

ARUNACHAL PRADESH STATE ELECTRICITY REGULATORY COMMISSION

(DRAFT NOTIFICATION)

“STANDARD OF PERFORMANCE FOR THE DISTRIBUTION

LICENSEE REGULATIONS, 2024”

No. APSERC/Reg/2024/..... :- In exercise of the powers conferred under sections 181 (1) and 181 (2) (za & zb) read with sections 57 (1), 57 (2), 59 (1), 86 (1) (i) and 142 of the Electricity Act, 2003 (Act No. 36 of 2003) (hereinafter referred to as ‘the Act’), under Rule 10, Rule 12, Rule 13, Rule 14 and Rule 16(4) (a, b & c) of the Electricity (Right of Consumer) Rules, 2020, the Arunachal Pradesh State Electricity Regulatory Commission hereby makes the following regulations regarding the Standards of Performance for the Distribution Licensee, viz.:

1. SHORT TITLE, AND EXTENT

- 1.1. These regulations shall be called the Arunachal Pradesh State Electricity Regulatory Commission (Standards of Performance for the Distribution Licensee) Regulations, 2024.
- 1.2. **These regulations shall be applicable in the State of Arunachal Pradesh and shall come into force from the date of publication in the Official Gazette of Arunachal Pradesh.**

2. SCOPE OF APPLICATION

- 2.1 These regulations shall be applicable to all the Distribution Licensees including Deemed Licensees under section 14 of the Act and all its consumers in the state of Arunachal Pradesh.

3. DEFINITIONS AND INTERPRETATIONS

3.1 In these regulations, unless the context otherwise requires:

- a. **Act** means the Electricity Act, 2003 and subsequent amendments thereof;
- b. **Application** means the application submitted by the applicant for various works complete in all respects in the appropriate form, as required by the licensee, as per provisions of the Supply Code notified/amended by the Commission from time to time;
- c. **Area of Supply** means the area within which a licensee is authorized by his License to supply electricity;
- d. **Customer Average Interruption Duration Index (CAIDI)** means the Average Interruption Duration of sustained interruptions for those consumers, who experienced interruptions, during the reporting period, determined by dividing the sum of all sustained consumer interruption durations, in minutes, by the total number of interrupted consumers for the reporting period, or by using the equation: $CAIDI = SAIDI/SAIFI$;
- e. **Call Centre/ Customer Care Centre** means suitable IT-enabled infrastructure/setup (with voice recording feature) for submission of complaints or claims of compensation, electronically (SMS, e-mail, mobile App, website of the Licensee/franchisee) or telephonically (voice Call-Landline/Mobile). The customer care centre shall remain operational 24X7.
- f. **Cities** for the purpose of these regulations means the areas notified by the Govt. of Arunachal Pradesh.
- g. **Clearances** means the necessary approval from outside agencies such as municipal authorities which is required for completion of work by the licensee;
- h. **Commission** means the Arunachal Pradesh State Electricity Regulatory Commission;
- i. **Consumer indexing** shall mean identification and codification of each consumer in the electrical network with a unique code relating it to the network assets; so that with the help of that unique code it should be possible to identify the consumer, pole, distribution transformer, feeder and substation feeding the consumer;
- j. **Extra High Tension/Extra High Voltage** shall have the same meaning as given in the Electricity Supply Code Regulations as amended from time to time.;
- k. **Grievance Redressal Forum regulations** means the prevalent APSERC (Consumer Grievances Redressal Forum and Ombudsman) Regulations 2015 as amended from time to time;
- l. **High Tension/High Voltage High Tension/High Voltage** shall have the same meaning as given in the Electricity Supply Code Regulations as amended from time to time.
- m. **Help desk** means suitable IT-enabled infrastructure/setup at the sub-divisional level/divisional/circle/zonal/corporate level for guidance in the submission of complaints in writing or electronically or telephonically or through any other mode, as mentioned in these Regulations to remain operative during scheduled office hours on all working days.
- n. **Licensee** means any person licensed under Part IV of the Act to distribute electricity;
- o. **Low Tension/Low Voltage** shall have the same meaning as given in the Electricity Supply Code Regulations as amended from time to time.

- p. **Momentary Average Interruption Frequency Index (MAIFI)** means the average number of momentary interruptions per consumer occurring during the reporting period, determined by dividing the sum of all momentary consumer interruptions, in minutes, by the total number of consumers.
 - q. **Normal Fuse Off** means fuse blown off because of overloading or ageing;
 - r. **Rural Areas** means the areas covered by Gram Panchayats and connected by road.
 - s. **Remote Areas** means areas (Cities, Urban areas/towns and rural areas) not connected by road.
 - t. **System Average Interruption Duration Index (SAIDI)** means the average duration of sustained interruptions per consumer occurring during the reporting period, determined by dividing the sum of all sustained consumer interruptions durations, in minutes, by the total number of consumers.
 - u. **System Average Interruption Frequency Index (SAIFI)** means the Average Frequency of Sustained Interruptions per Consumer occurring during the reporting period, determined by dividing number of consumers who have experienced a sustained interruption by the total number of consumers.
 - v. **SOP** means standard of performance;
 - w. **Urban Areas/Towns** means the areas excluding the areas covered under Cities and Rural Areas
- 3.2 **Words and expressions** used and not defined in these regulations but defined in the Act shall have the meanings assigned to them in the Act. Expressions used herein but not specifically defined in these 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.
- 3.3 In the interpretation of these regulations, 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.
 - c) These regulations shall be interpreted and implemented in accordance with and not at variance from, the provision of the Act read with the Electricity (Rights of Consumers) Rules and any CEA Regulations in this regard.

4. OBJECTIVE

- 4.1 These Regulations lay down the standards to maintain the distribution system and supply parameters within the permissible limits. These standards shall serve as benchmark for the licensees/franchisee for providing an efficient, reliable, coordinated and economical system of electricity distribution. It is the right of the consumer to have minimum standards of service for supply of electricity from the distribution licensee in accordance with the provisions made in these Regulations.
- 4.2 The objectives of these performance standards are: -
- a) to lay down standards of performance;
 - b) to measure performance against the standards for the licensee in providing service;
 - c) to ensure that the distribution network performance meets a minimum standard which is essential for the consumers' installation to function properly;
 - d) to enable the consumers to design their systems and equipment to suit the electrical environment that they operate in; and
 - e) to enhance the quality of the services to meet acceptable customer service standards in the short term and gradually move towards improved customer service standards in the long term
 - f) to develop a transparent mechanism for ensuring fair compensation to the consumers in case the Licensee fails to achieve a guaranteed benchmark standard of performance as described in **Schedule-I** of these Regulations.

