

Publication of Standards of Performance and Reliability Indices for FY2023-24 under Section 59 (Information with respect to level of performance) of Electricity Act 2003 as reported by the Distribution Licensees of State.

Standard of Performance and level of Compensation payable to consumers for default in each case as specified in MPERC(Distribution Performance Standards)(Revision II) Regulations, 2012 as amended (Appendix A)		
Service Area	Guaranteed Standards	Compensation payable to affected consumer
(i) Responding to Normal Fuse-off Call and Rectifications		
Urban areas	Within 4 hours in all working days and within 5 hours in all non-working days.	Rs. 100 for each day (or part thereof) of delay in rectification of complaint.
Rural Area	Within 24 hours	
(ii) Restoration of supply on account of Line Breakdowns (not including breaking/uprooting of poles)		
Urban areas	Within 12 daylight - hours.	Rs. 100 for each day (or part thereof) of delay in restoration of supply
Rural Area	Within 3 days	
(iii) Distribution Transformer Failure		
Replacement of transformer or restoration of supply in Commissionary head quarter	Within 12 hours	Rs. 100 each to all the consumers served through the particular transformer
Replacement of transformer or restoration of supply in urban areas other than Commissionary head quarter	Within 24 hours	
Replacement of transformer or restoration of supply in rural areas	Within 72 hours during dry weather and within seven days during monsoon season (July to September)	
(iv) Period of scheduled outages (not exceeding four times a year)		
Maximum duration in a single stretch	Not to exceed 12 hours	Rs. 100 for each day (or part thereof) of delay
(v) Meter Complaint		
Impact and check correctness	Within 7 days	Rs. 100 per week (or part thereof) of delay
Replace slow, creeping or stuck up meters	Within 24 hours in urban areas and 72 hours in rural areas	
Replace burnt meters if cause not attributed to consumer		
Replace burnt meters in all other cases		

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Service Area	Guaranteed Standards	Compensation payable to affected consumer
(vi) Application for new connection/enhancement of contract demand/ reduction in contract demand		
Deviation from target in case of LT	As notified under the Electricity Supply Code as applicable	Rs. 100 per day (or part thereof) of delay
Deviation from target in case of HT and EHT	As notified under the Electricity Supply Code as applicable	Rs. 200 per day (or part thereof) of delay
(vii) Conversion of service		
Change of category	Within 15 days after completion of formalities	Rs. 100 per day (or part thereof) of delay
Conversion from LT 1-ph to LT 3 -ph and vice-versa	Within 15 days from the date of payment of charges and submission of report and within 90 days if extension of line is required	
Time taken for change in consumer details;	10 days from the date of application	Rs. 100 per day (or part thereof) of delay
(viii) Resolution of complaints on consumer's bills		
If no additional information is required	Same day of its receipt (except for HT consumers)	Rs. 100 per day (or part thereof) of delay
If additional information is required to be collected	Within 5 days in case of urban areas and 10 days in case of rural areas	
(ix) Time period within which bills are to be served;	Before 15 days of due date	Rs. 100 per day (or part thereof) of delay

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Service Area	Guaranteed Standards	Compensation payable to affected consumer
(x) Reconnection of supply following disconnection		
Towns and cities	Within 4 hours of receipt of due payment from consumer	Rs. 100 per day (or part thereof) of delay
Rural areas	Within 6 hours of receipt of due payment from consumer	
(xi) Release of Temporary connection		
LT, HT and EHT consumer	As notified under Electricity Supply Code, as applicable	Rs. 100 per day (or part thereof) of delay
(xii) Issuance of No dues certificates		
Issuance of no dues certificates on receiving final payment in case of vacation of premises or permanent disconnections	As specified in the Supply Code, as applicable	Rs. 100 per week (or part thereof) of delay

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Standards of Performance reported by Distribution Licensee for FY2023-24					
Sl No.	Particulars of Standards	Area	East Discom	West Discom	Central Discom
1	Normal Fuse of calls (Prescribed limit for overall standards is 95%)	Urban	100%	100%	100%
		Rural	100%	100%	100%
2	Line Breakdown (Prescribed limit for overall standards is 95%)	Urban	100%	100%	100%
		Rural	100%	100%	100%
3	Distribution Transformer Failure	Urban	100%	100%	100%
		Rural	100%	100%	100%
4	Meter Complaint (Prescribed limit for overall standards in Urban 99.5% & 98% Rural)	Urban	100%	100%	100%
		Rural	100%	100%	100%
5	Application for new connection/ additional load / reduction of load (Prescribed limit for overall standards is 100%)	Urban	100%	100%	100%
		Rural	100%	100%	100%
6	Transfer of ownership and conversion of service (Prescribed limit for overall standards is 98%)		100%	100%	100%
7	Billing mistake (Prescribed limit for overall standards is 99%)	Urban	90.94%	100%	100%
		Rural	87.26%	100%	100%
8	Reconnection of supply followed disconnection	Urban	100%	100%	100%
		Rural	100%	100%	100%
9	Time period within which bills are to be served	Urban	100%	100%	100%
		Rural	100%	100%	100%
10	Release of temporary connection	Urban	100%	100%	100%
		Rural	100%	100%	100%
11	Issuance of No dues certificate	Urban	100%	100%	100%
		Rural	100%	100%	100%
12	Period scheduled outage (not exceeding 4 times a year)	Urban	98.02%	100%	100%
		Rural	97.36%	100%	100%

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Feeder Reliability Index (%) reported by Distribution Licensees for FY 2023-24	
Commissioner HQ	Feeder Reliability Index (FRI) of area under report (%)
Jabalpur	99.29%
Sagar	99.36
Rewa	98.95
Bhopal	99.87
Gwalior	99.70
Hoshangabad	99.92
Morena	96.77
Indore	99.32
Ujjain	99.10
Shahdol	99.34
District HQ	Feeder Reliability Index (FRI) of area under report (%)
Seoni	99.32
Chhindwara	99.45
Narsinghpur	99.11
Katni	99.47
Mandla	99.19
Dindori	99.22
Balaghat	99.32
Chhatarpur	99.09
Damoh	98.85
Tikamgarh	99.06
Panna	99.07
Satna	99.08
Sidhi	99.18
Umariya	74.40
Anuppur	74.41
Waidhan	98.92
Vidisha	99.91
Sehore	99.66
Rajgarh	99.84
Harda	99.63
Betul	99.74
Raisen	99.97
Ashoknagar	99.90
Guna	99.56

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District HQ	Feeder Reliability Index (FRI) of area under report (%)
Bhind	99.80
Sheopur	99.37
Datia	99.47
Shivpuri	99.78
Khandwa	98.44
Burhanpur	98.74
Khargaon	99.13
Dhar	98.78
Jhabua	98.51
Barwani	98.92
Dewas	99.12
Shajapur	97.40
Agar	98.76
Ratlam	98.69
Mandsaur	99.26
Neemuch	99.31
Industrial Area	Feeder Reliability Index (FRI) of area under report (%)
Mandideep	99.85
Govindpura	99.77
Malanpur	99.75
Banmore	99.93
Maneri	98.76
Chanatoria	99.56
Boregaon	98.82