

Bhopal, Dated: 13th July, 2004

No. 1902/MPERC/2004. In exercise of the powers conferred by sections 181 (1) and 181 (2) (za & zb) read with section 57 (1), 57 (2), 59 (1) and 86 (1) (i) of the Electricity Act, 2003 (36 of 2003) enacted by the parliament, the Madhya Pradesh Electricity Regulatory Commission makes the Madhya Pradesh Electricity Regulatory Commission (Distribution Performance Standards) Regulations 2004, namely.

MPERC (DISTRIBUTION PERFORMANCE STANDARDS) REGULATIONS, 2004

A1: SHORT TITLE AND COMMENCEMENT

- 1.1 These Regulations may be called “Madhya Pradesh Electricity Regulatory Commission (Distribution Performance Standards) Regulations, 2004”.
- 1.2 These regulations shall be applicable to all licensees engaged in distribution or trading of electricity in the State of Madhya Pradesh.
- 1.3 These regulations extend to the whole of the State of Madhya Pradesh.
- 1.4 They shall come into force on the date of their publication in the Madhya Pradesh Gazette.

A2: DEFINITIONS

- 2.1 In these standards, unless the context otherwise requires:
 - (a) "Act" means the Electricity Act 2003 (Central Act No. 36 of 2003);
 - (b) "Area of supply" means the area within which a licensee is authorized by his license to supply electricity;
 - (c) "Commission" means Madhya Pradesh Electricity Regulatory Commission;
 - (d) "Consumer" means any person who is supplied with electricity for his own use by a licensee or the Government or by any other person engaged in the business of supplying electricity to the public under this Act 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, the Government or such other person, as the case may be;
 - (e) “Distribution Code” means the Madhya Pradesh Electricity Distribution Code specified by the Commission for Distribution Licensees in the State of Madhya Pradesh;
 - (f) “Distribution Licensee” means a Licensee authorised to operate and maintain a distribution system for supplying electricity to the consumers in his area of

supply and includes MPSEB and any of its successor entity under the provisions of section 131 of the Act;

- (g) "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;
- (h) "EHV/EHT" means Extra High Voltage/Extra High Tension (voltage level above 33,000 volts);
- (i) "Electricity Supply Code" means the Madhya Pradesh Electricity Supply Code, 2004 approved by the Commission;
- (j) "Grid Code" means the set of principles and guidelines prepared in accordance with the terms of Section 86 (1) (h) of the Act;
- (k) "HV/HT" means High Voltage/High Tension (voltage level above 650 volts but does not exceed 33,000 volts);
- (l) "IEGC" means the Indian Electricity Grid Code approved by Central Electricity Regulatory Commission (CERC) and shall include any Grid Code specified by Central Commission under clause (h) of sub-section (1) of section 79 of the Act;
- (m) "Licensee" means a person who has been granted a license by the Commission under the Act and include MPSEB and any of its successor entity under the provisions of section 131 of the Act;
- (n) "LT" means Low Tension (voltage does not exceed 650 volts under normal condition);
- (o) "MPSEB" means the Madhya Pradesh State Electricity Board constituted under section 5 of the Electricity (Supply) Act, 1948 by State Government of Madhya Pradesh. The term MPSEB includes any of its successor entities created pursuant to section 131 of the Act;
- (p) "MP Act" means The Madhya Pradesh Vidyut Sudhar Adhiniyam, 2000 (No 4 of 2001);
- (q) "Rules" means the Indian Electricity Rules, 1956 and/or any other rules made under Act;
- (r) "SLDC" means the centre established under sub-section (1) of section 31 of the Act and includes State Load Despatch Centre already functioning in the State having its control room at Jabalpur, an apex body to ensure integrated operations of the power system in the state;
- (s) "State Transmission System" means the system of EHV electric lines and electrical equipment operated and/or maintained by transmission licensee for

the purpose of the transmission of electricity among generating stations, external interconnections, distribution systems and any other user connected to it;

- (t) “State Transmission Utility” means The Board or Government Company specified as such by the State Government under sub-section (1) of section 39 of the Act;
- (u) “User” means a person, including generating companies, Distribution Licensee and open access Consumers in the state of Madhya Pradesh who uses the State Transmission System and who must comply with the provisions of the Grid Code.