5. LEGAL PROVISIONS

- 5.1 The Commission, in pursuance of section 57, read with clause (i) of sub-section (1) of section 86 of the Act, shall specify the standards of performance of the distribution licensees, intending to serve as guidelines for them to operate their distribution system for providing quality and reliability of resources;
- 5.2 If a licensee fails to meet the standards specified under sub-section (1) of section 57 of the Act, without prejudice to any penalty, which may be imposed, or prosecution be initiated, he shall be liable to pay to a person affected such compensation as may be determined under sub section (2) of section 57 by the Commission;
- 5.3 Provided that before determination of compensation, the concerned licensee shall be given reasonable opportunity of being heard.
- 5.4 The Commission may, in exercise of the powers vested in it under section 58 of the Act, specify different standards under sub-section (1) of section 57 of the Act for a class or classes of the licensees.
- 5.5 Every licensee shall, within the period specified, under sub-section 59 of the Act, by the Commission, furnish to the Commission the following information, namely: -

- (a) the level of performance achieved under sub-section (1) of section 57 of the Act;
 - (b) the number of cases in which compensation was made under sub-section (2) of section 57 of the Act and the aggregate amount of the compensation.
- 5.6 The Commission shall at least once in every year arrange for publication, in such form and manner, as it considers appropriate, of such of information furnished to it under clause 5.5.
- 5.7 The Commission may, in exercise of the powers vested in it under section 142 of the Act, resort to penal action against the officials of the licensees responsible for non-fulfilment of the standards of performance, in cases where licensee is able to identify such officers.

6. STANDARDS OF PERFORMANCE

- 6.1 The standards specified in Schedule-I shall be the guaranteed standards of performance, which are the minimum standards of service that a distribution licensee shall achieve. The guaranteed standards of performance shall be differentiated across the licensee area based on the concentration of population. The categorisation shall be applicable for Cities, Urban areas, rural areas and Remote areas.
- 6.2 The failure of licensee to achieve the guaranteed standards of service shall entail payment of compensation to the consumer as per Schedule-III.
- 6.3 The standards specified in **Schedule-II** shall be the overall standards of performance which licensee shall seek to achieve in the discharge of its obligations as a licensee.
- 6.4 The Commission may from time to time add, alter, vary, modify, or amend the contents of **Schedule-I** and **Schedule -II** by a general or special order.

7. COMPENSATION MECHANISM

- 7.1 The Distribution Licensee shall be liable to pay to the affected person, such compensation as provided in Schedule 'III' to these Regulations:

Provided that in the event of failure of Distribution Licensee to meet the standards of performance, the compensation shall be payable automatically by the Distribution Licensee for the parameters as per Schedule 'III' to all the affected person/Consumers, without requiring a claim to be filed by the affected person/Consumer:

Provided further that the automatic compensation mechanism shall be implemented within Six (6) months of the date of notification of this Regulations:

Provided further that any person who is affected by the failure of the Distribution Licensee to meet the Standards of Performance specified under these Regulations for the parameters not entitled for automatic compensation as per Schedule 'III' and who seeks to claim compensation shall file his claim electronically/digitally through SMS, online registration, web-chat facility and mobile application (in person or through toll free telephone numbers) or through postal services with such a Distribution Licensee within a maximum period of thirty (30) days from the time such a person is affected by such failure of the Distribution Licensee to meet the Standards of Performance.

Provided further that the compensation shall be payable as per Schedule 'III' to only those affected person/Consumers who have paid all their bills to the Distribution Licensee within the due dates of each bill without any delay in last One (1) year or in cases where supply has been provided for a shorter period, such shorter period shall be considered and there is no outstanding amount to be paid to the licensee except for current bill which is not due:

Provided further that the affected person/Consumer who have paid the bills, though not within due date but with delayed payment charges, in last One (1) year or in cases where supply has been provided for a shorter period, such shorter period shall be considered and there is no outstanding amount to be paid to the licensee except for current bill which is not due, such affected person/Consumer who seeks to claim compensation shall file his claim with such a Distribution Licensee within a maximum period of thirty (30) days from the time such a person is affected by such failure of the Distribution Licensee to meet the Standards of Performance and such affected person/Consumer shall only be entitled for Compensation of half the amount specified in Schedule 'III'.

Provided further that the Distribution Licensee shall compensate the affected person(s) within a maximum period of forty-five (45) days from the date of filing his claim from the previous months billing cycle and the payment of such compensation shall be paid or adjusted in the Consumer's future bills:

Provided further that a confirmation message shall also be sent to the Consumer informing about the Compensation

paid by the Distribution Licensee.

- 7.2 In all cases of compensation, the payment of compensation shall be made by adjustment against current and/or future bills for supply of electricity, within 90 days from the determination of claim by the Commission or a person who has been delegated the power of the Commission under section 97 of the Act.
- 7.3 Consumer will be required to make such a claim within 30 days of violation of the guaranteed standards.
- 7.4 In case of events affecting more than one consumer, the provisions for payment of compensation specified in Schedule-III of these regulations shall be applicable to all concerned consumers.
- 7.5 Licensee shall within the specified time limits as under, from the date of commencement of these regulations, complete consumer indexing if not done yet:
- (a) for Cities: to be completed within 3 months;
 - (b) for Urban Areas: to be completed within 6 months;
 - (c) for Rural Areas: to be completed in 12 months; and
 - (d) for Remote areas: 18 months
- 7.6 Licensee shall maintain consumer-wise records regarding the guaranteed standards of performance in order to give a fair treatment to all consumers and avoid any dispute regarding violation of standards.

Content of audit report

- 7.7 The audit report shall address the following specific matters:
- (a) Adherence to procedures and formats as per regulations;
 - (b) Assessing staff engaged in call centres/complaint handling centres/customer care centres for their understanding of complaint handling procedures, quality parameters, and training adequacy for their task;
 - (c) Method of data collection and management procedures; and
 - (d) Review of relevant records (as per appropriate sampling procedures) for reliability and accuracy across quality parameters;
- 7.8 The Commission may authorize the Commission staff or any independent agency (ies) to conduct annual checks, in order to monitor the compliance of the standards by licensees and submit audit report to the Commission.
- 7.9 The following procedure shall be adopted for engaging agency(ies):
- (a) audit scope and the methodology for carrying out the audit to be set by the Commission;
 - (b) the Commission will identify and publish panel of approved agency(ies);
 - (c) Licensee shall nominate an agency from the notified panel of agencies;
 - (d) Licensee shall not engage an agency consecutively for more than two years. They shall also not engage an agency which is currently their statutory auditor or internal auditor or has been engaged as a consultant;
 - (e) audit shall be conducted under an agreement between the nominated agency and licensee; and
 - (f) remuneration of the audit agency will be borne by the licensee

Auditing methodology

- 7.10 Grading of the audit report on performance standard submitted by the licensee shall be done in two parts - reliability and accuracy of the data.

Reliability grading

- 7.11 The grading system for reporting the reliability of the performance standards shall be set as under:

Reliability Assessment of reliability grade	
A	Based on proper records with adequate procedures
B	Data has significant procedural deviations
C	Unsatisfactory data

- 7.12 Only if the reliability is of the Grade A, further analysis will be carried out to measure claims on achievement.

