



Together, Let us light up our lives

ଓଡ଼ିଶା ବିଦ୍ୟୁତ୍ ନିୟାମକ ଆୟୋଗ
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Dated-20.08.2025

PUBLIC NOTICE

The Commission, in exercise of the powers conferred under Section 181(3) of the Electricity Act, 2003 (36 of 2003), has pre-published the draft Odisha Electricity Regulatory Commission (Distribution Licensees' Standards of Performance) Regulations, 2025. The said draft Regulation is available on the Commission's website at www.orierc.org.

Interested persons may furnish their valuable views/suggestions to the undersigned on the draft Regulation by **22.09.2025**. After considering the views and suggestions from all the stakeholders, the Commission, in appropriate cases, may bring about modifications to the draft Regulation and finalize it for publication in the official Gazette.

By order of the Commission

Sd/-

SECRETARY

**ODISHA ELECTRICITY REGULATORY
COMMISSION (DISTRIBUTION LICENSEES'
STANDARDS OF PERFORMANCE)
REGULATIONS, 2025**



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Statement of Objects and Reasons (SOR)

The Commission had earlier notified the *OERC (Distribution Licensees' Standards of Performance) Regulations, 2004*. Since then, significant developments have taken place, including the notification of the Electricity (Rights of Consumers) Rules, 2020, by the Ministry of Power, Government of India, which mandates automatic compensation for consumers in case of default by the distribution licensee for parameters that can be remotely monitored. The Rules further require State Commissions to frame enabling regulations for such mechanisms under Section 57 of the Electricity Act, 2003. In order to align the Standards of Performance with these requirements and with the draft revised *Distribution (Conditions of Supply) Code, 2025*, the Commission has undertaken a comprehensive revision of the existing Regulations. Accordingly, the draft *OERC (Distribution Licensees' Standards of Performance) Regulations, 2025*, is hereby pre-published for public consultation in terms of Section 181(3) of the Electricity Act, 2003.



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NOTIFICATION
The _____, 2025

In exercise of the powers conferred under Sections 43, 57, 58, 59, 86(1)(i) and 142, read with Sections 181(1) and 182(2)(za) & (zb) of the Electricity Act, 2003 (Act 36 of 2003), and all other powers enabling it in this behalf, and after consultation with the Licensees, the Odisha Electricity Regulatory Commission hereby makes the following Regulations regarding the Standards of Performance for Distribution Licensees, namely:—

1. Short title, extent and commencement: -

- 1.1 These Regulations shall be called the “Odisha Electricity Regulatory Commission (Distribution Licensees’ Standards of Performance) Regulations, 2025.
- 1.2 These Regulations shall apply to:
 - a) All Distribution Licensees and Retail Supply Licensees/Suppliers, including Deemed Licensees/Suppliers under Section 14 of the Act, and to all consumers and end-users of electricity within the State of Odisha;
 - b) All other persons lawfully engaged in the business of distribution and/or supply of electricity within their respective areas of supply.
- 1.3 These Regulations extend to the whole of the State of Odisha.
- 1.4 These Regulations shall come into force from the date of publication in the official Gazette.
- 1.5 The Orissa General Clauses Act, 1937, shall apply to the interpretation of these Regulations.

2. Definitions And Interpretations: -

- 2.1 In these Regulations, unless the context otherwise requires:
 - a) “**Act**” means the Electricity Act, 2003 (Act 36 of 2003);
 - b) “**Application**” means the application complete in all respects in the appropriate form, as required by the licensee, along with documents showing payment of necessary charges and other compliances;
 - c) “**Area of Supply**” means the area within which a licensee is authorized by his License to supply electricity;
 - d) “**Call centre**” means the office set up (may be at the back end or customer interfacing front end) with adequate technology and systems to register complaints round the clock;
 - e) “**Clearances**” means the necessary approval from outside agencies such as municipal authorities, which is required for completion of work by the licensee;
 - f) “**Commission**” means Odisha Electricity Regulatory Commission;
 - g) “**Consumer**” Means any person who is supplied with electricity for his/her own use by a licensee/supplier or the Government or by any other person engaged in the business of supplying electricity to the public under the Electricity Act, 2003 or any other law for the

time being in force and includes any person whose premises are for the time being connected for the purpose of receiving electricity with the works of a licensee/supplier, the Government or such other person, as the case may be.

A consumer can be specified as:

- (i) **‘Low Tension Consumer (LT Consumer)’** if he obtains supply from the licensee/supplier at low voltage; or
 - (ii) **‘High Tension Consumer (HT Consumer)’** if he obtains supply from the licensee/supplier at High voltage; or
 - (iii) **‘Extra High-Tension Consumer (EHT Consumer)’** if he obtains supply from the licensee/supplier at Extra High voltage.
- h) **“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;
 - i) **“Customer Average Interruption Duration Index (CAIDI)”** means the average interruption duration of the sustained interruptions for those who experienced interruptions during the reporting period, as specified by the State Commission”;
 - j) **“Customer Average Interruption Frequency Index (CAIFI)”** means the average interruption frequency of the sustained interruptions for those who experienced interruptions during the reporting period, as specified by the State Commission”;
 - k) **“Days”** means clear working days;
 - l) **“Designated Authority of the Licensee/supplier”** means an authority that has been notified as such by the licensee/supplier in the manner approved by the Commission to exercise powers under specific provisions of this Code;
 - m) **‘Designated Customers’** means the customers identified as major power quality polluters due to their installed non-linear loads or generation or otherwise under these Regulations and shall inter alia include commercial buildings (Healthcare, Hotels, Airports, malls etc.), IT/ITES and Banking, Finance & Service Industries (BFSI), Automobiles, Iron & Steel, Aluminium, Textile, Paper & Pulp, Chlor-Alkali, Petro-Chemical, Cement, Pharmaceuticals, Fertiliser, Food Processing, Plastic & Rubber and Railways/Metros, grid connected distributed generating resource and Electric Vehicle Charging infrastructure etc.;
 - n) **‘Flicker’** means the impression of unsteadiness of visual sensation induced by a light stimulus whose luminance or spectral distribution fluctuates with time. It is caused under certain conditions by voltage fluctuation, changing the luminance of lamps;
 - o) **“Disconnection”** means the physical separation in case of post payment meters or auto separation in case of pre-payment meters of installation of user or consumer from the distribution system;

Provided that automatic separation of supply due to exhaust of credited amount of the pre-payment meter shall not be treated as disconnection and resumption of normal supply shall be ensured once the meter is recharged.
 - p) **“Distribution System”** means the system of wires and associated facilities between the delivery points on the transmission lines or the generating station connection and the point of connection to the installation of the consumers;

Explanation: Any system consisting mainly of overhead lines, underground cables, service lines, electrical plant, control switchgear and meters having design voltage of 33

kV and below and shall also include any other system of higher voltage as the Commission may specifically recognise. The Distribution System shall not include any part of the Transmission System except the terminal equipment (metering system, CT and PT) connected at consumer end and used for the supply of electricity to extra high voltage (66 kV and above) consumers.

- q) **“Licensee/Supplier”** means a person who has been duly authorised or granted a licence under the provisions of the Act for the supply of electricity in its area of supply;
- r) **“Distribution mains”** means the portion of any main with which a service line is, or is intended to be, immediately connected;
- s) **“Service line”** means any electric supply line through which electricity is, or is intended to be, supplied:
 - a) to a single consumer either from a distributing main or immediately from the Distribution licensee’s premises; or
 - b) from a distributing main to a group of consumers on the same premises or on contiguous premises supplied from the same point of the distributing main;
- t) **“Momentary Average Interruption Frequency Index (MAIFI)”** means the average number of momentary interruptions per consumer occurring during the reporting period, as specified by the State Commission”;
- u) **“Municipal Corporation”** means a local urban body constituted under Section 3 of the Odisha Municipal Corporation Act, 2003, by notification in the Official Gazette upon the Governor’s specification of an area as a “larger urban area,” or any area so declared by the appropriate Government in accordance with law.
- v) **“Normal Fuse Off”** means the fuse blown off because of overloading or ageing;
- w) **‘Nominal voltage (of the Distribution System) (Un)’** means the value of voltage by which the electrical installation or part of the electrical installation is designated and identified;
- x) **“Rural area”** means the areas covered by Gram Panchayats;
- y) **“System Average Interruption Duration Index (SAIDI)”** means the average duration of the sustained interruptions per Consumer occurring during the reporting period, as specified by the State Commission”;
- z) **“System Average Interruption Frequency Index (SAIFI)”** means the average frequency of the sustained interruptions per Consumer occurring during the reporting period, as specified by the State Commission”;
- aa) **“Average Service Availability Index (ASAI)”** means the fraction of time (often in percentage) that a customer has received power during the defined reporting period.
- bb) **“SOP”** means standard of performance;
- cc) **“Urban areas”** means the areas covered by Municipalities/ NACs, including the areas falling under the various Urban Development Authorities, Cantonment Authorities and industrial estates, SEZs and townships, excluding the areas covered under Municipal Corporations.
- dd) **“Volt”** means a unit of electromotive force and is the electric pressure which, when steadily applied to a conductor, the resistance of which is one ohm, will produce a current of one ampere and the unit may be indicated by the abbreviation V and one thousand such units may be indicated by the abbreviation KV;

