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PART IV-C

Statutory Rules and Orders (Other than those published in Part I, I-A and I-L) made by Statutory Authorities other than the Government of Gujarat including those made by the Government of India, the High Court, the Director of Municipalities, the Commissioner of Police, the Director of Prohibition and Excise, the District Magistrates and the Election Commission, Election Tribunals, Returning Officers and other Authorities under the Election Commission.

GUJARAT ELECTRICITY REGULATORY COMMISSION (GERC)

Standard of Performance of Distribution Licensee

Notification No. 10 of 2005

GUJARAT ELECTRICITY REGULATORY COMMISSION (GERC) **Standard of Performance of Distribution Licensee** **Notification No. 10 of 2005**

In exercise of powers conferred under Section 181 read with Section 57, 58 and 43 of the Electricity Act, 2003 (Act 36 of 2003) and under Section 42 and 44 of the Gujarat Electricity Industry (Reorganisation and Regulation) Act, 2003 (Gujarat Act 24 of 2003), and all powers enabling it in that behalf, the Gujarat Electricity Regulatory Commission hereby makes following Regulations, namely:-

CHAPTER I

PRELIMINARY

1. Short Title Extent and Commencement

- 1.1 These Regulations may be called the Gujarat Electricity Regulatory Commission (Standard of Performance of Distribution Licensee) Regulations, 2005
- 1.2 These Regulations shall be applicable to all Licensees engaged in distribution of electricity in the State of Gujarat.
- 1.3 These Regulations shall come in force from the date of their publication in the Gazette.

CHAPTER II

DEFINITIONS AND INTERPRETATIONS

2 Definitions and Interpretation:

- 2.1 In these Regulations, unless the context otherwise requires:
 - (a) “Acts” means the Electricity Act, 2003 and the Gujarat Electricity Industry (Reorganisation and Regulation) Act, 2003
 - (b) “Area of supply” means the area within which a Licensee is authorised by his Licence to supply electricity;
 - (c) “Commission” means the Gujarat Electricity Regulatory Commission;
 - (d) “Licensee” means the Distribution Licensee;
 - (e) “Rural areas” means the areas covered by Gram Panchayats;
 - (f) “Urban areas” means the areas covered by all Municipal Corporations and other Municipalities including the areas falling under the various Urban Development Authorities, Cantonment Authorities and industrial estates or townships;

Words and expressions used and not defined in the Regulations but defined in the Acts shall have the meanings assigned to them

in the Acts. Expressions used herein but not specifically defined in the Regulations or in the Acts but defined under any law passed by a competent legislature and applicable to the electricity industry in the state shall have the meaning assigned to them in such law. Subject to the above, expressions used herein but not specifically defined in these Regulations or in the Acts or any law passed by a competent legislature shall have the meaning as is generally assigned in the electricity industry. The Bombay General Clauses Act, 1904, shall apply for the purpose of the present Regulations.

Interpretation:

- 2.2 In the interpretation of these Regulations, unless the context otherwise requires:
- (a) words in the singular or plural term, as the case may be, shall also be deemed to include the plural or the singular term, respectively;
 - (b) the terms "include" or "including" shall be deemed to be followed by "without limitation" or "but not limited to" regardless of whether such terms are followed by such phrases or words of like import;
 - (c) references herein to the "Regulations" shall be construed as a reference to these Regulations as amended or modified by the Commission from time to time in accordance with the applicable laws in force.
 - (d) the headings are inserted for convenience and may not be taken into account for the purpose of interpretation of these Regulations.

- (e) references to the statutes, Regulations or guidelines shall be construed as including all provisions consolidating, amending or replacing such statutes, Regulations or guidelines, as the case may be, referred to.

CHAPTER III

SAFETY

- 3.1 The construction, operation and maintenance of the distribution lines shall be carried out strictly in accordance with the Indian Electricity Rules, 1956 and other safety standards as may be in force from time to time according to the Section 53 of the Electricity Act, 2003.
- 3.2 The Licensee shall take all necessary actions to spread awareness among the consumers for safe usage of the electricity.
- 3.3 The grounding provided for the equipment and lines and earthing grid for substations shall be in accordance with IS: 3043 - Code of Practice for Earthing.
- 3.4 It is not enough to have a good earth connection at the time of construction, but it should also be maintained in a sound and healthy state at all times. The Licensee shall take all necessary steps for testing of the same and maintain the record of each test in accordance with Sections- 32, 51, 61, 62, 67, 69, 88(2) and 90 of the Indian Electricity Rules, 1956.
- 3.5 Leakage current means difference between phase current and return path. The Licensee shall take necessary steps to measure leakage current at various points in the system.

