

Bhopal, 8th July, 2011 ,

No. 2100 /MPERC/2011. In exercise of the powers conferred under Section 181(2) (za) read with Section 57(1) of the Electricity Act, 2003, the Madhya Pradesh Electricity Regulatory Commission hereby makes the following amendments to the MPERC (Distribution Performance Standards) Regulations, 2004 (Revision I, 2005) notified on 28.10.2005.

FOURTH AMENDMENT TO MADHYA PRADESH ELECTRICITY REGULATORY COMMISSION (DISTRIBUTION PERFORMANCE STANDARDS) REGULATIONS, 2004 (REVISION I, 2005)

Short title and commencement: 1.1 These Regulations shall be called “**Madhya Pradesh Electricity Regulatory Commission (Distribution Performance Standards) Regulations, 2004 (Revision I, 2005) (Fourth Amendment) [No. ARG-8(I) (iv) of 2011.]**”

1.2 These Regulations shall come in force with immediate effect from the date of their publication in the Official Gazette of the Government of Madhya Pradesh.

1.3 These Regulations shall extend to the whole of the State of Madhya Pradesh.

2. Amendments to Regulation 15

(i) In the **Madhya Pradesh Electricity Regulatory Commission (Distribution Performance Standards) Regulations, 2004 (Revision I, 2005)** hereinafter called the **Principal Regulations**, the clause 15.1 shall be substituted as follows, namely:

“15.1. If a Licensee fails to meet the standards specified in this Regulation, without prejudice to any penalty which may be imposed, the Licensee shall be liable to pay compensation as specified to the affected consumer through a rebate in the bill, **without waiting for any claim by consumer**. This rebate shall be payable at a rate specified by the Commission in Appendix A and shall be admissible to such consumers who have regularly paid their bills in the preceding six months. The Distribution Licensee shall compensate the person(s) affected not later than ninety days from the date of event of not meeting the Performance Standard.”

(ii) In the Principal Regulations, the Appendix A of Clause 15.8 shall be substituted by the following table, namely;

15.8 APPENDIX - A

GUARANTEED STANDARDS OF PERFORMANCE AND LEVEL OF COMPENSATION PAYABLE TO CONSUMERS FOR DEFAULT IN EACH CASE

Service area	Standard (Refer corresponding chapter also for details)	Compensation payable to affected consumer
(i). Responding to Normal Fuse-off Call and Rectifications		
Cities and towns	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 areas	Within 24 hours	
(ii). Restoration of supply on account of Line Breakdowns (not including breaking/uprooting of poles)		
Cities and towns	Within 12 daylight hours	Rs. 100 for each day (or part thereof) of delay in restoration of supply.
Rural areas	Within 3 days	
(iii). Distribution Transformer failure		
Replacement of transformer or restoration of supply in Commissionary head quarters	Within 12 hours	Rs. 100 each to all consumers served through the particular transformer.
Replacement of transformer or restoration of supply in urban areas other than Commissionary head quarters	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 Complaints		
Inspect and check correctness	Within 7 days	Rs. 100 per week (or part thereof) of delay.
Replace slow, creeping or stuck up meters	Within 30 days in case of rural areas and within 15 days in case of urban areas	
Replace burnt meters if cause not attributable to consumer	Within 7 days of receipt of complaint	
Replace burnt meters in all other cases	Within 7 days of payment of charges by consumer	
(vi). Application for new connection/enhancement of contract demand/reduction in contract demand		
Deviation from target in case of LT	As notified under Chapter X of these Regulations	Rs. 100 per day (or part thereof) of delay.
Deviation from target in case of HT and EHT	As notified under Chapter X of these Regulations	Rs. 200 per day (or part thereof) of delay.
(vii). Transfer of ownership and conversion of service		
Title transfer of ownership	As notified under Clause 14.1 of these Regulation	Rs. 100 per day (or part thereof) of delay.
Change of category	Within 10 days after completion of formalities	
Conversion from LT 1-ph to LT 3-ph and vice-versa	Within 30 days from the date of payment of charges and submission of test report and within 90 days if extension of the line is required.	

(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 after receipt of complaint.	
(ix). 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 48 hours of receipt of due payment from consumer	
(x). Release of Temporary connections		
LT, HT and EHT consumers	As notified under clauses 13.1 & 13.2 of these Regulations.	Rs. 100 per day (or part thereof) of delay.

By order of the Commission,
P. K. CHATURVEDI, Commission Secretary.