- ee) **“Voltage”** means the difference of electric potential measured in volts between any two conductors or between any part of either conductor and the earth as measured by a suitable voltmeter and is said to be;
 - (i) **“Low Voltage”** where the voltage does not exceed 230 volts (voltage between one phase and neutral) in case of single-phase supply and does not exceed 650 volts (voltage between two phases) in case of three-phase supply under normal conditions subject, however, to the percentage variation stated in CEA (Measures relating to Safety and Electric Supply) Regulations, 2023 and amendments thereof or in Rules/Regulations specified under the Act;
 - (ii) **“High Voltage”** where the voltage (between two phases) exceeds 650 volts and does not exceed 33,000 volts under normal conditions, subject, however, to the percentage variation stated in CEA (Measures relating to Safety and Electric Supply) Regulations, 2023 and amendments thereof or in Rules/Regulations specified under the Act;
 - (iii) **“Extra High Voltage”** where the voltage (between two phases) exceeds 33,000 volts under normal conditions, subject, however, to the percentage variation stated in CEA (Measures relating to Safety and Electric Supply) Regulations, 2023 and amendments thereof or in Rules / Regulations specified under the Act;
- ff) **“Utility”** means the electric lines or electrical plant, and includes all lands, buildings, works and materials attached thereto belonging to any person acting as a generating company or licensee under the provisions of this Act;
- gg) **“Works”** includes electric line, and any building, plant, machinery, apparatus and any other thing or whatever description required to transmit, distribute or supply electricity to the public and to carry into effect the objects of a licence or sanction granted under this Act or any other law for the time being in force;
- hh) **“Year”** means a financial year commencing the first day of April in an English calendar year and ending with thirty first of the March of the next year.

2.2 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. Words and 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. 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.

2.3 Interpretation

In the interpretation of these regulations, unless the context otherwise requires:

- a) words in singular or plural terms, as the case may be, shall also be deemed to include plural or singular terms, 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.

3.0 Objective: -

- 3.1 These standards lay down the guidelines to maintain distribution system parameters within the permissible limits. These standards shall serve as guidelines for licensees for providing an efficient, reliable, coordinated and economical system of electricity distribution.
- 3.2 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 in which they operate; 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.

4.0 Standards of Performance (SOP):

- 4.1 The Standards specified in the Schedule-I shall be the Guaranteed Standards of Performance, being the minimum standards of service that a licensee shall achieve and maintain in the discharge of its obligations as a Licensee.
- 4.2 The Standards specified in the Schedule-II shall be the Overall Standards of Performance which the Licensee shall seek to achieve in the discharge of its obligations as a Licensee.
- 4.3 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 passed by the Commission.
- 4.4 The failure of the licensee to achieve the Guaranteed Standards of service shall entail payment of compensation to the consumer as per Schedule-III.

5.0 Complaint Handling Mechanism: -

Manual of practice for handling consumer complaints

- 5.1 It is the right of the consumer to have a minimum standard of service for the supply of electricity from the distribution licensee in accordance with the provisions made in these regulations.
- 5.2 The licensee is required to maintain standards of performance for the supply of electricity to all consumers in the manner prescribed hereinafter. The limits prescribed in these standards refer to the maximum permissible time for the performance of various 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.
- 5.3 Every licensee shall publish a "Manual of practice for handling customer complaints" containing the 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 that may be affecting the consumers.
- 5.4 The manual shall be prepared in English and Odia languages.
- 5.5 The manual shall be available for reference of consumers at every office of the 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.
- 5.6 A copy of the manual certified by the licensee as "true copy" thereof shall be filed with the Commission within three months from the date of commencement of these regulations.

Creating awareness

- 5.7 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 the licensee and downloadable from its website; and
 - b) Licensee should publish the guaranteed standards of performance along with the compensation structure, information on the procedure for filing of complaints, in the bills for month of January and July. If it is not possible to publish the same at the back of the bills, the licensee shall publish it on a separate handout and distribute it along with the bills.

Registration of Complaints

- 5.8 The licensee shall register every complaint either verbally or in writing, regarding (i) release of electricity connection, (ii) failure/interruption of power supply, (iii) load shedding, (iv) Scheduled outages, (v) quality of power supply, (vi) meters/meter boxes/metering system’s service line, (vii) billing, (viii) payment of bills, (ix) electrical safety and any other services relating to power supply in electronic format to be maintained for this purpose, etc.
- 5.9 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 the 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 IV);
 - 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)

- 5.10 Licensee shall, within six months from the date of notification of these Regulations, establish call centre(s) for redressal of complaints of its consumers, and, such call centre(s) shall be accessible to its consumers round the clock during all days of the week:
- 5.11 Licensee shall use the existing channels for recording the customer complaints as per the procedure approved by the Commission, till the establishment of call centre(s).
- 5.12 Every licensee shall employ or engage sufficient number of officers or employees 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).
- 5.13 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.
- 5.14 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 and should also ensure proper circulation of information to the consumers in case of any changes in the contact numbers.

- 5.15 The licensee should ensure the availability of electronic database to record complaints as per the procedure defined in Regulation 5.9 for the call centre(s). This database should also be linked with the consumer billing database.

6.0 Consumer Indexing (CI): -

- 6.1 Licensee shall, within the specified time limits as under, from the date of commencement of these regulations, complete consumer indexing:
- a) for “Municipal Corporation”: to be completed within 6 months;
 - b) for “Urban Areas”: to be completed within 9 months; and
 - c) for “Rural Areas”: to be completed in 12 months.
- 6.2 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.

7.0 Compensation Mechanism: -

- 7.1 If the licensee fails to meet the guaranteed standards of performance as specified in Schedule-I, the licensee shall pay compensation to the affected person.
- 7.2 The distribution licensee, within six months from the date of notification of the regulations by the Commission, shall create an online automatic compensation mechanism/facility on which consumers may register and claim the compensation amount. The information in this regard shall be widely circulated among consumers through appropriate means, including mass media, bills, SMS, e-mails or by uploading on the licensee’s website.
- 7.3 The minimum compensation to be paid by the licensee to the affected person is specified in Schedule-III of these regulations.

Provided that in the event of failure of the 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 persons/Consumers, without requiring a claim to be filed by the affected person/ Consumer.

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, with such a Licensee within a maximum period of 60 (sixty) days from the time such a person is affected by such failure of the Licensee to meet the standards of performance :

Provided further that the compensation shall be payable as per Schedule-III to only those affected person(s)/Consumer(s) who has paid all their bills to the Distribution Licensee within the due dates of each bill without any delay in last 1 (One) 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 and have not been, during the preceding 2 (Two) years, either convicted for theft of electricity or finally assessed for Unauthorised Use of Electricity:

Provided further that the affected person/Consumer who have paid the bills, though not within due date but with delayed payment charges, in last 1 (One) 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 and have not been, during last two years, either convicted for theft of electricity or finally assessed for Unauthorised Use of Electricity, such affected person/Consumer who seeks to claim compensation shall file his/her claim with such a Distribution Licensee within a maximum

period of 60 (Sixty) 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 90 (Ninety) days from the date of filing his/her claim from the previous month's billing cycle and the payment of such compensation shall be adjusted in the Consumer's future bills:

Provided further that a confirmation message shall also be sent to the Consumer/affected person informing about the Compensation paid by the Distribution Licensee.

- 7.4 If the affected person is aggrieved by non-payment of automatic compensation by the Distribution Licensee for failure to meet standards of performance as specified under these Regulations or wants to file the claim for compensation, such a person can register its complaint electronically/digitally through SMS, online registration, web-chat facility and mobile application (in person or through toll free telephone numbers) before the concerned Distribution Licensee within a maximum period of Sixty (60) days from the time automatic compensation was payable by the Distribution Licensee. :

Explanation: If the Distribution Licensee fails to meet the standard of performance in April, automatic compensation is payable within Ninety (90) days, i.e. up to July. If automatic compensation is not paid until July, the affected person shall file the claim for manual compensation within Sixty (60) days thereafter i.e. up to September.