- 3.6 The earth wires and the earth electrodes provided in the Distribution System shall be maintained in good condition to ensure instantaneous operation of the Protective Equipment, either a Fuse or a Circuit Breaker as the case may be, in case of accidental snapping of conductor. In case of failure in the operation of the protective system during any accidental snapping of conductors, the circuit shall be de-energised manually immediately after it comes to the notice of the concerned employee of the Distribution Licensee. A detailed investigation shall be done to determine the cause for non-operation of the protective system and remedial measures shall be taken promptly.
- 3.7 The records of all the fatal electrocution accidents shall be maintained alongwith the investigation report of the Chief Electrical Inspector (CEI). A copy of the action taken report with regard to the procedure prescribed by the CEI for safety measure for avoiding recurrence of such accidents shall be submitted to the Commission.
- 3.8 Distribution Licensee may, in the event of any consumer's non-compliance even after due notice, of any specific condition or direction and if such non-compliance can reasonably be expected to effect system operations and safety, disconnect supply to such consumer. In cases of emergency, disconnection may be effected immediately in the interest of system operations and safety. The connection should be immediately restored as soon as the originating causes leading to the disconnection are removed or rectified.

CHAPTER IV

HANDLING OF COMPLAINTS

- 4.1 The licensee is required to maintain standards of performance for supply of electricity to all consumers in the manner prescribed hereinafter. The limits prescribed in these standards refer to the maximum time permissible for performance of different activities of consumer services. It shall be the endeavour of the licensee to provide the best possible services well within the time limits specified in these Regulations.
- 4.2 The licensee shall register every complaint made by a consumer, either verbally or in writing, regarding failure/interruption of power supply, quality of power supply, meters/meter boxes/metering system's service line, payment of bills and other services relating to power supply, in a register / registers or in electronic format to be maintained for this purpose. A unique number shall be allotted to each complaint. This complaint number shall be conveyed to the consumer except in the case of postal complaints received. However the consumer may, subsequent to the delivery of postal complaint, inquire regarding the complaint number/ status telephonically or in person. The number shall be communicated to the complainant in such a case. In case of major failure of supply due to tripping of EHV or failure of upstream power systems, the reason needs to be communicated to the consumer in addition to the likely restoration time. In such a scenario, such complaints shall be recorded separately under single complaint number. The licensee shall ensure redressal of all complaints promptly.
- 4.3 Complaints in respect of supply of electricity covering metering, billing and payment, shall be made at specified offices of the licensee. Licensee shall convey information of the name of office(s), address(s) and telephone numbers where the consumer can lodge complaints, with the electricity bills and also display it at the sub-

division offices or equivalent distribution unit designated by whatever name. If the phone services for recording complaints, if outsourced by the licensee, the phone numbers of such call centre shall be displayed in electricity bills and sub-divisional offices. The licensee shall also endeavor to publicise these contact details through local newspapers/TV/Radio.

- 4.4 The office where a complaint is registered shall dispose it of and if any instruction/sanction is to be obtained from a higher authority, it shall be obtained by the complaint registering office. The complainant is not required to approach such higher authority. Similarly, in case an outsourced phone service is engaged, such centre itself shall forward the complaints to the concerned officer. The licensee shall ensure proper compliance by the outsourced service by arranging visits of its officers to such centers to streamline responses.
- 4.5 Grievances regarding non-registration of complaints and failure to perform within the time limits and/or to meet the performance targets, as specified in these Regulations, shall be made to the concerned officer in-charge of the division or to equivalent distribution unit designated by any other name. In case of unsatisfactory disposal of grievances/complaint should be made to the officer in-charge of the circle or equivalent similar functionary by whatever name designated.
- 4.6 In case a consumer is not satisfied with the disposal of complaint even after taking the issue at the level of division head / circle head, he can approach the complaint redressal committee as indicated in sub clause 4.7 below.