Accuracy grading

- 7.13 If the data submitted has reliability of Grade A, then further analysis of data will be carried out to assess accuracy of information provided.
- 7.14 Based on the accuracy grade assessment of the information provided on the achievement on Overall Standards, certain percentage of compensation paid may be allowed in the ARR by the Commission, set as under:

Accuracy Grade	Assessed accuracy level	Percentage of compensation paid to be recovered through Annual revenue requirement
1	+/-2%	100%
2	+/-5%	85%
3	+/-10%	70%

8. COMPLAINT HANDLING MECHANISM

Manual of practice for handling consumer complaints

- 8.1 Every licensee shall publish a Manual of practice for handling customer complaints containing following information within three months from the date of commencement of these regulations:
- (a) channels of complaint registration - details of personnel, offices, Call centre(s);
 - (b) process of handling complaints;
 - (c) duties and obligations of licensee - guaranteed standards of performance and compensation details; and
 - (d) any other information which may be affecting the consumers.
- 8.2 The manual shall be prepared in English and local languages (if any).
- 8.3 The manual shall be available for reference of consumers at every office of licensee and downloadable from its website. A consumer shall always be entitled to approach the Grievance Redressal Forum directly in accordance with the applicable regulations of the Commission.
- 8.4 A copy of the manual certified by licensee as true copy thereof shall be filed with the Commission within three months from the date of commencement of these regulations.

Process of handling complaints

- 8.5 Licensee shall devise its own processes at complaint handling centres/ call centre(s)/customer care centre(s)/ service centre(s) or any other customer interface channels to handle consumer complaints. The processes should include the following:
- (a) registration of complaints by allotting a unique identification number to be called the complaint number;
 - (b) communication to consumer of the complaint number, date/ time of registration of the complaint and expected complaint resolution time to the consumer;
 - (c) record details of each complaint (As per Annexure III);
 - (d) intimate contact details of the next higher authority (including his name, telephone number and address) to the consumer in case the consumer is not satisfied with the complaint handling or when requested by him; and
 - (e) update and record feedback of the consumer on the action taken along with the total time taken for resolution of the complaint.

Establishment of call centre(s)

- 8.6 There shall be an IT enabled centralized 24 X 7 toll-free customer care center at licensee headquarter. This center should be capable of registering a complaint as prescribed in these regulations. The distribution licensee shall establish a centralized 24x7 toll-free customer care center within 12 months of the publication of these Regulations.

Provided Centralized customer care center shall be fully integrated with the “Help Desk” as provided under regulation.

The licensee shall also have established the Help desk as specified below:

- (a) for “Urban Areas”, at division level within 3 months;
 - (b) for “Rural Areas” at sub-division level within 6 months; and
 - (c) for “Remote Areas” at sub-division level within 9 months.
- Licensee within six months from the date of notification of the Regulations shall also create an online facility on which consumer can register and claim the compensation.
- 8.7 Licensee shall use the existing channels and improve them for recording the customer complaints as per the procedure defined in clause 8.5 till the establishment of call centre(s).
- 8.8 Every licensee shall employ or engage or re-deploy sufficient number of employees suitably trained for the job at its Call centre(s) and earmark or allot or establish a basic telephone or cellular mobile telephone number having sufficient lines or connections to be called as the toll-free number or consumer care number or help line number as the case may be, at its call centre(s).
- 8.9 No call charges or short message service charges shall be levied upon, or payable by its consumers, for calls made, or, short message service sent, to the toll free number or consumer care number or help line number , as the case may be.
- 8.10 Every licensee shall, immediately upon establishment of its Call centre(s), inform through a public notice in newspapers in circulation in the Area of Supply/other means of advertisement and should also ensure proper circulation of information to the consumers in case of any changes in the contact numbers.

8.11 Licensee should ensure availability of electronic data base to record complaints as per the procedure defined in the clause 8.5 for the call centre(s). This data bank should also be linked with the consumer billing data base.

Creating awareness

8.12 Licensee shall ensure that the following steps are undertaken for creating proper awareness among consumers and licensee staff:

- (a) Manual of practice for handling customer complaints shall be available for reference of consumers at every office of licensee and downloadable from its website; and
- (b) Licensee shall publish the guaranteed standards of performance along with compensation structure, information on procedure for filing of complaints on a separate hand out and ensure to distribute it along with the monthly bills to all consumers for at least three consecutive months after notification of these Regulations.

9. SUBMISSION OF REPORTS

Guaranteed standards

9.1 Licensee shall furnish to the Commission, quarterly report providing the following information, within 30 days from the close of each quarter:

- a) performance levels achieved by licensee with reference to the guaranteed standards (specified in Schedule-I of these regulations) in the format as provided in Annexure I of these regulations;
- b) measures taken to improve the performance; and
- c) details regarding the cases in which compensation was paid as per format provided in Annexure I of these regulations.

Overall standards

9.2 Licensee shall furnish to the Commission, quarterly report providing the following information to be submitted within 30 days from the close of each quarter:

- a) level of performance achieved with reference to the overall standards (specified in Schedule-II of these regulations) in the format as provided in Annexure-II of these regulations;
- b) measures taken by licensee to improve performance in the areas covered by overall standards; and
- c) separate projection of the capital expenditure requirement for meeting requirements of these regulations along with the performance trajectory.

10. INCLUSIONS AND EXCLUSIONS OF EVENTS

10.1 A power interruption shall include any outage in the distribution system, extending from the distribution substation to the consumer meter, which may be due to the tripping action of protective devices during faults or the failure of distribution lines and/or transformers, and which results in the loss of power supply to one or more consumers.

10.2 The application of the standard of performance specified in these regulations shall remain suspended 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 licensee's installations and activities. All force majeure conditions should be reported to the Commission within 30 days from the date on which such condition first occurred.
- (b) outages due to generation failure or failure of EHV transmission network;
- (c) outages that are initiated by the National Load Despatch Centre/ Regional Load Despatch Centre/ State Load Despatch Centre; and
- (d) outages due to other events that the Commission shall approve after due notice and hearing.
- (e) The Commission may by a general or special order issued for the purpose and after hearing the Licensee and the affected consumer group release the Licensee from the liability to compensate the consumers for any default in the performance of any standard if the Commission is satisfied that such default is for reasons other than those attributable to the Licensee and further that the Licensee has otherwise made efforts to fulfil his obligations.

11. POWER TO REMOVE DIFFICULTIES AND AMEND

11.1 If any difficulty arises in giving effect to any of the provisions of these regulations, the Commission may, by general or special order, do or undertake or direct the licensees to do or undertake things, which in the opinion of the Commission are necessary or expedient for the purpose of removing the difficulties.

11.2 The Commission may at any time, vary, alter, modify, or amend any provisions of these regulations by issuing necessary orders. The interpretation of the Commission in respect of any of the Clauses of this Regulations shall be final in case of any confusion/dispute.