Provided that the Distribution Licensee shall resolve the grievance of the affected person and compensate the affected person(s) within a maximum period of Thirty (30) days from the date of filing his claim:

Provided further that in the event of compensation is liable to be paid by the Distribution Licensee on/after representation by the Consumer, the compensation amount shall be 1.5 times the amount specified in Schedule-III and subject to conditions specified in Regulation 7.3.

Explanation: If the compensation payable as per Schedule-II is Rs.100/-, then 1.5 times the amount payable is Rs.150/- to the affected Consumer, even if such amount exceeds the maximum cap specified in Schedule-III.

- 7.5 In case the Distribution Licensee fails to pay the compensation or if the affected person is aggrieved by non-redressal of his grievances, he/she may make a representation for the redressal of his grievance before the concerned Consumer Grievance Redressal Forum in accordance with the provisions of Odisha Electricity Regulatory Commission (Grievance Redressal Forum and Ombudsman) Regulation, 2004 including any amendment thereto as in force from time to time:

Provided that in case the claim for compensation is upheld by the Consumer Grievances Redressal Forum, the compensation determined by the Commission in Schedule-III to these Regulations will be implemented by the Forum or by the Ombudsman, in case of an appeal filed against the order of the Forum before him and is to be paid by the concerned Distribution Licensee:

Provided further that in case the claim for compensation is upheld by the Consumer Grievances Redressal Forum or Ombudsman, the compensation amount shall be Two (2) times the amount specified in Schedule-III and subject to conditions specified in Regulation 7.3 & 7.4:

Explanation: If the compensation payable as per Schedule-III is Rs. 100, then two (2) times the amount payable is Rs. 200 to the affected Consumer even if such amount exceeds the maximum cap specified in Schedule-III.

Provided further that such compensation shall be based on the classification of such failure as determined by the Commission under the provisions of Section 57 of the Act and the payment of such compensation shall be paid or adjusted in the Consumer's future bills (issued subsequent to the award of compensation) within Ninety (90) days of a direction issued by the Forum or by the Ombudsman, as the case may be.

- 7.6 Where the level of service stipulated in the contractual agreement between the Licensee and a consumer is higher or otherwise different from the standard level of service applicable to other consumers in the same category, any deficiency in the provision of such contracted service shall attract, in addition to the compensation specified in Schedule-III, further compensation proportionate to the additional tariff or charges levied for providing the higher level of service.
- 7.7 In case failure of power supply is affecting one consumer, the default for the purpose of claiming compensation in such case shall be considered from the time the consumer has made the complaint.
- 7.8 In case failure of power supply is affecting more than one consumer, the default for the purpose of claiming compensation in such case shall be considered from the time the first consumer has made the complaint.
- 7.9 In case the compensation is to be paid to the affected person who is not a consumer, the Distribution licensee shall compensate by any mode of payment other than cash, preferably through electronic mode.
- 7.10 In all cases of compensation, the payment of compensation shall be made by adjustment against current or future bills for the supply of electricity, within the stipulated time from the determination of the claim as specified by the Commission.
- 7.11 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.
- 7.12 The compensation paid by the Licensee shall not be allowed to be recovered in the Annual Revenue Requirement (ARR) of the Licensee.

8.0 Penalty: -

- 8.1 The Commission may impose penalty on case to case basis:
- (i) for non-achievement of any target for overall standards of performance as specified in Schedule-II.
 - (ii) for violation of any of the provisions of these Regulations or any of the directions/advice/orders issued by the Commission.
- 8.2 The penalty paid by the Licensee shall not be allowed to be recovered in the Annual Revenue Requirement (ARR) of the Licensee.

9.0 Audit Report: -

- 9.1 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;

- 9.2 The Commission may authorise the Commission staff or any independent agency (ies) to conduct annual checks, in order to monitor the compliance with the standards by licensees and submit the audit report to the Commission.
- 9.3 The following procedure shall be adopted for engaging agency(ies):
- audit scope and the methodology for carrying out the audit to be set by the Commission;
 - the Commission will identify and publish panel of approved agency(ies);
 - Licensee shall nominate an agency from the notified panel of agencies;
 - 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;
 - audit shall be conducted under an agreement between the nominated agency and licensee; and
 - remuneration of the audit agency will be paid by the licensee

Auditing methodology

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

Reliability grading

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

Table-1

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

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

Accuracy grading

- 9.7 If the data submitted has reliability of Grade A, then further analysis of the data will be carried out to assess the accuracy of the information provided as follows.

Table-2

Accuracy Grade	Assessed accuracy level
1	+/- 2%
2	+/- 5%
3	More than +/- 10%

10.0 Information with respect to the level of performance: -

Guaranteed standards

- 10.1 The Licensee shall submit to the Commission monthly reports within fifteen (15) days after the end of each month, and a consolidated annual report within thirty (30) days after the end

of the financial year. These reports shall contain information relating to compliance with the Guaranteed Standards of Performance.:

- a) The levels of performance achieved by the Licensee with reference to the Guaranteed (specified in Schedule I of these regulations) in the format as provided in Annexure I of these regulations;
- b) The details of cases in which compensation has been paid and is payable, and the aggregate amount of compensation paid and payable by the Licensee, shall be provided in the format specified in Annexure I of these Regulations:

Provided that the information shall pertain to the total number of cases involving failure to meet each of the standards specified in these Regulations:

Provided further that the Distribution Licensee shall separately report the total number of cases in which compensation has been paid voluntarily and without dispute, as well as the total number of cases in which compensation has been paid pursuant to an order or direction of the Forum or the Ombudsman, along with the total amount of compensation paid in each category. The number of claims made by the consumer against the Licensee for failure to meet the Guaranteed Standards of Performance and the action taken by the Licensee, including the reasons for delay in payment, or non-payment of compensation for such claims; and

- c) The measures taken by the licensee to improve performance in the areas covered by the Guaranteed Standards and the Licensee's assessment of the targets to be imposed for the ensuing year.

Overall standards

10.2 The Licensee shall submit to the Commission a quarterly report within fifteen (15) days after the end of each quarter, and a consolidated annual report within thirty (30) days after the end of each financial year. These reports shall contain information relating to the Overall Standards of Performance.

- a) The 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) The measures taken by the licensee to improve performance in the areas covered by Overall Standards and the licensee's assessment of the targets to be imposed for the ensuing year.

10.3 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.

11.0 General provisions. -

11.1 The distribution licensee shall provide access to various services such as application submission, monitoring status of application, payment of bills, status of complaints raised, etc., to consumers through its website, web portal, mobile app and its various designated offices area-wise.

11.2 The distribution licensee shall provide all services such as application submission, payment of bills, etc., to senior citizens at their doorsteps.

11.3 Provided that such service will be provided only to those senior citizens having connection in their own name and such Consumers who have submitted proof of their age to the Distribution Licensee.

- 11.4 The details of Scheduled power outages shall be informed to the consumers. In case of unplanned outage or fault, immediate intimation shall be given to the consumers through SMS or by any other electronic mode along with the estimated time for restoration. This information shall also be available in the call centre of the distribution licensee.
- 11.5 The Distribution Licensee shall implement and maintain reasonable security practices and procedures for the protection of the consumer database, operating systems, and software applications, in strict compliance with the provisions of the Information Technology Act, 2000, including Section 43A, the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011, and the CERT-In Directions issued under sub-section (6) of Section 70B of the Act, as amended from time to time. Such security measures shall be no less stringent than prevailing industry standards and shall include, at a minimum:
- a. Role-based access control to prevent unauthorized access;
 - b. Encryption of consumer data during storage and transmission;
 - c. Maintenance of secure audit logs and real-time monitoring;
 - d. Periodic security audits and vulnerability assessments by CERT-In–empanelled auditors; and
 - e. Reporting of cybersecurity incidents to CERT-In within the timelines prescribed under applicable law, along with prompt corrective action to mitigate risks.
- 11.6 For creating proper awareness among consumers and licensee staff, the distribution licensee shall ensure to undertake the following steps, namely: -
- (a) A manual of procedure for providing common services and handling customer grievances shall be made available for reference of consumers at every office of the distribution licensee and downloadable from its website
 - (b) The distribution licensee shall publish the guaranteed standards of performance along with the compensation structure, information on the procedure for filing of complaints, in the bills for month of January and July. If it is not possible to publish the same at the back of the bills, the distribution licensee shall publish it on a separate handout and distribute it along with the bills.
 - (c) The distribution licensee shall arrange to give due publicity through social media, electronic media, newspaper, website and by displaying on boards at consumer service-related offices to bring awareness of consumer rights, standards of performance, compensation provisions, grievance redressal, measures for energy efficiency and any other schemes of the distribution licensee.
 - (d) The distribution licensee shall arrange to display feeder-wise outage data, efforts made for minimising outages, prevention of theft or unauthorised use of electricity or tampering, distress or damage to electrical plant, electric lines or meter and results obtained during the year, on its website.
 - (e) Whenever the existing meters are to be replaced by any new technology meters, the distribution licensee shall take adequate measures to create consumer awareness regarding the advantages of such replacement. The distribution licensee shall issue a public notice in at least four daily newspapers. Such information shall also be displayed in conspicuous manner on the distribution licensee’s website and the distribution licensee shall indicate the area-wise Schedule of dates for replacement of such meter.