4.7 The licensee shall hold regular grievance redressal meetings with consumers. These meetings shall be open to all consumers. The consumers can also register their complaints in these meetings. These meetings shall be held in the office of the head of the sub-division or equivalent distribution unit designated by whatever name on 10th of every month and in the office of the head of the circle or equivalent similar functionary by whatever name designated on 20th of the same month. If 10th or 20th of a month falls on a Sunday or a public holiday or a holiday in the State due to any other reason, the meeting shall be held on the next working day. The schedule of the redressal committee meetings should be displayed at sub-division/circle/section/zonal offices. Minutes of the sub-division/section level meeting and action taken report should be available to the head of the circle/zone at the time of meeting to be held on 20th of the same month. The redressal committee shall as far as practicable dispose of the matter within not more than three meetings

CHAPTER V

INTERRUPTION IN POWER SUPPLY

5.1 The licensee shall attend to complaints of interruption in Power Supply (No-Power Complaints) on account of any reason including blowing of HT/DropOut (DO) /LT fuse at consumer premises or of distribution transformer/ Miniature Circuit Breaker (MCB) trouble or due to loose connections/disconnection at meter, MCB or service line, and shall restore power supply, if not due to line fault or distribution and/or power transformer(s) failure, within 6 hours for an HT/DO fuse fault and 4 hours for all other faults as specified in these Regulations of receiving the complaint in all urban areas and within 24 hours in rural areas. The licensee shall maintain as far as possible uninterrupted supply of power to

Railways and in case of any disruption, restore the supply on top priority. Complaints at consumer premises will be attended normally between 8 a.m. to 8 p.m. Individual complaints of consumers received during night time (8 p.m. to 8 a.m.) shall be attended to within relevant working hours specified of the next day in urban areas and by next day in rural areas. However in case of essential services like water supply, public and large hospitals and other important government services, the complaint shall be attended immediately, round the clock. Further in respect of other consumers, the licensee shall make utmost efforts to restore power supply at the earliest even when a complaint received after 8 PM.

- 5.2 Within one hour of receipt of complaint, licensee shall find out whether it is due to line fault/ cable fault, failure of distribution transformer or power transformer and/or its switchgear. For any subsequent complaint or enquiries, the licensee shall inform the consumer of this fact and likely time by which the power supply will be restored.
- 5.3 In case of routine line fault, the licensee shall restore the power supply to the consumer within 8 working hours of receiving the complaint /information in urban areas and within 24 hours of receiving the complaint /information in rural areas.
- 5.4 In case of snapping of HT wire, the licensee shall de-energise the line in case it is not de-energised automatically, immediately on receipt of the information and restore the power supply to the consumer within 8 working hours of receiving the complaint /information in urban areas, within 24 hours of receiving the complaint /information in rural areas and in case of inaccessible

or remote area within 48 hours of the receiving complaint/information.

- 5.5 In case of falling of trees on HT overhead lines (without breaking of poles), the licensee shall de-energise the line in case it is not de-energised automatically, immediately on receipt of the information and restore the power supply to the consumer within 10 working hours of receiving the complaint /information in urban areas and within 24 hours of receiving the complaint /information in rural areas. In case of conductor breakdown, the line shall be restored within 12 hours of receiving the complaint /information in urban areas and within 24 hours of receiving the complaint /information in rural areas. In case of breakage of poles the restoration should be done within 24 and 48 hours respectively in towns and rural areas.
- 5.6 In case of fire due to short circuit of LT lines, the licensee shall restore the power supply to the consumer within 6 working hours on control of fire after isolation in urban areas and within 30 hours of receiving the complaint /information in rural areas.
- 5.7 In case of failure of distribution transformer (i.e.11/0.4 KV or 22/0.4 KV as applicable) the licensee shall effect replacement of transformer and restore power supply within 1 day of receiving the complaint/ information in urban areas and within 3 days of receiving the complaint/ information in rural areas. However for the consumers covered by single transformer supplying to single consumer having outstanding overdues, the time limits shall be counted from the date of settlement of such dues.

- 5.8 In case of failure of power transformer or associated switchgear, the licensee shall repair / replace it within 15 days of receipt of complaint/information subject to availability of power transformer or associated switchgear. Efforts shall be made by the licensee to restore the supply within 2 days, where it is technically feasible and meets with safety requirements.
- 5.9 In case of failure of service main, both over head and under ground, the licensee shall restore power supply within 24 hours through temporary arrangement of receiving the complaint/information in urban areas. In case of rural area, the electricity shall be restored within 48 hours of receiving the complaint/information. The licensee shall rectify the underground cable within 3 days of receiving the complaint/ information. The time limits are applicable from the receipt of permission from the competent authority for road opening etc for underground cables.
- 5.10 Information about receipt and disposal of various complaints shall be registered, compiled and maintained at the Complaint Centre in accordance with Appendix-A and B.