12. SAVINGS OF INHERENT POWER OF THE COMMISSION

- (1) Nothing in these Regulations shall affect the rights and privileges of the consumers under any other law including the Consumer Protection Act, 2019.
- (2) Nothing in these Regulations shall bar the Commission from adopting inconformity with the provisions of the Act a procedure, which is at variance with any of the provisions of these Regulations, if the Commission, in view of the special circumstances of a matter or class of matters and for reasons to be recorded in writing, deems it necessary or expedient for so dealing with such a matter or class of matters.
- (3) Nothing in these Regulations shall, expressly or impliedly, bar the Commission dealing with any matter or exercising any power under the Act for which no Regulations have been framed, and the Commission may deal with such matters, powers and functions in a manner it thinks fit.
- (4) Nothing in these Regulations shall affect the rights and privileges of the consumers under any other law including the Consumer Protection Act, 2019 with subsequent amendments thereof.
These Regulations should be read with relevant provisions of the Act and the Electricity Supply Code for Arunachal Pradesh notified by the Commission as may be applied.

13. SCHEDULE-I: GUARANTEED STANDARDS OF PERFORMANCE

13.1 Operation of call centre(s)

Sl. No.	Nature of Complaint	Time to be taken by Licensee
1.	First response against a consumer call:	The response time for the consumer call shall be 3 minutes and any delay in the response time beyond standard time allowed shall be subject to compensation as decided by the Commission under these regulations.
2.	Registration of consumer call and issue of complaint number:	The registration of consumer call after the first response shall be completed in 5 minutes and any delay beyond standard time allowed shall be subject to compensation as decided by the Commission under these regulations.
3.	Normal fuse-off:	Licensee shall restore power supply in the case of normal fuse-off calls, fuses at the distribution transformer sub-station/panel board or at the consumer premises, Within 3 hours - of receiving the complaint in Cities and Towns, Within 12 hours - of receiving the complaint in Rural Areas Within 24 hours - of receiving the complaint in Remote Areas.
4.	Overhead line/cable breakdowns:	licensee shall ensure restoration of power supply, Within 6 hours - of occurrence of breakdown in Cities and Towns, Within 18 hours - of occurrence of breakdown in Rural Areas Within 48 hours - of occurrence of breakdown in Remote Areas.
5.	Underground cable breakdowns:	In case of breakdown of underground cable, licensee shall ensure restoration of power supply, Within 24 hours of occurrence of breakdown in cities & towns, Within 56 hours - of occurrence of breakdown in Rural Area Within 90 hours - in Remote Areas after obtaining clearances.
6.	Distribution transformer failure:	Licensee shall restore supply in the case of distribution transformer failures by replacement of transformer, Within 36 hours - of receiving the complaint in Cities & Urban Areas, Within 3 days - of receiving the complaint in Rural Areas

		Within 7 days - of receiving complaint in Remote Areas. The Licensee shall make arrangement to keep reasonable number of spare transformers with the operation/field units.
7.	Period of scheduled outages:	Interruption in power supply due to scheduled outages, other than the load-shedding, for duration of more than one hour shall be notified by licensee, at least 24 hours in advance (through news paper advertisements, circulars, public address systems etc.) and shall not exceed 12 hours in a day . In each such event, the licensee shall ensure that the supply is restored by not later than 5.00 PM.

13.2 Quality of Supply

Sl. No.	Nature of Cause of Power Supply Failure	Maximum Time Limit for Restorations
1.	Voltage fluctuations	Licensee shall maintain voltages at the point of commencement of the supply to a consumer within the limits stipulated as under, with reference to the declared voltage: <ul style="list-style-type: none"> • Low Voltage, +6% and -6%; • High Voltage, +6% and -9%; • Extra High Voltage, +10% and -12.5% The above standards shall be applicable subject to applicable Supply Code Regulations, CEA Regulations or IEGC 2023 as amended from time to time.
2.	Voltage fluctuation complaint	On receipt of a complaint, licensee shall verify if the voltage fluctuation is exceeding the limits specified and upon confirmation, licensee shall ensure that the voltages are brought within the specified limits: <ul style="list-style-type: none"> • Within 2 days of original complaint provided the fault is identified to a local problem on the transformer • Within 10 days of original complaint provided no expansion/enhancement of the network is involved • within 120 days - if up-gradation of the distribution system is required
3.	In cases where substation is required to be erected to resolve voltage fluctuation complaints	<ul style="list-style-type: none"> • within one month of the receipt of such complaint licensee shall submit to the Commission a proposal for erection of substation, together with the time required to complete erection and commissioning of such substation and get the same approved by the Commission. • In such cases, licensee is required to inform the consumer about the likely time of resolution of the complaint. • Provided that where such substation is covered in licensee's capital expenditure plan approved by the Commission, licensee shall complete the erection and commissioning of such substation within the time period specified in such capital expenditure plan.
4.	Industrial and agricultural consumers	<ul style="list-style-type: none"> • who are expected to install capacitors at their end, shall not be paid the compensation if capacitors of adequate capacity are not installed at their premises.

13.3 Meter complaints

- The licensee shall perform the following meter related activities subject to the provisions provided in the Supply Code and other associated regulations and codes:

Sl. No.	Nature of Complaint	Time to be taken by Licensee
1.		<ul style="list-style-type: none"> The licensee shall read consumer's meter as per provision given under clause 5.1.3 of the APSC (Electricity Supply Code) Regulations 2024 as amended from time to time.
2.	Inspect and check the correctness	<ul style="list-style-type: none"> within 3 working days of receiving the complaint in Cities within 5 working days of receiving the complaint in Urban Areas within 7 working days of receiving the complaint in Rural Areas within 12 working days of receiving the complaint in Remote Areas
3.	Non-working (stuck up, running slow, fast or creeping) meter	<ul style="list-style-type: none"> within 3 working days in Cities within 5 working days in Urban Areas within 7 working days in Rural Areas within 12 working days in Remote Areas Licensee shall replace the non-working (stuck up, running slow, fast or creeping) meter at its own cost respectively of receiving the complaint.
4.	Burnt out meters	<ul style="list-style-type: none"> within 3 working days of receiving the complaint in Cities within 5 working days of receiving the complaint in Urban Areas within 7 working days of receiving the complaint in Rural Areas within 12 working days of receiving the complaint in Remote Areas Licensee shall replace at its own cost the burnt-out meters, if the burning of meter is due to causes attributable to licensee.
5.	Meter is burnt due to causes attributable to the consumer	<ul style="list-style-type: none"> If the meter is burnt due to causes attributable to the consumer such as tampering, defect in consumer's installation, meter getting wet, connecting unauthorized additional load etc. Licensee shall serve a notice to the consumer for recovery of cost of the meter within 5 days of detection. And shall replace the meter within 12 days of receiving the payment from the consumer and after necessary corrective action is taken to avoid future damage to the meter. Where the consumer is required to supply the metering equipment, the licensee shall install the meter after supplying of metering equipment as per follows: <ul style="list-style-type: none"> Within 15 days in Urban Areas and Within 25 days in Rural and Remote Areas.