2.2 Words and expressions used but not defined herein shall have meaning assigned to them in Electricity Act 2003, Indian Electricity Grid Code, Madhya Pradesh Electricity Grid Code and Indian Electricity Rules, 1956.

A3: OBJECTIVE

3.1 These standards lay down the guidelines to maintain certain critical distribution system parameters within the permissible limits. These standards shall serve as guidelines for Distribution Licensee to operate their Distribution System for providing an efficient, reliable, coordinated and economical system of electricity distribution and retail supply. The objectives of these performance standards are:

- (a) To ensure that the Distribution System performance meets a minimum standard which is essential for the Users’ installation to function properly.
- (b) To enable the Users to design their systems and equipment to suit the electrical environment that they operate in.
- (c) To enhance the quality of standards of the Distribution System and services to meet acceptable standards in the short term and gradually moving towards improved standards in the long term.

A4: LEGAL PROVISIONS

4.1 The Commission in pursuance to provisions of section 57 read with section 86 (1) (i) of the Act is specifying these standards for Distribution Licensees in the State of Madhya Pradesh. The standards of performance specified herein are intended to serve as guidelines for Distribution Licensees to operate their distribution and supply business for providing quality, continuity and reliability of services.

4.2 Section 57 (1) of the Act stipulates that the Commission after consultation with Licensees and persons likely to be affected shall specify standards of performance of a Licensee or a class of Licensees.

- 4.3 The sub-section (2) of section 57 provides that if a Licensee fails to meet the standards specified under sub-section (1), without prejudice to any penalty, which may be imposed, or prosecution be initiated, he shall be liable to pay such compensation to a person affected as may be determined by the Appropriate Commission;

Provided that before determination of compensation, the concerned Licensee shall be given reasonable opportunity of being heard.

- 4.4 Under the provisions of section 86(1) (i) the Commission is required to specify and enforce standards with respect to quality, continuity and reliability of services by the Licensees.
- 4.5 Section 59 of the Act provides the information with respect to level of performance. This has been covered in these regulations as information on standards of performance (Refer Clause A7). This covers quarterly report on performance standards and publication of Annual Report under section 59 (2) of the Act.
- 4.6 Failure to meet performance standards and payment of compensation to affected party has been covered under claim of compensation and schedule II & III. The penal and prosecution provision are as per section 142 of the Act.
- 4.7. The Commission therefore proposes to issue these standards of performance of Distribution Licensees as the regulation under sections 181 (1) and 181 (2) (za) & (zb) of the Act

.A5: IMPLEMENTATION PROCESS:

- 5.1 During the first year of implementation the licensee shall be bound by all the standards specified in schedule I. The licensee should endeavour to make all efforts to improve their system to avoid the penalties. Considering the first year of implementation as a transition period, the Commission permits a moratorium on payment of compensation by licensees to consumers during such period . The Commission will monitor the performance of the licensees regarding their efforts to improve their system and services during this stage and the Commission will publish the reports submitted by the licensees regarding their performance. The Commission may levy a penalty for non-submission of reports by the licensee.
- 5.2 The compensations specified in schedule II & III shall be payable to a consumer only in such cases where such consumer has paid in full, the last amount billed to him by the licensee. In case of disputes on the last amount billed, the consumer shall be eligible for receiving compensation only if he has taken the requisite steps as specified in the MP Electricity Supply Code, 2004.
- 5.3 The licensee shall not be liable to pay compensation if it gets delayed in providing due services to the consumer due to non-accessibility of the premises and the licensee proves that it had served due notice, to the consumer, as per the procedure provided in the MP Electricity Supply Code, 2004.

5.4 The licensee shall provide quarterly report on the compliance to the performance parameters specified in these regulations.