Period of Schedule Outages

- 5.11 The anticipated period of interruption due to scheduled outage shall be notified well in advance (a minimum of 48 hours in advance) by public notice through local newspapers or local radio/TV stations, etc. and as far as possible shall not exceed 10 hours in a day. The licensee shall ensure that supply is normally restored by 6 p.m. The supply to essential services shall be maintained through prior consultation with providers of such services

CHAPTER VI
QUALITY OF POWER SUPPLY

6.1 The licensee shall attend to consumer complaints in respect of the following conditions within the time specified herebelow.

- (a) Neutral voltage exceeding 2% of the supply voltage.
- (b) Voltage variation
- (c) Harmonics

As most of the consumers may not be able to precisely measure and lodge complaint about above matters, it shall be the prime responsibility of the licensee to comply with the Regulations and provide sample compliance tests to the Commission in a format and manner to be specified by the Commission.

In case rectification is not feasible within the time specified, consumer shall be informed, within three days in case of urban areas and within seven days in case of rural area, of likely time by which it will be accomplished. In case, installation of the consumer/ any other consumer or a group of consumers is causing these conditions and if any installation is unsafe to life or equipment, licensee shall advise consumer / other consumer / group of consumers to effect rectification or isolate the faulty installation immediately. The Licensee may disconnect supply till faulty installation is rectified or isolated as the case may be. In case an installation of licensee becomes unsafe, the same shall be guarded, isolated or disconnected, as may be necessary:

6.2 The complaint of neutral voltage should be attended to immediately as it can endanger life.

Voltage Variations

6.3 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, +6% and -6%;
- (b) In the case of High Voltage, +6% and -9%; and,
- (c) In the case of Extra High Voltage, +10% and -12.5%.

The complaint regarding low voltage arising due to inadequacy in the distribution system requiring upgradation of LT distribution lines, transformers or installation of capacitors shall be resolved within 60 days and where upgradation of HT / EHT system is required, the complaint shall be resolved within 180 days. The complainants shall be informed in writing.

Harmonics

6.4 Licensee shall monitor harmonics at regular interval at strategic points in aspects of HT consumers, shall be measured by the licensee, which it considers prone to harmonic voltage generation and ask the user to comply with the specified standards.

6.5 The harmonic currents drawn by various consumers shall be measured and its records shall be maintained. The following is a non-exhaustive list of harmonic generating equipment:

- a) Salient pole synchronous generating units
- b) Transformers operated with core saturation
- c) Rolling mills
- d) Induction furnaces
- e) Welding equipment

- f) Static power loads incl. computers & television sets
- g) Inverters/Power Rectifiers
- h) Railway Traction Loads

- 6.6 Licensee can also measure the level of harmonics generation of any customer on receipt of complaint from other affected consumer(s).
- 6.7 The Distribution licensee shall follow the Voltage and Current Harmonics distortion limit as specified by the Authority in the Grid Connectivity Standards applicable to the Distribution Systems.

CHAPTER VII
RELIABILITY OF THE SYSTEM

7.1 The following reliability/outage indices are prescribed by the Institute of Electrical and Electronics Engineers (IEEE) Standard 1366 of 1998. The Licensee shall compute and report the value of these indices from 2002-03 onwards:

(a) System Average Interruption Frequency Index (SAIFI):

The Licensee shall calculate the value according to the formula and methodology specified below.

(b) System Average Interruption Duration Index (SAIDI):

The Licensee shall calculate the value according to the formula and methodology specified below.

(c) Momentary Average Interruption Frequency Index (MAIFI):

The Licensee shall calculate the value according to the formula and methodology specified below.

Method to compute Distribution System Reliability Indices

7.2 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:

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

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)

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

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

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

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

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

7.3 The Licensee shall compute the value of these indices separately for feeders serving predominantly agricultural loads. The

- methodology for computation of indices shall remain the same as in the case of other feeders.
- 7.4 Based on the information provided by the Licensees, the Commission shall notify the target levels for these indices annually.