13.4 Shifting of meters/service lines

Sl. No.	Nature of Complaint	Time to be taken by Licensee
1.	Request for shifting the service connection in the existing premises	<ul style="list-style-type: none"> Wherever the consumer requests for shifting the service connection in the existing premises or for deviation for the existing lines at their own cost, licensee shall after inspection inform the estimated cost to the consumer as per follows:

		<ul style="list-style-type: none"> • Within 5 days in Cities, • Within 7 days in Urban Areas • Within 12 days in Rural Areas • Within 15 days Remote Areas. • Respectively on receipt of the application. • The following time schedule shall be observed for completing the works from date of payment of the charges and necessary clearances: • Shifting of meter/ service line: 7 working days • Shifting of LT/HT lines: 20 working days • Shifting of transformer: 30 working days
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13.5 New connections/additional load

Sl. No.	Nature of Complaint	Time to be taken by Licensee
1.		<ul style="list-style-type: none"> • In cases where power supply can be provided from existing network, licensee shall release supply to an applicant as per follows: • within 12 days in cities, • Within 15 days in Urban Areas and • within 30 days in Rural & • within 40 days in Remote Areas. <p>Respectively of receipt of application.</p>
2.		<ul style="list-style-type: none"> • In cases where power supply requires extension/enhancement of network, the supply of electricity in such cases shall be effected by licensee within the time limits specified as under: • Supply Voltage Time limit • Low Tension 25 days in Cities, 35 days in Urban areas 45 days in Rural & 50 days in Remote areas • High Tension 45 days in Cities, 75 days in Urban areas and 100 days in Rural & 150 days in Remote areas • Extra High Tension 75 days in Cities, 90 days in Urban areas and 180 days in Rural & 240 days in Remote areas <p><u>The above time limits are to be applicable from the date of receipt of application and subject to payment of required security and other charges by the consumer seeking extension of supply.</u></p> <p>Licensee may approach the Commission for extension of time specified in Regulation above, in specific cases where the extension of distribution mains requires more time, along with proper justification of the same. In such cases, licensee shall inform the consumer about the likely time of resolution of the complaint.</p>

3.	where extension of supply requires erection and commissioning of new substation	<p>In case of application for new connection, where extension of supply requires erection and commissioning of new substation, the licensee shall submit to the Commission within 15 days of site inspection, a proposal for erection of such substation together with the time required for erection and commissioning, and get approval of the Commission. Licensee shall commence power supply to the applicant within the time period so approved by the Commission.</p> <p>Provided that where such substation is covered in the investment plan approved by the Commission, the licensee shall not be required to take any further approval from the Commission and shall complete erection of such substation within the time period specified in such investment plan.</p>
4.	In cases where the substation is meant to extend supply to an individual consumer	<ul style="list-style-type: none"> • Licensee shall commence erection of the substation only after the receipt of necessary security from the applicant.
5.		<ul style="list-style-type: none"> • Licensee shall not, be held responsible for the delay, if any, in extending supply, if the same is on account of problems relating to right of way, acquisition of land, or the delay in consumer's obligation over which licensee has no reasonable control.

13.6 Transfer of ownership change of category and conversion of services

- Licensee shall give effect to transfer of ownership, change of category and conversion of the existing services from Low Tension to High Tension and vice-versa within the following time limits:

Sl. No.	Nature of Complaint	Time to be taken by Licensee
1.	Title transfer of ownership	<ul style="list-style-type: none"> • within two billing cycle from the date of payment of necessary charges
2.	Change of category	<ul style="list-style-type: none"> • Conversion from single phase to Low Tension 3-phase and vice-versa - Within two billing cycle from the payment of necessary charges • Conversion from Low Tension to High Tension and vice-versa - Within two billing cycle from the payment of necessary charges • Re-classification of Consumer category of existing consumers - Within one billing cycle from payment of necessary charges
3.		<ul style="list-style-type: none"> • In case of change of category licensee shall examine the technical feasibility upon receipt of such application form and inform the consumer within 7 days from the date of inspection about the feasibility.

13.7 Consumer bills complaint

Sl. No.	Nature of Complaint	Time to be taken by Licensee
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1	Complaints on Billing	<ul style="list-style-type: none"> • Licensee shall acknowledge the consumer's complaint immediately, if received in person and within 2 working days, if received by post. • Licensee shall resolve the complaint regarding electricity bills within same day of its receipt (except for HT Consumers) if no additional information is required to be collected, and in case any additional information is required, then Licensee shall resolve the complaint within 5 days in Cities/Urban Areas, 10 days in case of Rural Areas and 15 days in Remote Areas from date of receipt of complaint. • For HT Consumers – the licensee shall ensure that complaint is resolved within 3 working days from date of receipt of complaint. • In case the complaint is genuine and revision of bill already issued becomes necessary, the due date for payment of bill shall be reckoned from the date of revised bill for the purpose of disconnection of supply or for levy of additional charges for belated payment.
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a. Reconnection of supply following disconnection due to non-payment of bills

Sl. No.	Issue under consideration	Time to be taken by Licensee
1.	Restore Power Supply	Licensee shall restore power supply to a consumer, whose supply has been disconnected due to non-payment of electricity bills, within 12 hours of receipt of receipt of payment from consumer in Cities/Urban Areas and 24 hours of receipt of payment from consumer in Rural and Remote Areas.

b. Restoration of Street Lights

Sl. No.	Issue under consideration	Time to be taken by Licensee
1.	Restoration of Street Lights	The Licensee shall restore the street lights within 24 hours of receipt of complaint subject to providing of the materials by the Municipal Council / District Administration / Consumers / Gram Panchayat.

c. Load reduction

Sl. No.	Issue under consideration	Time to be taken by Licensee
1.	Request for Reduction of Load	<ul style="list-style-type: none"> • In case of application for reduction of load, the licensee shall examine the technical feasibility upon receipt of such application and inform the consumer within 5 days in Cities/Urban Areas, 7 days in Rural Areas and 10 days in Remote Areas from the date of inspection about the feasibility.

14. SCHEDULE-II: OVERALL STANDARDS OF PERFORMANCE

Overall standard code	Guaranteed standard Reference	Parameter	Time limit	
14.1	13.1 (3)	Normal fuse off : Licensee shall maintain the percentage of fuse-off calls rectified within the time limits specified* to a value not less than	Cities	3 hrs
			Urban Areas	3 hrs
			Rural Areas	12 hrs

		98% of the total calls	Remote Areas	24 hrs
14.2	13.1 (4)	Overhead Line / cable Breakdown: Licensee shall ensure restoration of power supply within the time limits specified* in atleast 95% of overall cases of line breakdown	Cities	6 hrs
			Urban Areas	6 hrs
			Rural Areas	18 hrs
			Remote Areas	24 hrs
14.3	13.1 (5)	Underground Cable Breakdown: : Licensee shall ensure restoration of power supply within the time limits specified* in atleast 95% of overall cases of line breakdown	Cities	24 hrs
			Urban Areas	24 hrs
			Rural Areas	56 hrs
			Remote Areas	90 hrs
14.4	13.1 (6)	Distribution Transformer Failures: Licensee shall maintain the percentage of distribution transformers replaced within the time limits specified* to a value not less than 95% of the total distribution transformers failures.	Cities	10 hrs
			Cities	36
			Urban Areas	36
			Rural Areas	72
			Remote Areas	168
14.5	13.8 (1)	Reconnection of supply following disconnection due to non-payment of bills: Licensee shall achieve the standards of performance as specified* in atleast 95% of the cases	Cities	12 hrs
			Urban Areas	12 hrs
			Rural Areas	24 hrs
			Remote Areas	24 hrs