12.0 Exemption: -

12.1 Nothing contained in these Regulations shall apply where, in the opinion of the Commission, the Distribution Licensee is prevented from meeting its obligations under these Regulations by:

- (a) Force Majeure conditions such as war, mutiny, civil commotion, riot, disaster such as flood, cyclone, lightning, earthquake, fire, etc. or such other events like strike, lockout, etc., affecting the Licensee's installations and activities.
- (b) outages due to failure of the generation and/or transmission network;
- (c) outages initiated by the National Load Despatch Centre/ Regional Load Despatch Centre/ State Load Despatch Centre during the occurrence of failure of their facilities; and
- (d) or any other occurrences beyond the control of the Distribution Licensee:

Provided that the Distribution Licensee shall not be exempted from maintaining the standards of performance under these Regulations, where such failure can be attributed to negligence or deficiency or lack of preventive maintenance of the distribution system or failure to take reasonable precaution on the part of the Distribution Licensee.

- (e) outages due to any other events that the Commission shall approve after due notice and hearing.

12.2 The Commission may by a general or special order issued for the purpose, and after hearing the Licensee and such representatives of the affected consumer group as the Commission consider it to be appropriate, 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 had otherwise duly made efforts to fulfil his obligations.

12.3 The Licensees shall strictly abide by the standards, benchmarks and timelines as specified in these Regulations, subject to the technical feasibility of the same as determined by the Commission from time to time.

13.0 Issue of orders and practice directions:

Subject to the provisions of the Electricity Act, 2003 and these Regulations, the Commission may, from time to time, issue orders and practice directions in regard to the implementation of these Regulations and the procedure to be followed on various matters, which the Commission has been empowered by this regulation to direct, and matters incidental or ancillary thereto.

14.0 Power to remove difficulties: -

If any difficulty arises in giving effect to any of the provisions of these Regulations, the Commission may, by general or special order, do anything not being inconsistent with provisions of the Act, which in the opinion of the Commission are necessary or expedient for the purpose of removing the difficulties.

15.0 Power to amend: -

The Commission may at any time add, vary, alter, modify or amend any of the provisions of these Regulations or the Schedules attached to this Regulation.

16.0 Repeal and Savings: -

- a) Save as otherwise provided in these Regulations, the Orissa Electricity Regulatory Commission (Licensees' Standards of Performance) Regulations, 2004, along with all subsequent amendments thereto, are hereby repealed.

- b) Section 5 of the Orissa General Clauses Act, 1937 shall apply to such repeal in the same manner and to the same extent as it applies to any enactment.
- c) Nothing in these Regulations shall affect the rights and privileges of the consumers under any other law, including the Consumer Protection Act, 1986.

(BY ORDER OF THE COMMISSION)

S E C R E T A R Y

SCHEDULE-I

GUARANTEED STANDARDS OF PERFORMANCE

Operation of call centre(s)

- 17.1 **First response against a consumer call:** The response time for the consumer call (from his/her registered phone number) shall be 3 minutes and any delay in the response time beyond the standard time allowed shall be subject to compensation as per Schedule-III of these regulations.
- 17.2 **Registration of consumer call and issue of complaint number:** The registration of consumer call (from his/her registered phone number) after the first response shall be completed in 5 minutes and any delay beyond the standard time allowed shall be subject to compensation as per Schedule-III of these regulations.

Restoration of supply

- 17.3 **Normal fuse-off:** Licensee shall restore power supply in the case of normal fuse-off calls, fuses at the distribution transformer or at the consumer premises within 1 hour of receiving the complaint in Municipal Corporation, within 2 hours of receiving the complaint in Urban Areas and within 6 hours of receiving the complaint in Rural Areas.
- 17.4 **Overhead line/ AB Cable breakdowns:** In case of overhead line/ AB cable breakdowns, the licensee shall ensure restoration of power supply within 4 hours of the occurrence of the breakdown in Municipal Corporation, within 6 hours of the occurrence of the breakdown in Urban Areas and within 24 hours occurrence of the breakdown in Rural Areas.
- 17.5 **Underground cable breakdowns:** In case of breakdown of underground cable, the licensee shall ensure restoration of power supply within 12 hours of occurrence of breakdown in Municipal Corporation & Urban Areas and within 48 hours of occurrence of breakdown in Rural Areas, after obtaining clearances.
- 17.6 **Distribution transformer failure:** Licensee shall restore supply in the case of distribution transformer failures by replacement of the transformer within 8 hours of receiving the complaint in Municipal Corporation, within 12 hours of receiving the complaint in Urban Areas and within 24 hours of receiving the complaint in Rural Areas.
- 17.7 **Period of Scheduled outages:** Interruption in power supply due to Scheduled outages, other than the load-shedding, shall be notified by the licensee at least 24 hours in advance and shall not exceed 8 hours in a day. In each such event, the licensee shall endeavour to ensure that the supply is restored by 6:00 PM during Summer and 5 PM during winter. The total number of Scheduled outages for any 11 kV feeder shall not exceed more than 4 in a year.

Complaints about meters

- 17.8 The licensee shall perform the following meter-related activities, subject to the provisions provided in the Supply Code and other associated regulations and codes.
- 17.9 The licensee shall regularly inspect, check and test the meters. However, the periodicity of such inspection shall not be less than that provided in the Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006, as amended from time to time.
- 17.10 The licensee shall read the consumer's meter on a fixed date ± 3 working days for the monthly billing cycle by an authorised representative of the licensee/supplier.

Provided, all types of smart meters shall be read remotely at least once a day and the other pre-payment meters shall be read by an authorised representative of the distribution licensee at least once in every three months.

- 17.11 Licensee shall inspect and check the correctness of the meter within 3 (three) days of receiving the complaint in Municipal Corporation, within 5 (five) days of receiving the complaint in Urban Areas and within 7 (seven) days of receiving the complaint in Rural Areas.
- 17.12 If during inspection, checking and testing, or on a complaint made by the consumer any meter or metering system, is found to be defective (e.g. burnt, stolen, stuck up, running slow, fast, creeping or improperly recording or not functioning according to the specifications etc..), the licensee shall inform the consumer and replace the meter within 2 (two) days in urban area & Municipal Corporation and 5 (five) days in rural area from the date of inspection, checking/testing and restore the supply.

Further, non-availability of meter shall not be reason for delay in the restoration of supply in case of meter found burnt.

- 17.13 If the meter is found to be defective 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 7 days of detection and shall replace the meter within 2 (two) days in urban area & Municipal Corporation and 5 (five) days in rural area from receiving the payment from the consumer and after necessary corrective action is taken to avoid future damage to the meter.

Issuance of Demand Note

- 17.14 The Licensee shall raise the demand note to the applicant for New Connection, Load Enhancement, Shifting of connection at other premises, Conversion of Service, Temporary Supply, Shifting of Service Connection in exiting premises, Deviation of line and Shifting of equipment following relevant process as provided in the OERC Distribution (Conditions of Supply) Code, 2025 as amended from time to time. The standard time for providing such services is as follows;

Table-3

Sl. No.	Description	Time period
(i)	Acceptance of Application	Zero date
(ii)	Field Inspection	Within 2 days of the Acceptance of the Application
(iii)	Load Sanction and demand note	Within 2 days of the Field Inspection
(iii)	Load Sanction and demand note (where consumer contribution is required for augmentation of the network)	Within 10 days of the Field Inspection

Applications for New Connections/Additional Load

- 17.15 In case, where no extension of distribution main or commissioning of new substation is required, the licensee/supplier shall provide new connection or modify an existing connection not exceeding 3 (three) days in metropolitan areas/ Municipal Corporation, 7 (seven) days in other urban areas and 15 (fifteen) days in rural areas after submission of application complete in all respects, payment of fees, charges and security amount payable
- 17.16 In cases where the power supply requires an extension and/or augmentation of the distribution mains, the Licensee shall inform the applicant of the approximate time frame by which the applied load can be energised. Such time frame shall not exceed the time Schedule specified as under:

Table-4

Sl No.	Network modification required	Time limit
1	Extension of LT line up to 150 Meter	Within 15 (Fifteen) days
2	Extension of LT lines more than 150 Meter and/or augmentation of Distribution Transformer (DT)	Within 30 (Thirty) days
3	Erection of new Distribution Transformer (DT)	Within 60 (Sixty) days
4	Erection of new HT line and Distribution Transformer (DT) and/or augmentation of existing HT line network	Within 90 (Ninety) days
5	Augmentation of EHT level line and/or Sub-Station (33/11 kV)	Within 180 (One Hundred Eighty) days

LT Agriculture Connection

- 17.17 Agricultural connection, when clear access to fields is available, the licensee/supplier shall provide new connection or modify an existing connection within the timeline as specified above. Provided when no clear access is available to the field, the maximum timeline for new connection or modifying an existing connection shall not exceed 180 days.
- 17.18 In the case of application for new connection, where the extension of supply requires the erection and commissioning of new 33/11 KV sub-station, the Distribution Licensee/supplier shall, within 15 days of receipt of the application, submit to the Commission a proposal for the erection of 33/11 KV sub-station together with the time required for commissioning the substation. The Commission shall, after hearing the Distribution Licensee/supplier and the consumer concerned, decide on the proposal and the time frame for the erection of the substation. The Distribution Licensee/supplier shall erect and commission the sub-station and commence power supply to the applicant within the period approved by the Commission.
- Provided that if the substation is meant to extend supply to an individual consumer, the Licensee/supplier may, unless otherwise directed by the Commission, commence erection of the substation only after receipt of necessary security from the applicant.
- Provided further that, where such substation is covered in the investment plan approved by the Commission, the Distribution Licensee/supplier shall complete the erection of such substation within the time period stated in such investment plan.
- Provided that wherever the substation or the line has been covered in the investment plan approved by the Commission, the distribution licensee/supplier should not collect any charge from the intending consumers, in case the line or substation proposed in the investment plan would not have been there.
- 17.19 Licensee may approach the Commission for extension of time specified above, in specific cases where the extension of distribution mains requires more time, along with the details. In such cases, the licensee shall inform the consumer about the likely time of resolution of the complaint.
- 17.20 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 the consumer's obligation over which licensee has no reasonable control.

Temporary supply of power

- 17.21 Licensee shall examine the technical feasibility of the connection requested for. If the connection is not found technically feasible, the licensee shall inform the applicant in writing within 3 days for LT and 15 days for HT/EHT connections after receipt of the application

form, giving reason(s) for the same. However, no connection up to 10 kW shall be rejected on technical grounds.

- 17.22 If, on inspection/re-inspection, the connection is found feasible, the licensee shall sanction the load applied for and issue a demand note for Depositing the amount within 7 days of inspection. the licensee/supplier shall provide the connection as per the timeline provided under Regulation 17.15 to 17.20 “***Applications for New Connections/Additional Load***”.
- 17.23 The temporary connection shall be through a prepaid meter as defined in the OERC (Conditions of Supply) Code, 2025, as amended from time to time.

Shifting of meters/service lines

- 17.24 The following Schedule shall be observed for completing the works from the date of payment of the charges and necessary clearances:

Table-5

Sl. No.	Application for Shifting of:	Time limit
1	Meter/service line	3 days
2	LT lines	7 days
3	11KV lines	15 days
4	33KV lines	30 days
5	11/0.4kV Distribution Transformer & structures	30 days

The accounts should be settled within 30 days from the date of completion of the shifting work by recovery of excess expenditure or by refund of the balance deposit by way of adjustment in the E.C.bill.

Transfer of ownership and conversion of services

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

Table-6

(a)	Title transfer of ownership	Within the second billing cycle from the receipt of the application, with the necessary documents and the necessary fee, if any
(b)	Change of classification by the consumer	After receipt of the application of change of classification by a Consumer, the licensee shall inspect within 2 (two) days of the acceptance of the application. If on inspection, the consumer’s request for reclassification is found valid, the change of classification shall be effective from the date of inspection & the same shall be reflected in the next billing cycle and a written acknowledgement shall be sent to the consumer within 7 (seven) days from the date of inspection Provided that if the licensee/supplier does not find the request for reclassification valid, it shall inform the applicant in writing, giving reason(s) for the same, within 7 (seven) days from the date of inspection.

(c)	Conversion from 1 phase to 3 phase LT, from LT to HT and vice versa.	As per the timeline specified under Regulation 17.15 to 17.20 “Applications for New Connections /Additional Load”
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Complaints about consumers’ bills

- 17.26 The Distribution Licensee shall acknowledge a consumer’s complaint with immediate effect by providing a unique complaint number. The licensee shall resolve the complaint regarding electricity bills within the timeline as specified as under;

Table-7

Sl. No.	Nature of complaint	Time limit
1	Resolution of the Billing mistake if no additional information is required	On the Same day
2	Resolution of Billing mistakes if additional information is required	Within 10 (Ten) days
3	Resolution of Billing mistakes if site visit is required	Within 15 (Fifteen) days

- 17.27 On redressal of the complaint if revision of the bill becomes necessary, the due date for payment of the bill would be reckoned from the date of the revised bill. For the purpose of calculating additional charges for delayed payment or for disconnection of supply, the date of the revised bill shall be considered.

Disconnection of supply on the request of consumers

- 17.28 Licensee shall disconnect the supply on receipt of request for disconnection within 2 days from the receipt of the application in Municipal Corporation, within 3 (three) days from the receipt of the application in Urban Areas and within 7 (seven) days from the receipt of the application in Rural Areas.
- 17.29 Thereafter, the licensee/supplier shall carry out a special reading and prepare a final bill including all arrears up to the date of such billing within 10 (ten) days from the disconnection. Upon payment, the licensee/supplier shall issue a receipt with ‘Final Bill’ stamped on it. This receipt shall be treated as a No Dues Certificate.
- 17.30 The security deposit amount with the licensee/supplier shall be refunded to the consumer within seven (7) days as per Regulation 58 of the OERC (Conditions of Supply) Code, 2025.

Reconnection of supply following disconnection due to non-payment of bills.

- 17.31 If any service is disconnected on account of non-payment of electricity charges or any other charges due to licensee/supplier, after the consumer has duly paid the amounts due, the additional charges for the delay and the charges for reconnection, the licensee/supplier shall restore power supply to a consumer, within 4 (four) working hours of receipt of production of proof of payment by the consumer in Municipal Corporation & Urban Areas, and within 12 (twelve) working hours of production of proof of payment by the consumer in Rural Areas.
- 17.32 In case of prepaid meter, the AMI application initiates auto-reconnection after successful recharge of the meter within 60 minutes. In case the supply is not restored within 60 minutes, the Licensee shall provide a helpline number for the Consumer to contact and the supply shall be restored, not later than 4 (four) hours.
- 17.33 In case of permanent disconnection, the licensee/supplier shall restore the supply after undertaking the works or providing the electric line within the time stated for providing any new connection and the consumer shall also pay for such reconnection as if he has been provided a new connection.

Quality of Power Supply

- 17.34 Distribution licensee shall be responsible to their consumers for supplying electricity with adequate power quality levels as defined in these Regulations. The distribution licensee shall identify strategic locations in their electrical network and install the power quality meters at all such locations to maintain power quality in their supply area.
- 17.35 Distribution licensee to identify the designated customers that are major power quality polluters and inject harmonics into the distribution system beyond the limits specified in these Regulations. The designated customers shall be responsible for controlling the harmonic injection into the distribution system within the limits specified in these Regulations.
- 17.36 The characteristics of power quality of electrical supply considered in these Regulations are to be controlled by the distribution licensee:
- Supply voltage variations
 - Supply voltage flicker
 - Supply voltage unbalance
 - Supply voltage dips and swells
 - Supply voltage harmonics
 - Supply Interruptions

The characteristic of power quality of electrical supply considered in these Regulations to be controlled by designated customers is:

- Current harmonics
- 17.37 The limits specified in these Regulations for power quality parameters shall apply only under normal operating conditions.

Supply voltage variations

- 17.38 The Distribution Licensee shall ensure that the voltage at the Consumer's Point of Supply remains within the permissible steady-state variation limits specified in the Table below, in accordance with IS 12360:

Table-8

Nominal System Voltage	Reference Time Frame	Permissible Voltage Variation
LV (≤ 1 kV) – single-phase	100% of the time	+6% / –6%
LV (≤ 1 kV) – three-phase	100% of the time	+6% / –9%
HV (> 1 kV & ≤ 33 kV)	100% of the time	+6% / –9%

Provided that:

- Measurements shall be carried out in accordance with the applicable notified Indian Standards, and in the absence of such Standards, as per IEC 61000-4-30:2015, as amended from time to time.
- Voltage variations shall be assessed over a continuous measurement period of not less than seven (7) days, using 10-minute mean RMS values and compared with 95th percentile (value exceeded for 5% of the time) and 99th percentile (value exceeded for 1% of the time) calculations.
- Measurements shall be taken under normal operating conditions; for poly-phase systems, all phases shall be measured.