CHAPTER VIII

COMPLAINTS ON METER/METERING SYSTEM

- 8.1 The licensee shall regularly inspect, check and test the meters. However the periodicity of such inspection shall not be less than that as may be provided by the Central Electricity Authority in their Regulations on installation and operation of the meters. .
- (a) Licensee shall inspect, check or test the meter within 7 working days of receiving a complaint in urban area and within 15 working days of receiving a complaint in rural area
 - (b) If during inspection, checking and testing, any meter or metering system, is found to be defective (e.g. stuck up, running slow, fast, creeping or improperly recording or not functioning according to the specifications), the licensee shall inform the consumer and replace the meter within 15 days of inspection, checking/ testing.
 - (c) If a complaint is made by the consumer about the working of the meter and he requests for replacement, it shall be replaced within 7 days provided it is established through suitable in-situ or laboratory checks that the meter is not performing to required standards. In case of a lab test, the test report shall be supplied to the consumer

- 8.2 In all such cases of the meter being removed/replaced, the test/checking report shall be supplied to the consumer, if the consumer is present or otherwise within 7 days of removal /replacement of meter. In case meter is to be further tested in licensee's laboratory, its test report shall also be supplied to the consumer. Consumer can opt to seal the meter before its removal from site and also opt to be present during testing on the date to be notified by the licensee.
- 8.3 In case burning of the meter/metering system is due to causes attributable to consumer (like tampering, defects in consumer's installation, excessive leakage to meter due to falling of water on meter, unauthorized connection of additional load by the consumer, etc.), then meter security will be adjusted towards cost and consumer shall be served notice to deposit meter security amount afresh and cost of associated equipments/materials (e.g. meter box, MCBs, and/or service line, etc.). Supply shall be restored immediately on receiving payment. The meter/metering system shall be replaced within 7 days of receiving payment and necessary corrective action taken by the consumer to avoid future damage to meter.

CHAPTER IX

RELEASE OF NEW ELECTRIC CONNECTION

- 9.1 The detailed procedure and rules for processing applications for electricity supply are given in the Supply Code. The time limits for electricity supply following an application are contained in section 43 of the Electricity Act, 2003.

Domestic and Non-domestic

- 9.2 Every application to a distribution company for a new electric connection for general purpose (Light, fan and small appliances) shall be allotted a priority number. The company shall normally issue demand note for consumer contribution, security deposit and service line charges, if any, within 7 days of receipt of application and shall release the connection within 20 days of receipt of demand note amount and completion of requisite formalities. Receipt of all amounts paid by consumers to the company by cheque shall be deemed paid on realization of the cheque. The licensee shall ensure that the cheque shall be deposited within 1 working day in the licensee's Bank. The requisite formalities shall also include access to land for installation of transformer / circuit breakers, if required, and meters.

The above time limit for release of connection after receipt of demand note amount will be subject to the condition that distribution system exists and connection is technically feasible and will meet with safety requirements. In case the supply requires extension of mains, or commissioning of new sub-stations, the aforesaid time limit will count from the date, the distribution system is laid/augmented and the likely duration will be conveyed in demand note. In any case the connection should be provided within 2 months in case of urban area. This duration would exclude the time attributable to the consumer / local authority. In case of rural areas provision of connection is also subject to national policy on rural electrification and shall be provided within 4 months from the date of receipt of demand note amount. Further, any such extended period should also be conveyed to the Commission for its record.

Bulk Power Connections:

9.3 Bulk Power connections are to be released, in time bound manner as detailed below:

| Sl. No. | ITEM/ACTIVITY | TIME LIMIT (Within) |
|----------------|--|--|
| 1 | Loads up to 100 kVA / 100 kW | |
| | Issue of Demand Notice | Within 10 days of receipt of application. |
| | Release of connection | Within 20 days after compliance of formalities/ demand notice, if no augmentation is required otherwise 60 days. |
| 2 | Loads above 100 kVA/ 100 kW and up to 4000 kVA for TPAL, loads above 100 kVA and upto 2500 kVA for TPSL and GEB | |
| | Issue of feasibility clearance | Within 7 days of receipt of application. |
| | Issue of Demand notice | Within 15 days of receipt of application. |
| | Release of connection | Within 45 days after compliance of Demand Notice/formalities by prospective consumers. |
| 3 | Loads above 2500 kVA for GEB and TPSL and load above 4000 kVA for TPAL | |
| | Issue of feasibility clearance | Within 15 days of receipt of application. |
| | Issue of Demand notice | Within 30 days of receipt of application. |
| | Release of connection | Within 180 days after completion of Demand notice/formalities by prospective consumers. |

Note: The time mentioned in the schedule would be reckoned after presentation of completed application and compliance with formalities (including granting of space for installation of transformers, if required, and meters) is completed.