A6 GUARANTEED AND OVERALL STANDARDS OF PERFORMANCE

6.1 The Standards specified in the Schedule-I shall be the Guaranteed & Technical Standards of Performance, being the minimum standards of service that a licensee shall achieve, and the Standards specified in the Schedule I shall be the Overall Standards of Performance, which the Licensee shall seek to achieve in the discharge of his obligations as a Licensee.

A7: INFORMATION ON STANDARDS OF PERFORMANCE

7.1 For Guaranteed Standards, each Licensee shall furnish to the Commission, in a quarterly report and in a consolidated annual report, the following information:

- (a) The levels of performance achieved by the Licensees with reference to those specified in Schedule-I to these regulations on the following points (Schedule V) ;
 - (i) The number of instances in the quarter when the particular event under schedule I has occurred (specifying each case of schedule I)
 - (ii) Number of cases in which achievement is with in prescribed limits.
 - (iii) Number of cases in which achievement is not with in prescribed limits.
 - (iv) Number of consumers who were affected due to failure in meeting the standards.
 - (v) The number cases in which compensation was made and the aggregate amount of the compensation .
 - (vi) The measures taken by the licensee to improve performance in the areas covered by Guaranteed Standards and licensee's assessment of the targets to be imposed for the ensuing year.
- (b) Information on disconnection of supply for non-payment of dues (section 56 of the Act) shall be furnished to the Commission clearly indicating the percentage disconnection achieved in each category of consumers with dues over six month & dues over a year separately as mentioned under clause (f) of schedule I.

7.2 For Overall Standards, each Licensee shall furnish to the Commission, in a report for every quarter and in a consolidated annual report, the following information:

(a). The level of performance achieved with reference to those specified in Schedule V to these regulations; and,

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

7.3 The periodicity of submission of information is mentioned on each format. For the purpose of this Regulation, a quarter would mean as follows:

(a) Quarter 1: April to June

(b) Quarter 2: July to September

(c) Quarter 3: October to December

(d) Quarter 4: January to March

The last date of submission of each report shall be 30 days from the end of the period for which the utility will prepare the reports.

7.4 The Commission shall, at such intervals as it may deem fit, arrange for the publication of the information furnished by licensees under these Regulations.

Registers to be maintained by Licensee

7.5 The Licensees shall maintain the details of complaints received in the respective offices in the formats prescribed in Schedule X. The Officer in Charge of the respective offices shall send exception reports, to their respective reporting authorities in the format provided in Schedule XI.

A8 : MISCELLANEOUS

Exemption

8.1 The standards of performance specified in these regulations shall remain suspended during Force Majeure condition such as war, mutiny, civil commotion, riot, terrorist strike, flood, cyclone, lightning, earthquake or other force and strike, lockout, fire affecting the licensee's installations and activities. All Force Majeure conditions should be reported to the Commission within 30 days from the date on which such condition first occurred.

8.2 The Commission may by a general or special order issued for the purpose and after hearing the Licensee and the affected consumer group release the Licensee from the liability to compensate the consumers for any default in the performance of any standard if the Commission is satisfied that such default is for reasons other than those attributable to the Licensee and further that the Licensee has otherwise made efforts to fulfill his obligations.

Issue of orders and practice directions

8.3 Subject to the provisions of the Electricity Act 2003 (36 of 2003) and these regulations, the Commission may, from time to time, issue orders and practice directions in regard to the implementation of the regulations and procedures to be followed.

Power to remove difficulties

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

Power to Amend

8.5 The Commission may, at any time add, vary, alter, modify or amend any provisions of these regulations.

Savings

8.6 Nothing in these Regulations shall be deemed to limit or otherwise affect the inherent power of the Commission to make such orders as may be necessary to meet the ends of justice or to prevent abuses of the process of the Commission.

8.7 Nothing in these Regulations shall bar the Commission from adopting in conformity with the provisions of the Act a procedure, which is at variance with any of the provisions of these Regulations, if the Commission, in view of the special circumstances of a matter or class of matters and for reasons to be recorded in writing, deems it necessary or expedient for dealing with such a matter or class of matters.