- 14.6.1 **First Response against a Consumer call:** Licensee shall achieve the standards of performance as specified in clause 13.1(5) of Schedule-I in at **least 95% of the cases.**
- 14.6.2 **Registration of consumer call and issue of complaint number:** Licensee shall achieve the standards of performance as specified in clause 13.1(2) of Schedule-I in at **least 95% of the cases.**
- 14.6.3 **Voltage fluctuations:** Licensee shall strive to achieve the standards of performance as specified in clause - 13.2(1) , 13.2(2) & (13.2)3) of Schedule-I in at least 90% of the cases.
- 14.6.4 **Meter Complaints:** Licensee shall achieve the standards of performance as specified in clause 13.3(2), 13.3(3), 13.3(4), 13.3(5) of Schedule-I in at **least 98% of the cases.**
- 14.6.5 **Consumer bills complaint:** Licensee shall achieve the standards of performance as specified in clause 13.7 of Schedule-I in at **least 98% of the cases.**
- 14.6.6 **Load reduction:** Licensee shall achieve the standards of performance as specified in clause 13.10(1) of Schedule-I in at **least 98% of the cases.**
- 14.6.7 **Period of scheduled outages:** Licensee shall achieve the standards of performance as specified in clause 13.1 (7) of Schedule-I in at least 95% of the cases.
- 14.6.8 **Shifting of meters/service lines:** Licensee shall achieve the standards of performance as specified in clause 13.4 (1) of Schedule-I in at least 95% of the cases.
- 14.6.9 **New connection/additional load:** Licensee shall achieve the standards of performance as specified in clause 13.5 of Schedule-I in at least 95% of the cases.
- 14.6.10 **Transfer of ownership and change of category:** Licensee shall achieve the standards of performance as specified in clause 13.6 of Schedule-I in at least 95% of the cases.
- 14.6.11 **Faulty meters:** Licensee shall maintain the percentage of defective meters to the total number of meters in service, at a value not greater than 3%.
- 14.6.12 **Billing mistakes:** Licensee shall maintain the percentage of bills requiring modifications following complaints to the total number of bills issued, at a value not greater than 0.1%.
- 14.6.13 **Street Light faults:** Licensee shall rectify faults on streetlights within 24 working hours of detection or receipt of complaint, whichever is earlier, and shall achieve this standard of performance in at least 95% of the cases.

- 14.7 **Load shedding:** In case of a shortage of power, the licensee shall submit the load-shedding plan to the Commission and get it approved. Licensee shall publish the same in the newspaper at least 48hrs in advance.

Reliability Indices:

- 14.8 The Commission shall impose a uniform system of recording and reporting of distribution system reliability performance. The same reliability indices shall be imposed on all licensees. The performance target levels set by the Commission shall be unique to each licensee to be based initially on the historical performance of licensee.
- 14.9 Based on the information submitted by licensees, the Commission would notify the target levels for the reliability indices annually. Licensee shall be evaluated annually to compare licensees actual performance with the targets
- 14.10 The Distribution Licensee shall calculate the reliability of its distribution system on the basis of number and duration of interruptions in a reporting period, using following indices as prescribed by the Institute of Electrical and Electronics Engineers (IEEE) Standard 1366-2003 as per the formulae described below:
- i. System Average Interruption Frequency Index (SAIFI);
 - ii. System Average Interruption Duration Index (SAIDI);
 - iii. Customer Average Interruption Duration Index (CAIDI); and
 - iv. Momentary Average Interruption Frequency Index (MAIFI);

Provided that while calculating the above indices, the following interruptions shall not be taken into account;

- i. Scheduled outages;
- ii. Outages due to failure of the grid;
- iii. Outages due to Force Majeure conditions.

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 outage time less than or equal to 5 (Five) minutes shall be considered as momentary interruption and outage time higher than 5 (Five) minutes shall be considered as sustained interruption.

The Indices would then be computed using the following formulae:

i. System Average Interruption Frequency Index (SAIFI)

SAIFI indicates how often the average customer experiences a sustained interruption over a period of one month, which shall be calculated as per the formula specified below;

$$\begin{aligned} \text{SAIFI} &= (\text{Total Number of Interrupted Customers for Sustained Interruption events during the Reporting Period}) \\ &\div (\text{Total Number of Customers served}) \\ &= \sum (A_i \times N_i) / N_t \end{aligned}$$

II. System Average Interruption Duration Index (SAIDI)

SAIDI indicates total duration of interruption for the average customer during a period of one month, which shall be calculated as per the formula specified below;

$$\begin{aligned} \text{SAIDI} &= \text{Cumulative Customer Interruption Duration} / \text{Total Number of Customers served} \\ &= \sum (R_i \times N_i) / N_t \end{aligned}$$

Where,

i = an interruption event;

A_i - Number of Sustained Interruptions during the Reporting Period;

R_i = Restoration time for each Interruption Event;

N_i = Number of Interrupted Customers for Sustained Interruption event during the Reporting Period; and

N_t = Total number of Customers Served for the Areas
 $CMI = \sum R_i N_i$ = Cumulative Customer Interruption Duration =

Provided that while calculating the above indices, the following types of interruptions shall not be taken into account:-

Momentary outages of a duration not more than Five (5) minutes; Outages due to the failure of the grid; Outages due to the Force Majeure conditions.

III. Customer Average Interruption Duration Index (CAIDI)

CAIDI indicates the average time required to restore service, which shall be calculated as per the formula specified below;

$CAIDI = (\text{Cumulative Customer Interruption Durations}) \div (\text{Total Number of Interrupted Customers for Sustained Interruption events during the Reporting Period})$

$$= \sum (R_i \times N_i) / \sum (A_i \times N_i) = SAIDI/SAIFI$$

Provided that CAIDI should also be computed separately only for HT Consumers based on the metering data of such Consumers.

IV. Momentary Average Interruption Frequency Index (MAIFI):

MAIFI indicates total number of momentary interruptions for the average customer during a period of one month, which shall be calculated as per the formula specified below;

$MAIFI = \text{Cumulative Momentary Customer Interruptions} / \text{Total Number of Customers served for the Areas}$

$$= \sum (Imi \times Nmi) / N_t$$

Where,

mi = a momentary interruption event;

Imi = Total Number of Momentary Interruption Events;

Nmi = Total Number of Consumers affected due to Momentary Interruption Events during the Reporting Period; and

N_t = Total Number of Customers Served for the Areas

The Distribution Licensee shall maintain data on the reliability indices specified above for each zone/circle/division/sub-division on a monthly basis as well as for Urban and Rural area separately. 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.

- 14.11 The Distribution Licensee shall capture data directly from the feeder monitoring system or a suitable system to capture data for a ring main system and there should not be any manual intervention:
Provided that such automation system shall be put in place within 1 (One) year of notification of these Regulations.