The above time limit for release of connection after receipt of demand note amount will be subject to the condition that connection is technically feasible and will meet with safety requirements. This duration would exclude the time attributable to the consumer / local authority. Further, any such extended period should also be conveyed to the Commission for its record.

Agricultural Connections

- 9.4 The release of agriculture connections shall be subject to the provisions of the Annual Plan. The licensee shall inform the applicant in writing within 15 days of receipt of application about time likely to be taken for release of connection. The time limit for release of connection under this category will be 30 days from receipt of payment of demand note or due date of demand note, whichever is later, subject to the condition that distributing system exists and connection is technically feasible and will meet with safety requirements. In case a new distribution system is to be laid, the time shall be reckoned from the date of energizing of the distribution system and in any case within 120 days. The Commission may also extend the time on a case-to-case basis if the connection is in a remote village.

CHAPTER X
COMPLAINTS REGARDING ELECTRICITY BILLS

- 10.1 The licensee shall acknowledge a consumer's complaint on wrong billing or incorrect application of tariff or non-receipt of bill or inadequate time allowed to effect payment, immediately if reported in person or telephonically and within 7 working days if the complaint is received by post.
- 10.2 The licensee shall resolve a complaint about electricity bills regarding arithmetical errors or non receipt or inadequate time for payment, on the same day if made in person and on the day of acknowledgement, if complaint is made by post. In other cases and also, where any additional information is required to be collected, the complaint shall be resolved within 10 days of receipt. If a site visit is required for collection of additional information, the complaint shall be resolved within 15 days.
- 10.3 In case the complaint of the consumer is genuine and revision of bill becomes necessary, the due date for payment of bill would be reckoned from the date of the revised bill. For purpose of calculating additional charges for delayed payment or for disconnection of supply, the date of revised bill shall be considered.
- 10.4 If a disconnected consumer requests for details of amount due, including reconnection and other charges it shall be treated as a complaint.

CHAPTER XI
RECONNECTION OF SUPPLY

11.1 Reconnection of supply shall be effected within the time period as specified below after the deposit of due amount (including reconnection charges) and security deposit and production of receipt;

(a) Within 24 hours if the disconnection period does not exceed 6 months. In case the service line was cut from outside of the premises, the connection would be restored within 3 working days.

(b) Within 48 hours after the production of test report of the electrical system issued by a licensed electrical contractor, if the disconnection period exceeds 6 months. This time limit is subject to the availability of licensee's equipment at consumer's premises and existence of permissible loading condition of the system. In the alternative the reconnection shall be serviced within 7 days from the date of application.

(c) In cases where the agreement is terminated, the consumer shall apply afresh as indicated in Chapter IX.

However the licensee shall make the utmost efforts to reconnect the supply at the earliest without waiting for deadlines prescribed.

CHAPTER XII
TEMPORARY SUPPLY

12.1 The intending consumers may require temporary services for construction of residential houses, complexes, commercial complexes, industrial premises and for illumination during festivals, etc. Such temporary services shall be provided within the time schedule specified below;

- (a) upto 10 kVA – 5 days
- (b) upto 25 kVA – 10 days
- (c) upto 50 kVA – 20 days
- (d) Over and above 50 kVA – 30 days

12.2 The above time limits are applicable after the receipt of demand note amount, compliances of necessary formalities and subject to the condition that distribution system exists and connection is technically feasible and it meets with safety requirements.

12.3 The Licensees shall refund the balance deposit if any within 30 days from the date of disconnection of service after temporary supply period is over.

CHAPTER XIII

OTHER MISCELLANEOUS PERFORMANCE STANDARDS

Shifting of service connection / deviation of lines and shifting of equipments

- 13.1 Wherever the consumers request for shifting the service connection in the existing premises or for deviation for the existing lines at their cost, the following time schedule shall be observed for completing the works from date of payment

| | |
|------------------------------------|---------|
| Shifting of meter / service | 7 Days |
| Shifting of LT / HT lines | 20 Days |
| Shifting of Transformer structures | 30 days |

The time schedule given above excludes the time required for preparation of estimates and securing necessary compliances and permissions etc. The accounts should be settled within 30 days from the date of completion of shifting work by recovery of excess expenditure or by refund of the balance deposit.