8.8 Nothing in these Regulations shall, expressly or impliedly, bar the Commission dealing with any matter or exercising any power under the Act for which no Regulations have been framed, and the Commission may deal with such matters, powers and functions in a manner it thinks fit.

8.9 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

ASHOK SHARMA, Dy. Secy.,

SCHEDULE I : GUARANTEED STANDARDS OF PERFORMANCE

General Service Standards

a) Restoration of Power Supply

1. Normal Fuse-off Call: The licensee shall restore power supply in the case of normal fuse-off calls (replacing Horn Gap (HG) fuses or Low Tension (LT) fuses at the distribution transformer or at the consumer premises) within the time period as specified in Schedule II. Individual fuse-off calls at consumer premises, wherever the fault is of such nature that it requires shutting down the power supply affecting other consumers also, shall not be attended to between 06:00PM and 08:00AM except in case of essential services like water supply, hospitals etc., and other important Government services and in cases which are otherwise very important from point of electrical safety.
- 2 Line Breakdowns: In case of line breakdowns, the licensee shall ensure restoration of power supply within the time period as specified in Schedule II.
- 3 Distribution Transformer Failure: The licensee shall restore supply in the case of distribution transformer failures by making alternate supply arrangements within 12 hours in towns and within 48 hours in the rural areas and thereafter arranging replacement of transformer within the time period as specified in Schedule II.
- 4 Period of Scheduled Outages: Interruption in power supply due to scheduled outages for duration of more than one hour shall be notified by the licensee at least 24 hours in advance and shall not exceed the time period as specified in Schedule II. In each such event, the licensee shall ensure that the supply is restored by 06:00PM in all cases except under delays of unavoidable nature where supply is to be restored by 08:00PM. The licensee shall report all such cases, to the Commission, where the scheduled outage exceeds beyond 6.00 pm. Such reports should explain the cause in adequate detail.

(B) COMPLAINTS ABOUT METERS

- 5 The licensee shall inspect and check the correctness of the meter within the time period as specified in Schedule II. If the meter is not working (stuck up, running slow, fast or creeping), the licensee shall replace the meter within the time period as specified in Schedule II. The licensee shall submit information in the format provided in Schedule VIII.
- 6 The licensee shall replace burnt out meters within the time period as specified in Schedule II if the burning of meter is not due to causes attributable to the consumer like tampering, defect in consumer's installation, meter getting wet, connecting unauthorized additional load by consumer etc. If the meter is burnt due to causes attributable to the consumer, the 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 the time period as specified in Schedule II.
- 7 The licensee shall test meters periodically as per the periodicity provided in the Chapter on 'Meters' in the Electricity Supply Code. For the purpose of quick reference the relevant clause is provided below:

The licensee shall also conduct periodical inspection/testing of the meters as per the following schedule:

- (a) Single phase meters: at least once every five years*
- (b) LT 3 phase meters: at least once every 3 years*
- (c) HT meters including MDI: at least once a year.*

Wherever practicable, CT and PT shall also be tested along with meters.

The Licensee shall report the progress on the matter in the format provided in schedule VI & VII.

C) APPLICATIONS FOR NEW CONNECTIONS/ADDITIONAL LOAD

8 This shall be dealt in the manner as specified in Madhya Pradesh Electricity Supply Code document for all the cases as below:

S. No.	Licensee Services	Time Limit for Rendering the Service
1	LT connection	
a)	Notice of inspection on receipt of complete application	3 Working Days
b)	Inspection after sending the notice	
	a) Urban areas	5 working days
	b) Rural areas	10 days