The Distribution Licensee shall validate the feeder interruption data considered for computation of Reliability Indices with meters installed at each Distribution Transformer (DT) and Consumers:

Provided that Distribution Licensee shall submit the plan for installation of meters for each DT including provision of AMR for all the DT meters and Consumer meters for approval of the Commission within 3 (Three) months from the date of notification of these Regulations.

- 14.12 Based on the information provided by the distribution licensees and in consultation with them, base/target reliability indices shall be set by the Commission through separate guidelines/ order.

15. SCHEDULE-III: COMPENSATION

Service Area	Guaranteed Standard Maximum time limit for rendering service	Compensation payable to affected consumers in case of violation of standards
1	2	3
Fuse-off		
Cities and towns	Within 3 working hours	Rs. 5/- per Consumer per day in each case of default subject to Rs. 25/- per day beyond 24 hours of delay.
Rural areas	Within 12 working hours	
Remote areas	Within 24 working hours	
Overhead Line/cable breakdowns		
Cities and towns	Within 6 hours	Rs.10/- per consumer per day for delay beyond 6 hours, if the number of affected consumers is less than 50, and Rs. 5/- per consumers per day for affected consumers 50 or more subject to maximum Rs. 50/- per consumer.
Rural areas	Within 18 hours	Rs. 5/- per consumer per day for delay beyond two days subject to maximum Rs. 50/- per consumer.
Remote areas	Within 24 hours	Rs. 5/- per consumer per day for delay beyond four days subject to maximum Rs. 50/- per consumer.
Underground cable breakdowns		
Cities and towns	Within 24 hours	Rs.10/- per consumer per day for delay beyond 24 hours, if the number of affected consumers is less than 50, and Rs. 5/- per consumers per day for affected consumers 50 or more subject to maximum Rs. 50/- per consumer.
Rural areas	Within 56 hours	Rs. 5/- per consumer per day for delay beyond 56 hours subject to maximum Rs. 50/- per consumer.
Remote areas	Within 90 hours	Rs. 5/- per consumer per day for delay beyond 90 hours subject to maximum Rs. 50/- per consumer.
Distribution Transformer failure		
Cities and towns	Within 36 hours	Rs. 20/- per consumer/day for delay beyond 36 hours to maximum Rs. 50/- per consumer.
Rural areas	Within 72 hours	Rs. 10/- per consumer/day for delay beyond 3 days to maximum Rs. 30/- per consumer.
Remote areas	Within 168 hours	Rs. 10/- per consumer/day for delay beyond 168 hours to maximum Rs. 25/- per consumer.

Service Area	Guaranteed Standard Maximum time limit for rendering service	Compensation payable to affected consumers in case of violation of standards
1	2	3
Period of Scheduled Outage		
Maximum duration in a single stretch	Not to exceed 12 hours(Advance notice of 24 hrs)	Rs.100 in each case of default.
Restoration of supply	By not later than 5:00 PM	

Voltage fluctuations		
Local problem on the transformer sub-station	Within 2 days	Rs. 50 for each case of default
No Expansion/enhancement of network involved.	Within 10days	Rs.50 for each case of default.
Up-gradation of distribution system required	Within 120 days	Rs.50 for each case of default
Erection of 33 or 11 kv Substation required	Within the time period as approved by the Commission	Rs. 50/- for each day default.
Meter complaints		
L.T Consumers		
Testing, checking & calibration for correctness of meter		
Cities	Within 3 days	Rs. 50/- per day for delay beyond 3 days subject to maximum Rs. 100/- per consumer.
Urban Area	5 days	Rs. 50/- per day for delay beyond 5 days subject to maximum Rs. 100/- per consumer.
Rural areas	Within 7 days	Rs. 50/- per day for delay beyond 7 days subject to maximum Rs. 120/- per consumer.
Remote areas	Within 12 days	Rs. 50/- per day for delay beyond 12 days subject to maximum Rs. 150/- per consumer.
Defective/ Stopped / Burnt, meter Replacement		
Cities and Urban area		
Replacement not attributable to consumer	3 days in Cities and 5 days in Urban Areas	Rs. 50/- per day for delay beyond specified period subject to maximum Rs. 200/- per consumer.
Where the cost of the meter is recoverable from the consumer	12 days after the receipt of payment	Rs. 50/- per day for delay beyond specified period subject to maximum Rs. 200/- per consumer.
Where the consumer is required to supply the metering equipment	15 days after supply of metering equipment payment	Rs. 50/- per day for delay beyond specified period subject to maximum Rs. 200/- per consumer.
Rural Area		
(a) Replacement not attributable to consumer (b) Where the cost of the meter is recoverable from the consumer (c) Where the consumer is required to supply the metering equipment	7 days 12 days after the receipt of payment 25 days after the receipt of payment	Rs. 50/- per day for delay beyond specified period subject to maximum Rs. 200/- per consumer.
Remote area		
(a) Replacement not attributable to consumer (b) Where the cost of the meter is recoverable from the consumer (c) Where the consumer is required to supply the metering equipment	12 days 12 days after the receipt of payment 25 days after the receipt of payment	Rs. 50/- per day for delay beyond specified period subject to maximum Rs. 200/- per consumer.
Restoration of street lights		

Cities and towns	Within 24 hours of receipt of complaint	Rs. 50/- per day subject to maximum Rs.1000/-.
Application of new connection/additional load		
Connection feasible from existing network		
Release of L.T, H.T.& E.H.T Supply		
Cities	12 days	Rs. 30/- for each day of default.
Other Urban Areas	15 days	Rs. 50/- for each day of default.
Rural Areas	30 days	Rs. 75/- for each day of default.
Remote Areas	40 days	Rs. 100/- for each day of default.
Network expansion/enhancement required to release supply		
Release of supply - Low Tension	Within 25 days in Cities, 35 days in Urban areas, 45 days in Rural Areas & 50 days in Remote areas	Rs. 150/- for each day of default
Release of supply - High Tension 11 KV	Within 45 days in Cities, 75 days in Urban areas, 100 days in Rural Areas & 150 days in Remote areas	Rs.250/- for each day of default
Release of supply - High Tension 33 KV		
Release of supply - Extra High Tension	Within 75 days in Cities, 90 days in Urban areas 180 days in Rural Areas & 240 days in Remote areas	Rs. 350/- for each day of default
Erection of substation required for release of supply	Within the time period approved by the Commission or as approved in the Annual Investment Plan	Rs. 500/- for each day of default
Transfer of ownership and conversion of service		
Title transfer of ownership	Within two billing cycle from the payment of necessary charges	Rs. 50/- for each day of default
Conversion from LT 1 –ph to LT 3 – ph and vice versa	Within two billing cycle from the payment of necessary charges	
Conversion from LT to HT and vice versa	Within two billing cycle from the payment of necessary charges	Rs. 50/- for each day of default
Re-classification of consumer category of existing consumers	Within one billing cycle from the payment of necessary charges	Rs. 50/- for each day of default
Resolving of complaints on consumer's bill		
If no additional information is required	Within same day of receipt of complaint or 2 working days if received by post.	Rs. 50/- for each day of default
If additional information is required	Within 5 days in Cities/Urban Areas, 10 days in case of Rural Areas and 15 days in Remote Areas from date of receipt of complaint.	
For HT – Consumers	Within 3 working days from date of receipt of complaint.	Rs. 50/- for each day of default
Reconnection of supply following disconnection due to non – payment of bills		
Cities & Other Urban Areas	Within 12 hours of making payment	Rs. 50/- for each day of default
Rural Areas	Within 24 hours of making payment	Rs. 100/- for each day of default