Transfer of service connection

- 13.2 The transfer of service connection with respect to name change or ownership change shall be effected within 7 days from the date of receipt of complete application along with necessary documents and payment of necessary fees.

Street Light Complaints

- 13.3 The licensee shall, as soon as may be possible, attend to complaint relating to non-working of street lights or not operating properly, to the extent the matter lies within the perview of the licensee.

Other Complaints:

- 13.4 Any other complaints (including those of recurring nature) shall be enquired into within 10 days of complaint and rectified within 30 days thereafter. However the licensee shall make the best efforts to identify and rectify the fault ahead of the prescribed time limit having regard to the nature and the severity of the complaint.

CHAPTER XIV

Compensation in case of under performance

14.1 If a Licensee fails to meet the standards specified, the affected domestic consumer is entitled to compensation from the Licensee as provided below:

| Sr. No. | Events | Compensation payable |
|---------|---|--|
| 1 | Duty to give supply on request a) New Service connection b) Additional Load c) Temporary Supply d) Shifting of service connection e) Transfer of service connection f) Change of tariff | Rs.50 per day of delay |
| 2 | Complaints in billing | Rs.50 for non reply within the period. |
| 3 | Replacement of meters | Rs.25 for each day of delay subject to a maximum of Rs.2,500 for LT connections and Rs. 250 per day of delay subject to a maximum of Rs. 5,000 for HT connections. |
| 4 | Interruption of supply | Rs.25 for each six hours (or part thereof) of delay in restoration of supply subject to a maximum of Rs.500 for LT connection and Rs. 50 for each six hours (or part thereof) of delay in restoration of supply subject to a |

| | | |
|---|-------------------------------------|--|
| | | maximum of Rs.1,000 for LT connection |
| 5 | Voltage fluctuations and complaints | Rs.50 for failure to visit or convey findings within the stipulated period |
| 6 | Responding to consumer's complaints | Rs.25 for each day of delay subject to a maximum of Rs.500 |
| 7 | Grievance handling | Rs.25 for failure of grievance handling |

14.2 Considering the first year of implementation as a transition period, the Commission permits moratorium on payment of compensation by licensees to consumers during such period. The Commission will monitor the efforts of the licensees for improvement of their system and services during this transition period. The moratorium period will end on 30.06.2005.

14.3 Consumer grievances with regard to non-implementation of standards of performance according to these Regulations shall be redressed as provided in the Regulations for GERC (Establishment of Forum for Redressal of Grievances of the Consumers) and GERC (Establishment of Ombudsman). The compensation to the affected consumers shall be paid by a licensee automatically following the decision by Redressal Forum/Ombudsman in the next billing cycle.

14.4 In order to familiarise consumers of their rights under these Regulations, the extracts of the Regulations pertaining to consumer rights should be printed and widely publicized from time to time through appropriate media.

Information with respect to level of performance

14.5 The Licensee shall furnish to the Commission, in a report specified in these Regulations for every quarterly as well as in a consolidated annual report for each financial year, the following information as to the Standards of Performance:

- (a) The level of performance achieved as specified in these regulations; and,
- (b) The measures taken by the licensee to improve performance in the areas covered by these Standards and licensee's assessment of the targets to be imposed for the ensuing year.
- (c) Number of cases in which compensation was made and aggregate amount of compensation

14.6 The Quarterly reports shall be furnished to the Commission within 15 days of the close of the quarter and the annual report shall be furnished to the Commission within 30 days of the close of the financial year.

14.7 The Commission shall, at such intervals, as it may deem fit, direct the Licensee or otherwise arrange for the publication of the information furnished by licensees under this regulation in such form and manner as the Commission consider it to be appropriate.

Annual Review of Performance Standards

14.8 An Annual Review Committee shall be formed by each Distribution Licensee and its recommendation shall be submitted to the Commission for approval. The Commission may modify, upgrade and cancel the requirements from time to time.