Supply Voltage Flicker (Pt)

- 17.39 The voltage flicker shall be assessed in two different severity levels: Long-Term severity (P_{lt}) and Short-Term severity (P_{st}). Short-term severity shall be measured over a period of 10 min

and long-term severity shall be calculated from a sequence of twelve P_{st} -values over a 2-hour time interval, according to the following expression:

$$P_{lt} = \sqrt[3]{\sum_{i=1}^{12} \frac{P_{st}^3}{12}}$$

- 17.40 The permissible limits of short-term voltage flicker and long-term voltage flicker severity for the distribution licensee shall be 1.0 and 0.8 at all supply terminals 100% of the time, respectively.

Provided that:

The measurements shall be undertaken in accordance with IEC 61000-4-30. For statistical evaluation, voltage flicker shall be assessed for the period not less than 7 continuous days. The short-time 10 min values are accumulated over periods of one week and the 95th percentile values (i.e., those values that are exceeded for 5% of the measurement period) are calculated for each 7-day period for comparison with the recommended limits. The values are measured in normal operating conditions, excluding the time period of a voltage dip. For poly-phase systems, the voltage flicker shall be measured in all phases of the supply.

Supply Voltage Unbalance (UB)

- 17.41 The supply voltage unbalance in respect of three three-phase supply shall be assessed from the ratio of rms value of the negative phase sequence component (fundamental) to the rms value of the positive phase sequence component (fundamental) of the supply voltage. The supply voltage unbalance shall be maintained at less than or equal to 2% by the distribution licensee.

Provided that: For statistical evaluation, voltage unbalance shall be assessed for the period not less than 7 continuous days. The short-time 10 min values are accumulated over periods of one week and the 95th percentile values (i.e., those values that are exceeded for 5% of the measurement period) are calculated for each 7-day period for comparison with the recommended limits. The values are measured in normal operating conditions.

Supply voltage Dip or Sag

- 17.42 The Supply voltage dips shall comply with Table 10 given below and are specified with reference to:
- Number of events per year
 - Event duration (t)
 - Residual Voltage (u)
 - Declared voltage (U_c)

Table 9: Supply Voltage Dip Limits for LV and MV Networks in Terms of Number of Events per Year

Residual Voltage (%)	Duration t (ms)				
	$10 \leq t \leq 200$	$200 < t \leq 500$	$500 < t \leq 1000$	$1000 < t \leq 5000$	$5000 < t \leq 60000$
$90 > u \geq 80$	30	40	10	5	5
$80 > u \geq 70$	30	40	5	5	5
$70 > u \geq 40$	10	40	5	5	5
$40 > u \geq 5$	5	20	5	5	5

Supply voltage swells

17.43 The Supply voltage swell shall comply with the following and is specified with reference to:

- i. Number of events per year
- ii. Event duration (t)
- iii. Swell Voltage (u)
- iv. Declared voltage (Uc)

The voltage swell shall be measured in accordance with IEC 61000-4-30 and shall not fall outside the duration from 10 ms up to and including 1 min.

Voltage Harmonics

17.44 The voltage harmonic distortion of the supply voltage shall be assessed in terms of the Total Harmonic Distortion (THD_V), considering harmonic components up to the 50th order. THD_V shall be taken as the square root of the sum of squares of all voltage harmonics expressed as a percentage of the magnitude of the fundamental measured with the following formula: -

$$THD_V = \sqrt{\sum_{h=2}^N V_h^2}$$

Where,

V_h = The percent rms value of the hth harmonic voltage component, and

N = The highest harmonic order considered in the calculation.

17.45 The distribution licensee shall control the value of THD_V measured at Point of Common Coupling (PCC) for LV and MV networks to less than or equal to 8% and 5% respectively, for 100% of the time.

Current Harmonics

17.46 The designated customers shall limit the value of harmonic currents measured at Point of Common Coupling (PCC) measured over 10-minute period to the values as given in the table below:

Table 10: Values of Current distortion limits (TDD)

Maximum harmonic current distortion in percent of I _L						
Individual harmonic order (odd harmonics) ^{a, b}						
I _{sc} /I _L	3 ≤ h < 11	11 ≤ h < 17	17 ≤ h < 23	23 ≤ h < 35	35 ≤ h ≤ 50	TDD
< 20*	4.0	2.0	1.5	0.6	0.3	5.0
20 < 50	7.0	3.5	2.5	1.0	0.5	8.0
50 < 100	10.0	4.5	4.0	1.5	0.7	12.0
100 < 1000	12.0	5.5	5.0	2.0	1.0	15.0
> 1000	15.0	7.0	6.0	2.5	1.4	20.0

Note:

* All power generation equipment is limited to these values of current distortion, regardless of actual I_{sc}/I_L;

^aEven harmonics are limited to 25% of the odd harmonic limits above;

^bCurrent distortions that result in a dc offset, e.g., half-wave converters, are not allowed; where I_{sc} = maximum short-circuit current at PCC;

I_L = maximum demand load current (fundamental frequency component);

17.47 For statistical evaluation, current harmonics shall be assessed for the period not less than 7 continuous days. The short-time 10 min values are accumulated over periods of one week and

the 95th and 99th percentile values (i.e., those values that are exceeded for 5% and 1% of the measurement period) are calculated for each 7-day period for comparison with the recommended limits. The values of TDD are measured at PCC in normal operating conditions.

- 17.48 The weekly 95th percentile short-time 10 min harmonic current values should be less than the value given in above Table-7. However, the weekly 99th percentile short-time 10 min harmonic current values should be less than 1.5 times the value given in above Table-11.
- 17.49 The limits of current harmonics injected by the designated customer, point of harmonic measurement i.e. Point of Common Coupling (PCC), method of harmonic measurement and other matters shall be in accordance with per applicable notified IS and in absence of IS, the IEEE 519-2014 namely 'IEEE Recommended Practices and Requirements for Harmonic Control in Electrical Power Systems', as modified from time to time. The measurements undertaken to determine compliance shall be carried out in accordance with the requirements as specified in IEC 61000-4-7 and IEC 61000-4-30.

Short Supply Voltage Interruptions

- 17.50 Short voltage interruptions shall comply with the Table given below and are specified with reference to:
- Number of events per year
 - Event duration (t)
 - Declared voltage (Uc)

Table 11: Short Voltage Interruption Limits (number of events per year) for LV and MV Networks.

Residual Voltage (%)	Duration t (ms)				
	$10 \leq t \leq 200$	$200 < t \leq 500$	$500 < t \leq 1000$	$1000 < t \leq 5000$	$5000 < t \leq 60000$
$5 > u$	5	20	30	10	10

Provided that:

The short voltage interruptions shall be measured in accordance with IEC 61000-4-30 and shall not fall outside the duration from 10 ms up to and including 1 min; The voltage swell shall be measured in all phases of supply.

Long or Sustained Supply Voltage Interruptions

- 17.51 The Distribution Licensee shall calculate the reliability of its distribution system on the basis of the number and duration of interruptions in a reporting period, using the following indices as prescribed by the Institute of Electrical and Electronics Engineers (IEEE) Standard 1366-2003 as per the formulae described below;
- System Average Interruption Frequency Index (SAIFI);
 - System Average Interruption Duration Index (SAIDI);
 - Customer Average Interruption Duration Index (CAIDI);
 - Momentary Average Interruption Frequency Index (MAIFI);
 - Customer Average Interruption Frequency Index (CAIFI);
 - Average Service Availability Index (ASAI);
 - Average System Interruption Frequency Index (ASIFI); and
 - Average System Interruption Duration Index (ASIDI)

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

- a) Scheduled outages;
 - b) Outages due to failure of the grid;
 - c) Outages due to the reasons described in these Regulations 12.1, 12.2 & 12.3.
- 17.52 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 a momentary interruption and outage time higher than 5 (Five) minutes shall be considered as a sustained interruption.
- 17.53 The Distribution Licensee shall put in place a mechanism, preferably with automated tools, to 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.
- 17.54 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 the 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.”
- 17.55 The Distribution Licensee shall maintain data on the reliability indices for each zone/circle/division/sub-division on a monthly basis as well as for Urban and Rural areas separately.
- 17.56 The Distribution Licensee shall compute the value of these indices separately for feeders serving predominantly agricultural loads. The methodology for the computation of indices shall remain the same as in the case of other feeders.
- 17.57 The Distribution Licensee shall put up, at the end of each month, such monthly information on reliability indices on the website of the Distribution Licensee and shall submit such report quarterly to the Commission as per the format given in Annexure III.
- 17.58 Based on the information submitted by licensees, the Commission would notify the target levels for the reliability indices annually. The Distribution Licensee shall make concentrated efforts to achieve the standards of reliability fixed by the Commission from time to time. The licensee shall be evaluated annually to compare the licensee's actual performance with the targets.

