75 for LT<br>Rs. 150 for HT<br>Rs. 300 for EHT                                    |
| 15.  | 4.3  | Shifting of Service line   | Rs. 75 for LT<br>Rs. 150 for HT   |
| <b>5. Release of new connection/additional power</b>   |  |  |   |
| 16.  | 5  | Release of new<br>connection/additional power                    | Rs. 300 for LT<br>Rs. 750 for HT<br>Rs. 1500 for EHT                                  |
| <b>6. Transfer of ownership or change of category</b>  |  |  |   |
| 17.  | 6  | Transfer of ownership or change of<br>category                   | Rs. 75 for LT<br>Rs. 150 for HT<br>Rs. 300 for EHT                                    |

| <b>7. Consumer bill complaint</b>                |     |  |   |
|--|-----|--|---|
| 18.  | 7   | Billing complaint resolution           | Rs. 75 for LT<br>Rs. 150 for HT<br>Rs. 300 for EHT    |
| <b>8. Disconnection of supply</b>                |     |  |   |
| 19.  | 8.1 | Disconnection of supply                | Rs. 75 for LT<br>Rs. 150 for HT<br>Rs. 300 for EHT    |
| 20.  | 8.2 | Issue of no dues certificate           | Rs. 500 for LT<br>Rs. 1000 for HT<br>Rs. 2000 for EHT |
| <b>9. Restoration of a disconnected consumer</b> |     |  |   |
| 21.  | 9   | Restoration of a disconnected consumer | Rs. 500 for LT<br>Rs. 1000 for HT<br>Rs. 2000 for EHT |
| <b>10. Delivery of bills</b>                     |     |  |   |
| 22.  | 10  | Delivery of bills                      | Rs. 25 for LT<br>Rs. 50 for HT<br>Rs. 75 for EHT      |

**Note:** -The above mentioned amount of compensation shall remain the same if time taken by Nigam is up to double the specified period; thereafter the amount of compensation shall be double the amount specified above.

**Schedule -III**

**Overall minimum Standards of Performance for Nigam:-**

| S. No. | Activity as mentioned in Schedule-II | Minimum overall quarterly standards of performance |
|--------|--------------------------------------|--|
| 1.     | No current complaints                | 95%  |
| 2.     | Other activities                     | 90%  |
| 3.     | SAIFI                                | To be achieved as per Schedule-I                   |
| 4.     | SAIDI                                | To be achieved as per Schedule-I                   |

It is enjoined upon all concerned to ensure strict compliance of above order.

By order,



(M.C. Baldi)

Add Chief Engineer (HQ)

**Distribution SOP Reporting Formats**

**Establishment of Help desk**

**SOP-1**

**Name of Licensee/franchisee:**

| S. No. | Name of Circle/<br>franchisee area | Total no. of<br>help desk to be<br>established | No. of help desk<br>previously established | No. of help desk<br>established during<br>the period | Total no. of help<br>desk established<br>(4+5) | help desk yet to<br>be established<br>(3-6) | No. of consumers<br>connected with help<br>desk | Total no. of consumers<br>in the area |
|--------|------------------------------------|--|--|--|--|---|---|---------------------------------------|
| 1      | 2                                  | 3  | 4  | 5  | 6  | 7   | 8   | 9                                     |
| 1      |                                    |  |  |  |  |   |   |                                       |
| 2      |                                    |  |  |  |  |   |   |                                       |
| 3      |                                    |  |  |  |  |   |   |                                       |
| 4      |                                    |  |  |  |  |   |   |                                       |
| 5      |                                    |  |  |  |  |   |   |                                       |
| 6      |                                    |  |  |  |  |   |   |                                       |
| 7      |                                    |  |  |  |  |   |   |                                       |
| 8      |                                    |  |  |  |  |   |   |                                       |
|        | <b>Total</b>                       |  |  |  |  |   |   |                                       |

(Signatures with Designation)











**C. SAIFI and SAIDI**

| S. No. | Name of the Circle/franchisee area | No. 11 kV feeder | Total no. of consumers | Calculated SAIFI as per formula given in schedule-I | Calculated SAIDI as per formula given in schedule-I | Whether SAIFI benchmark achieved (yes/no) | Whether SAIDI benchmark achieved (yes/no) |
|--------|------------------------------------|------------------|------------------------|---|---|---|---|
| 1      | 2                                  | 3                | 4                      | 5   | 6   | 7   | 8   |
| 1      |                                    |                  |                        |   |   |   |   |
| 2      |                                    |                  |                        |   |   |   |   |
| 3      |                                    |                  |                        |   |   |   |   |
|        | Total<br>Discom/franchisee area    |                  |                        |   |   |   |   |

Distribution SOP Reporting Formats

Details of Compensation Paid

SOP-3

Name of Licensee/franchisee:

For the 1<sup>st</sup> /2<sup>nd</sup> /3<sup>rd</sup> /4<sup>th</sup> quarter ending: \_\_\_\_\_

| S. No. | Name of circle/franchisee area | Number of consumers in the circle/franchisee area | Compensation lodged |              | Compensation paid |              | Automatic compensation |              |
|--------|--------------------------------|---|---------------------|--------------|-------------------|--------------|------------------------|--------------|
|        |                                |   | No. of consumers    | Amount (Rs.) | No. of consumers  | Amount (Rs.) | No. of consumers       | Amount (Rs.) |
| 1      | 2                              | 3   | 4                   | 5            | 6                 | 7            | 8                      | 9            |
| 1      |                                |   |                     |              |                   |              |                        |              |
| 2      |                                |   |                     |              |                   |              |                        |              |
| 3      |                                |   |                     |              |                   |              |                        |              |
| 4      |                                |   |                     |              |                   |              |                        |              |
| 5      |                                |   |                     |              |                   |              |                        |              |
| 6      |                                |   |                     |              |                   |              |                        |              |
| 7      |                                |   |                     |              |                   |              |                        |              |
| 8      |                                |   |                     |              |                   |              |                        |              |
|        | Total                          |   |                     |              |                   |              |                        |              |

Distribution SOP Reporting Formats

Details of system development fund as per  
Schedule-II

SOP-4

Name of licensee/franchisee:

For the 1<sup>st</sup> /2<sup>nd</sup> /3<sup>rd</sup> / 4<sup>th</sup> quarter ending: \_\_\_\_\_

| S. No. | Amount of fund available up to the previous period (Rs.) | Amount of fund deposited in the current quarter (Rs.) | Total fund available (Rs.) | Fund utilized as per regulatory approval (Rs.) | Balance lying unutilized (Rs.) |
|--------|--|---|----------------------------|--|--------------------------------|
| 1      | 2  | 3   | 4                          | 5  | 6                              |
| 1      |  |   |                            |  |                                |
| 2      |  |   |                            |  |                                |
| 3      |  |   |                            |  |                                |
| 4      |  |   |                            |  |                                |
|        | Total  |   |                            |  |                                |

(Signatures with Designation)



**Compensation claim format for the consumers**

- 1 Name of the consumer
- 2 Account number
- 3 K. No.
- 4 Mobile number
- 5 Nature of grievance
- 6 Time and date of registration with the licensee/franchisee
- 7 The complaint registration number conveyed by the licensee/franchisee
- 8 Time and date of complaint redressal
- 9 Delay as per prescribed benchmark as per schedule-I
- 10 Compensation formula as per schedule-II (Rs.)
- 11 Amount of compensation claimed

Signature of claimant

Name

Address

Contact no. and e-mail

**Note: - The Nigam shall assign registration to each such compensation application.**