Remote Areas	Within 24 hours of making payment	Rs. 100/- for each day of default
Shifting of Meters/ Service Lines	Within 5 days of receipt of application form in Cities, within 7 days of receipt of application in Urban Areas, 12 days of receipt of application in Rural Areas and 15 days of receipt of application in Remote Areas.	Rs. 50/- for each day of default for each Clause
Application for reduction of Load	Within 5 days in Cities/Urban Areas, 7 days in Rural Areas and 10 days in Remote Areas	Rs. 50/- for each day of default

16. ANNEXURE-I (REPORTING FORMATS- GUARANTEED STANDARDS)

16.1 The following format shall be used by licensee for reporting the performance levels for guaranteed standards on a quarterly basis to the Commission:

Guaranteed standard Reference No.	Guaranteed standard parameter	Previous quarter pending complaints (No.)	Complaints received in the quarter (No.)	Total complaints (No.)	No. of complaints redressed in the quarter (No.)				Pending complaints (No.)
					Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	
13.1 (3)	Normal fuse	Cities							
		Urban							
		Rural							
		Remote							
13.1 (4)	Overhead Line/Cable breakdown	Cities							
		Urban							
		Rural							
		Remote							
13.1 (5)	Under ground cable breakdown	Cities							
		Urban							
		Rural							
		Remote							
13.1 (6)	Distribution Transformer Failure	Cities							
		Urban							
		Rural							
		Remote							

Guaranteed standard Reference No.	Guaranteed Standard Parameter	Previous quarter pending complaints (No.)	Complaints received in the quarter (No.)	Total complaints (No.)	No. of complaints redressed in the quarter (No.)				Pending complaints (No.)
					Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	
13.1 (7)	Period of scheduled outages								
13.2 (2)	Voltage fluctuation in case fault is identified to a local problem on the transformer								
13.2	Voltage fluctuation in case no expansion/ augmentation of network required								
13.2 (2)	Voltage fluctuation in case expansion/ augmentation of network required								
13.2 (3)	Voltage fluctuations in case erection of substation required								
13.3 (1)	Meter Reading	Cities							
		Urban							
		Rural							
		Remote							

13.3 (2)	Meter Inspection for correctness of reading	Cities							
		Urban							
		Rural							
		Remote							
13.3 (3)	Non-working Meter replacement	Cities							
		Urban							
		Rural							
		Remote							
13.3 (4)	Replacement of burnt meter	Cities							
		Urban							
		Rural							
		Remote							
13.4 (1)	Shifting of meter/ service line								
13.5 (1)	New connection / additional load where supply can be provided from existing network								
13.5 (2)	New connection/ additional load where supply can be provided after extension/ augmentation of network								

13.5 (3)	Erection of substation to extend supply								
13.6 (1), 13.6 (2)	Title, transfer of ownership								
	Change of category								
13.7 (1)	Billing complaint	Cities							
		Urban							
		Rural							
		Remote							
13.8 (1)	Reconnection of supply disconnection due to non-payment of bills								

16.2With respect to the call centres following format shall be used by licensee for reporting the quarterly performance:

Guaranteed standard Reference No.	Guaranteed standard parameter	Response to the calls (No.)	
		Within stipulated time	More than stipulated time
13.1 (1)	First response against consumer call		
13.1 (2)	Registration of Consumer Call and issue of docket		

16.3The quarterly information regarding the compensation shall be submitted by licensee to the Commission in the following format for individual complaints where compensation has been paid:

A17: ANNEXURE-II (REPORTING FORMATS- OVERALL STANDARDS)

17.1 Licensee shall furnish the information with respect to the overall standards every quarter to the Commission in the following format:

Overall standards reference no.	Overall standard parameter	Number of complaints pending at the start of the	Total No. of complaints filed	Total No. of complaints C=(A+B)	Total No. of Complaints redressed within the	Number of complaints pending at the end of the
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			quarter (A)	by the consumers in this quarter (B)		stipulated time for Overall standards	quarter
14.1	Normal fuse off	Cities Urban Rural Remote					
14.2	Overhead Line/ Cable Breakdowns	Cities Urban Rural Remote					
14.3	Underground Cable Breakdowns	Cities Urban Rural Remote					
14.4	Distribution Transformer Failures	Cities Urban Rural Remote					
14.5	Reconnection of supply following disconnection due to non-payment of bills	Cities Urban Rural Remote					
14.6.7	Period of schedule outages						
14.6.8	Shifting of meters / service lines						
14.6.9	New connection/ additional load						
14.6.10	Transfer of ownership and change of category						
14.6.12	Billing mistakes						
14.6.13	Street light faults						

17.2 The quarterly information regarding faulty meters shall be submitted by licensee in the following format:

Reference overall standards	No. of faulty meters at the start of the quarter	No. of faulty meters added during the quarter	Total no. of faulty meters	No. of meters rectified / replaced	No. of faulty meters pending at the end of the quarter
14.6.11					

17.3 The Performa for submission of quarterly report on reliability indices shall be as follows:

Sl. No.	Month	K=Number of consumers whose power supply remained 'off' as a result of interruption.	I= Total number of sustained interruptions (each longer than 10 minutes) at a time for the voltage class during the month	N= Total nos. of consumers in service at the beginning of the year having that class of voltage supply (1)	$=\sum(I * K)$ for that class of voltage excluding agriculture feeders (2)	CAIFI = (2)/ (1)
	1					
	2					
	Total					

Sl. No.	Month	K=Number of consumers whose power supply remained 'off' as a result of interruption	P=Duration of interruptions exceeding 10 minutes at a time for the voltage class.	N= Total nos. of consumers in service at the beginning of the year having that class of voltage supply (1)	$=\sum(P * K)$ for that class of voltage excluding agriculture feeders (2)	CAIDI = (2)/ (1)
	1					
	2					
	3					
	Total					

18. ANNEXURE III

18.1 The format for registering a complaint in the complaint office is shown as under: (The format is indicative and improvement can be suggested)

Sl. No.	Time & Date of receiving complaint	Name, Address, contact No. of Complainant/ Consumer No.	Nature of complaint	Complaint Number	Reference Guaranteed standard	e & Date of redressal of complaint	Total time taken for complaint redressal (in Days/ Hrs / mts.
1.							
2.							
3.							

BY ORDER OF THE COMMISSION

**Secretary
State Electricity Regulatory Commission
Arunachal Pradesh**