Method to Compute Distribution System Reliability Indices

- 17.59 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 during the Reporting Period, which shall be calculated as per the formula specified below;

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

II. Average System Interruption Frequency Index (ASIFI)

The calculation of the Average System Interruption Frequency Index (ASIFI) is based on load rather than customers affected. ASIFI is sometimes used to measure distribution performance in areas serving relatively few customers that have relatively large concentrations of load, predominantly industrial/commercial customers. Theoretically, in a system with homogeneous load distribution, ASIFI would be the same as SAIFI. Mathematically, this ASIFI is given in Equation.

$$\text{ASIFI} = \frac{\sum \text{Total Connected kVA of Load Interrupted}}{\text{Total Connected kVA Served}}$$

To calculate the index, use Equation.

$$\text{ASIFI} = \frac{\sum L_i}{L_T}$$

III. Average System Interruption Duration Index (ASIDI)

The calculation of the Average System Interruption Duration Index (ASIDI) is based on load rather than customers affected. Mathematically, ASIDI is given in Equation.

$$\text{ASIDI} = \frac{\sum \text{Connected kVA Duration of Load Interrupted}}{\text{Total Connected kVA Served}}$$

To calculate the index, use Equation.

$$\text{ASIDI} = \frac{\sum r_i L_i}{L_T}$$

Where,

r_i = Restoration time for each interruption event;

L_i = Connected kVA load interrupted for each interruption event;

L_T = Total connected kVA load served

IV. System Average Interruption Duration Index (SAIDI)

SAIDI indicates the total duration of interruption for the average customer during the Reporting Period, 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 each Sustained Interruption event during the Reporting Period; and

N_T = Total number of Customers Served for the Areas

CMI = Cumulative Customer minutes of Interruption = $\sum R_i N_i$

V. 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;

$$\begin{aligned}\text{CAIDI} &= (\text{Cumulative Customer Interruption Durations}) \div (\text{Total Number of Interrupted Customers for Sustained Interruption events during the Reporting Period}) \\ &= \Sigma (R_i \times N_i) / \Sigma (A_i \times N_i) = \text{SAIDI} / \text{SAIFI}\end{aligned}$$

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

VI. Momentary Average Interruption Frequency Index (MAIFI):

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

$$\begin{aligned}\text{MAIFI} &= \frac{\text{Cumulative Momentary Customer Interruptions}}{\text{Total Number of Customers served for the Areas}} \\ &= \Sigma (I_{mi} \times N_{mi}) / N_t\end{aligned}$$

Where,

m_i = a momentary interruption event;

I_{mi} = Total Number of Momentary Interruption Events;

N_{mi} = 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

VII. Customer Average Interruption Frequency Index (CAIFI)

CAIFI indicates the average number of interruptions experienced by customers who have been affected by outages during the Reporting Period, which shall be calculated as per the formula specified below;

$$\begin{aligned}\text{CAIFI} &= \text{Total Number of Sustained Interruptions} / \text{Number of Interrupted Customers for Sustained Interruption} \\ &= \Sigma (A_i / N_i)\end{aligned}$$

VIII. Average Service Availability Index (ASAI):

The Average Service Availability Index (ASAI) represents the fraction of time (often in percentage) that a customer has received power during the defined reporting period. Mathematically, this is given in Equation.

$$\text{ASAI} = \frac{\text{Customer Hours Service Availability}}{\text{Customer Hours Service Demand}}$$

To calculate the index, use Equation

$$\begin{aligned}\text{ASAI} &= \frac{N_T \times (\text{Number of hours/ yr}) - \Sigma r_i N_i}{N_T \times (\text{Number of hours/yr})}\end{aligned}$$

NOTE—There are 8760 hours in a non-leap year and 8784 hours in a leap year.

- 17.60 The distribution licensee shall maintain the reliability on monthly basis within the limits specified in the table below:

Table 12: Limits for Reliability indices

Reliability Indices	Standards of Performance Indicating the maximum time limit for rendering the service (per month)
SAIFI	15 interruptions per customer (Municipal Corporation)
	30 interruptions per customer (Urban)
	35 interruptions per customer (Rural)
SAIDI	6 hrs./month (360 mins/month) (Municipal Corporation)
	15 hrs./month (900 mins/month) (Urban)
	20 hrs./month (1200 mins/month) (Rural)

Redressal of Consumer Complaints with regard to Power Quality:

- 17.61 The consumer complaints in relation to the Power Quality shall be redressed in the following manner in accordance with these Regulations as under:
- On receipt of a power quality complaint, the distribution licensee shall demonstrate and satisfy that it meets the requirements of Power Quality standards specified in these Regulations.
 - In case of complaint on voltage variations, unbalance and voltage harmonics, the distribution licensee shall –
 - ensure that the power quality parameters are brought within the specified limits within 2 days of the receipt of a complaint, provided that the fault is identified to a local problem.
 - ensure that the power quality parameters are brought within the specified limits, within 10 days of the receipt of a complaint, provided that no expansion/enhancement of the network is involved; and
 - resolve the complaint within 180 days, provided that if up-gradation of the distribution system is required.
 - In cases where substation is required to be erected to resolve voltage fluctuation complaints, the licensee shall, within one month of the receipt of such complaint, submit to the Commission a proposal for the erection of substation, together with the time required to complete the erection and commissioning of such substation and get the same approved by the Commission. In such cases, the licensee is required to inform the consumer about the likely time of resolution of the complaint. Provided that where such substation is covered in the licensee's capital expenditure plan approved by the Commission, the licensee shall complete the erection and commissioning of such substation within the time period specified in such capital expenditure plan.
- 17.62 The compensation for industrial and agricultural consumers, 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.

SCHEDULE-II

OVERALL STANDARDS OF PERFORMANCE

- 18.1 **Normal fuse-off calls:** The licensee shall maintain the percentage of fuse-off calls rectified within the time limits specified under Regulation 17.3 of SCHEDULE-I to total calls received of not less than 98 % of the total calls received.
- 18.2 **Overhead line/AB Cable breakdowns:** In case of line breakdowns, the licensee shall ensure restoration of power supply within the time limits as specified in Regulation 17.4 of SCHEDULE-I. The licensee shall achieve this standard of performance in at least 98 % of the overall cases of the line breakdowns.
- 18.3 **Underground Cable breakdowns:** In case of breakdown of underground cable, the licensee shall ensure restoration of power supply within the time limits specified in Regulation 17.5 of SCHEDULE-I. The licensee shall achieve this standard of performance in at least 98 % of the overall cases of the line breakdowns.
- 18.4 **Distribution Transformer Failures:** The licensee shall maintain the percentage of distribution transformers replaced within the time limits specified in Regulation 17.6 of SCHEDULE-I to the total distribution transformer failures at a value not less than 98 % of the total distribution transformer failures.
- 18.5 **Reconnection of supply following disconnection due to non-payment of bills:** Licensee shall achieve the standards of performance as specified in Regulation 17.31 & 17.32 of SCHEDULE-I in at least 98% of the cases.
- 18.6 **Shifting of meters/service lines:** Licensee shall achieve the standards of performance as specified in Regulation 17.24 of SCHEDULE-I in at least 98% of the cases.
- 18.7 **New connection/additional load:** Licensee shall achieve the standards of performance as specified in Regulation 17.15, 17.16, 17.17, 17.18 & 17.19 of Schedule-I in at least 98% of the cases.
- 18.8 **Transfer of ownership and change of category:** Licensee shall achieve the standards of performance as specified in Regulation 17.21, 17.22 & 17.23 of Schedule-I in at least 98% of the cases.
- 18.9 **Temporary supply of power:** Licensee shall achieve the standards of performance as specified in Regulation 17.28, 17.29 & 17.30 of Schedule-I in at least 98% of the cases.
- 18.10 **Disconnection of supply:** Licensee shall achieve the standards of performance as specified in Regulation 17.28, 17.29 & 17.30 of Schedule-I in at least 98% of the cases.
- 18.11 **Period of Scheduled outages:** Licensee shall achieve the standards of performance as specified in Regulation 17.7 of Schedule-I in at least 98% of the cases.
- 18.12 **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%.
- 18.13 **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%.
- 18.14 **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.

Safety

- 18.15 The construction, operation and maintenance of the distribution system shall be carried out strictly in accordance with the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2023, Central Electricity Authority (Technical Standard for

Construction of Electric Plants & Electric Lines) Regulations, 2022, and CEA Guidelines for benchmarking of O&M norms for Distribution utilities as amended from time to time.