CHAPTER XV

Partial invalidity and overriding effects

- 15.1 If any of these Regulations or parts thereof should become void or be declared illegal for any reason, the validity of all other Regulations or parts thereof shall not be affected. Nothing contained in these Regulations shall have effect in so far as it is inconsistent with the provisions of the Act.

Exemptions

- 15.2 Adherence to specific standards of performance may be relaxed during Force Majeure conditions such as war, mutiny, civil commotion, riot, flood, cyclone, storm, lightening, earthquake, grid failure, and strike/curfew, lockout, fire affecting the licensee's installations and activities and also under wind or rainy conditions where safety of electrical equipment and personnel is not possible. Commission may, under specific circumstances relax provisions of Regulations in general or any specific Regulations for the period specified in its order.

The licensees shall strictly abide by the standards, benchmarks and timelines as specified in these Regulations. This shall however be subject to technical feasibility of the same. In cases where the licensee seeks extension of the timelines due to technical constraints or on any other grounds, due approval has to be taken from the Commission.

**P. S. SHAH
SECRETARY**

AHMEDABAD
31st March, 2005

APPENDIX-A

Format for registering the complaints at complaint centers and offices of
Junior Engineer / Assistant Engineer

Name of office_____

| S.N. | Time & Date | Name, Address, & A/c No. Of the complainant | Unique no. of complaint | Complaints classification | | Time & Date of redressal of grievance | Total time taken (in Hrs/mts) | No. of Consumers affected | Total duration of Interruption (8X9)=10 (in hrs./mts) | Whether redressed within stipulated time as per standards of performance Yes/No |
|------|-------------|---|-------------------------|---------------------------|------------------------------------|---------------------------------------|-------------------------------|---------------------------|--|---|
| | | | | Nature of Complaints | Complaint Classification & its no. | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| | | | | | | | | | | |

INSTRUCTIONS:

- (i) Separate register shall be maintained for complaints of Type-A & other than Type-A.
- (ii) Compilation will be made every month. Unattended complaints may be brought forward after each interval, so that a true picture of the pendency is reflected.

CLASSIFICATION OF COMPLAINTS:

(A) Interruption in power supply.

- (i) Loose connections from pole
- (ii) Interruption due to line breakdown

(iii) Interruption due to failure of transformer

(B) Quality of power supply

- (i) Ordinary case, which requires no augmentation.
- (ii) Where augmentation is required.

(C) Meters

- (i) Stopped/Defective Meters.
- (ii) Billing on average basis for more than two bills

(D) Overhead lines

- (i) Loose Wires
- (ii) Inadequate ground clearance

(E) Bills

- (i) For current bills where no additional information is required.
- (ii) Where additional information relating to correctness of reading etc. is required.

(F) Service connections (Domestic & Non Domestic)

- (i) Where extension of mains is not required.
- (ii) Where extension of mains is required.
- (iii) Modification in connected load.
- (iv) Name change/reconnection.

(G) Refund of amount due in regard to temporary connection.

(H) Others

APPENDIX-B

REGISTER FOR COMPILING THE COMPLAINTS

CLASSIFICATIONWISE

MONTH:

NAME OF OFFICE:

| Classifi cation | Pendin g compla ints of previou s month | Compla ints receiv ed during the month. | Total Compla ints | No. of Complaints redressed during the month. | | | | Total (5) to (8) | Balance Complai nts to be redresse d. (4) – (9) |
|--------------------|---|---|-------------------------|--|-----------------------------------|--|---|------------------------|--|
| | | | | In stipulated time | | Beyond stipulated time | | | |
| | | | | Within 50% of stipula ted time. | Within stipula ted time. | Up to double the stipula ted time | More than double the stipula ted time | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| A(i) | | | | | | | | | |
| A(ii) | | | | | | | | | |
| A(iii) | | | | | | | | | |
| B(i) | | | | | | | | | |
| B(ii) | | | | | | | | | |
| C(i) | | | | | | | | | |
| C(ii) | | | | | | | | | |
| D(i) | | | | | | | | | |
| D(ii) | | | | | | | | | |
| E(i) | | | | | | | | | |
| E(ii) | | | | | | | | | |
| F(i) | | | | | | | | | |

| | | | | | | | | | |
|---------------|--|--|--|--|--|--|--|--|--|
| F(ii) | | | | | | | | | |
| F(iii) | | | | | | | | | |
| F(iv) | | | | | | | | | |
| G | | | | | | | | | |
| H | | | | | | | | | |