- 18.16 The Licensee shall take all necessary actions to spread awareness among the consumers for the safe usage of electricity including proper earthing.
- 18.17 The grounding provided for the equipment and lines and earthing grid for stations shall be in accordance with IS 3043- 2018 Code of Practice for Earthing.
- 18.18 The Licensee shall take necessary steps to measure leakage current at various points in the system.
- 18.19 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 the conductor.
- 18.20 The records of all the fatal electrocution accidents shall be maintained along with 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 measures for avoiding the recurrence of such accidents shall be submitted to the Commission.

SCHEDULE-III:
COMPENSATION

19. In case of failure of the licensee to meet the guaranteed standards of performance as specified in SCHEDULE I of these regulations, compensation shall be payable to the consumer, as shown in the table below:

Table-13

Sl. No.	SOP Parameters	As per Regulation	Standard	Compensation payable to the consumer for the period of default in case of violation of the standard	Mode of Compensation
Operation of call centre(s)					
1.	First response against a Consumer Call	Regulation 17.1	3 (three) minutes	Rs.50/- for each default	Automatic
2.	Registration of consumer call and issue of complaint number	Regulation 17.2	5 (five) minutes	Rs.100/- for each default	Automatic
Restoration of supply					
4.	Normal fuse off	Regulation 17.3	<ul style="list-style-type: none"> • 1 (one) hour- Municipal Corporation • 2 (two) hours- Urban Areas • 6 (six) hours- Rural Areas 	Rs.50/- per hour or part thereof delay	Automatic
5.	Overhead Line / Cable breakdowns	Regulation 17.4	<ul style="list-style-type: none"> • 4 (four) hours- Municipal Corporation • 6 (six) hours- Urban Areas • 24 (twenty-four) hours- Rural Areas 	Rs.50/- per hour or part thereof delay	Automatic
6.	Underground cable breakdown	Regulation 17.5	<ul style="list-style-type: none"> • 12 (twelve) hours- Municipal Corporation & Urban Areas • 48 (forty-eight) hours- Rural Areas 	Rs.50/- per hour or part thereof delay	Automatic
7.	Distribution Transformer Failure	Regulation 17.6	<ul style="list-style-type: none"> • 8 (eight) hours- Municipal Corporation • 12 (twelve) hours- Urban Areas • 24 (twenty-four) hours- Rural Areas 	Rs.50/- per hour or part thereof delay	Automatic
8	Period of Scheduled outages				

8(a)	Maximum duration of the scheduled outage	Regulation 17.7	8 (eight) hours a day	Rs.50/- per hour or part thereof delay	Automatic
8(b)	Number of scheduled outages for any 11 kV feeder in a year		4 (four) in a year	Rs.50/- for each default	Automatic
Meter complaints					
9	Reading of the consumer's meter	Regulation 17.10	± 3 (three) working days	Rs.50/- for each default	Automatic
10	Meter inspection in case of consumer complaint	Regulation 17.11	<ul style="list-style-type: none">• 3 (three) days - Municipal Corporation• 5 (five) days - Urban Areas• 7 (seven) days - Rural Areas	Rs. 50/- for each day of default, subject to maximum of Rs. 1500/- for LT connections and Rs. 250/- for each day of default, subject to maximum of Rs.2500/- for HT connections.	Automatic
11	Meter replacement	Regulation 17.12	<ul style="list-style-type: none">• 2 (two) days- Municipal Corporation & Urban Areas• 5 (five) days - Rural Areas	Rs. 50/- for each day of default, subject to maximum of Rs. 1500/- for LT connections and Rs. 250/- for each day of default, subject to maximum of Rs.2500/- for HT connections	Automatic
Issuance of Demand Note					
12	Acceptance of application, field inspection, Load Sanction and raising of demand note	Regulation 17.14	As in Table-3	Rs 50 for each day of default	Automatic
New connection/ additional load/ temporary connection for consumers					
13	New connection/ additional load where supply can be provided from the existing network	Regulation 17.15	<ul style="list-style-type: none">• 3 (three) days - Municipal Corporation• 7 (seven) days - Urban Areas• 15 (fifteen) days - Rural Areas	Rs 100 for each day of default	Automatic
14	New connection/ additional load where supply can be provided after extension/ augmentation of the network	Regulation 17.16 & 17.17	As in Table 4	Rs 100 for each day of default	Automatic
15	Erection of the substation (33/11	Regulation 17.18		Rs 100 for each day of default	Manual

	kV) is required to extend the supply				
16	Issue of temporary connection	Regulation 17.21 & 17.22		Rs 100 for each day of default	Automatic
Shifting of meters/ service lines					
17	Shifting of meter, service lines & DTs	Regulation 17.24	As in Table 5	Rs 100 for each day of default	Automatic
Transfer of ownership, change of category					
18.	Title, transfer of ownership	Regulation 17.25 (a)	Within the second billing cycle	Rs 50 for each day of default	Automatic
19	Change of classification by the consumer	Regulation 17.25(b)	As in Table 6	Rs 100 for each day of default	Automatic
20	Conversion from 1 phase to 3 phase LT, from LT to HT and vice versa	Regulation 17.25(c)	As in Table-6	Rs 100 for each day of default	Automatic
Consumer bill complaint					
21	Billing complaint resolution	Regulation 17.26 & 17.27	<ul style="list-style-type: none"> No additional information is required- Same day Additional information is required- 10 (ten) days site visit is required- 15 (fifteen) days 	Rs.100/- for each day of default	Automatic
Disconnection of supply					
22	Disconnection of supply	Regulation 17.28	<ul style="list-style-type: none"> 2 (two)days - Municipal Corporation 3 (three) days - Urban Areas 7 (seven) days - Rural Areas 	Rs.50/- for each day of default	Automatic
23	Preparation of the final bill and Issue of the no-dues certificate	Regulation 17.29	10 days from the disconnection	Rs.50/- for each day of default	Automatic
Reconnection of supply following disconnection due to non-payment of bills					
24.	Reconnection of the supply after disconnection	Regulation 17.38, 17.39 & 17.40	<ul style="list-style-type: none"> 4 working hours- Municipal Corporation & Urban Areas 12 working hours- Rural Areas 	Rs 50 for each hour of default	Automatic

			• prepaid meter: 4 hours		
Quality of Supply					
25	voltage variations, unbalance and voltage harmonics, in case a fault is identified as a local problem.	Regulation 17.61	2 days of the receipt of a complaint	Will be notified by the Commission	
26	voltage variations, unbalance and voltage harmonics, no expansion/enhancement of the network is involved	Regulation 17.61	10 days of the receipt of a complaint		
27	voltage variations, unbalance and voltage harmonics, in the case where upgradation of the distribution system is required.	Regulation 17.61	180 days of the receipt of a complaint		
28	voltage variations, unbalance and voltage harmonics, in the case of the erection of the substation, are required	Regulation 17.61			
29	SAIFI	Regulation 17.60	<ul style="list-style-type: none"> • 15 interruptions per customer (Municipal Corporation) • 30 interruptions per customer (urban) • 35 interruptions per customer (rural) 	Rs.50/- per consumer for each no of defaults	Automatic
30	SAIDI	Regulation 17.60	<ul style="list-style-type: none"> • 6 hrs./month (360 mins/month) 	Rs.50/- per consumer for each hours of default	Automatic

			(Municipal Corporation)		
			• 15 hrs./month (900 mins/month) (urban)		
			• 20 hrs./month (1200 mins/month) (rural)		
31	ASAIFI	Regulation 17.59	Will be notified by the Commission		
32	ASAI				
33	ASAI				

NOTE:

- (a) For the purpose of determining compensation to the consumer in case of violation of the standard, the days beyond the standard for the period of default shall be taken as calendar days.
- (b) Where the compensation payable has been specified based on default in days and the default is for a part of the day, the compensation shall be payable for the whole day.
- (c) Where the compensation payable has been specified based on default in hours and the default is for a part of the hour, the compensation shall be payable on a pro-rata basis.
- (d) For the determination of compensation, the time taken for providing services as narrated in the table above shall not be considered on account of the following:
 - i. If at any stage, additional time period is sought by the applicant for reasons to be recorded in writing; or
 - ii. If the same is on account of reasons such as right of way, acquisition of land, availing access to land or space for installation of transformer/circuit breaker, meter and/or time attributable to the consumer/local authority, etc., or the occurrence of any force majeure event, over which Licensee has no control and the reasons for the delay are communicated to the applicant within the period specified for energisation; or
 - iii. If additional time is allowed by the Commission for completion of work.