S. No.	Licensee Services	Time Limit for Rendering the Service
c)	<p>Issue of demand note</p> <p>(i) to the applicant for payment of estimated charges (if the extension work is not required and the connection is to be given from the existing network)</p> <p>c) Urban areas</p> <p>d) Rural areas</p> <p>(ii) to the applicant for payment of estimated charges (if the extension work or enhancement of transformer capacity is required)</p> <p>e) Urban areas</p> <p>f) Rural areas</p>	<p>3 working days</p> <p>3 working days</p> <p>15 working days</p> <p>30 days</p>
d)	<p>Serving of power availability notice for commencement of supply/ Commencement of supply in areas where licensee's distribution system exists</p> <p>(i) After payment of necessary charges (if the connection is required to be given from existing network)</p> <p>g) Urban areas</p> <p>h) Rural areas</p> <p>(ii) After payment of necessary charges (if extension work or enhancement in transformer capacity is required)</p> <p>i) All connections excluding agriculture</p> <p>j) Agricultural connection during season when clear access to fields is available</p> <p>k) Agricultural connection during season when no clear access is available</p>	<p>10 working days</p> <p>14 working days</p> <p>60 days</p> <p>90 days (if full cost of extension is paid)</p> <p>180 days (if full cost of extension is paid)</p>

S. No.	Licensee Services	Time Limit for Rendering the Service
2.	<p>High Tension Connection</p> <p>a) Informing feasibility after receipt of the application</p> <p>b) Issue of demand note of estimated charges (after issue of notice of feasibility)</p> <p>c) Serving of power availability notice for commencement of supply/ Release of connection after receipt of estimated charges subject to receipt of clearance from Electrical Inspector</p> <p> l) If extension upto 100 meters work is involved</p> <p> m) If extension beyond 100 meters work is involved</p>	<p>15 working days</p> <p>30 days</p> <p>30 days</p> <p>90 days</p>
3.	<p>Extra High Tension Connection</p> <p>a) Informing feasibility after receipt of the application</p> <p>b) Issue of demand note of estimate charges after issue of notice of feasibility</p> <p>c) Serving of power availability notice for commencement of supply/ Release of connection after receipt of estimated charges</p>	<p>15 working days</p> <p>60 days</p> <p>180 days (Since it will involve extension of line)</p> <p>(subject to receipt of clearance from Electrical Inspector)</p>

D) TRANSFER OF OWNERSHIP AND CONVERSION OF SERVICES

9 The licensee shall give effect to transfer of ownership, change of category and conversion of the existing services from Low Tension to High Tension and vice-versa within the time period as specified in Schedule II.

a) (i) Title transfer of ownership (ii) Change of category	Within 10 days after completion of formalities
b) Conversion from Low Tension single phase to Low Tension 3-phase and vice-versa or conversion from LT to HT category or vice-versa	Within 30 days from the date of payment of necessary charges and submission of test report by the consumer or Within 90 days, in case of extension of line is required

E) COMPLAINTS ABOUT CONSUMER'S BILLS

10 The licensee shall acknowledge the consumer's complaint immediately, if received in person and in case of postal complaints the receipt shall be issued by the next working day. The licensee shall resolve the complaint regarding electricity bills on the same day of its receipt (except for HT consumers whose disputed bill amount is more than Rs 20,000/-), if no additional information is required to be collected. If additional information is required the grievance should be resolved in 5 days in urban areas and within 10 days in rural areas in the following cases:

- (a) HT consumers who dispute their bills and the disputed amount (portion of amount of bill that is in dispute) is less than or equal to Rs 20000/- ;
- (b) LT consumers who dispute their bills and the disputed amount (portion of amount of bill that is in dispute) is less than or equal to Rs 20000/- excluding cases where the disputed amount is due to arithmetical or clerical errors.

11 The licensee shall ensure that bills prepared after two consecutive meter-reading cycles, are neither wrong nor based on average. In case the licensee finds the meter is not accessible for reading when the meter reader visits the premises, it shall take necessary steps as specified in MP Electricity Supply Code, 2004. The licensee shall furnish information, on this matter, to the Commission, in the formats provided in Schedule VIII and Schedule IX.

F) DISCONNECTION OF SUPPLY FOR NON-PAYMENT OF DUES (SECTION 56 OF THE ACT)

12 It shall be the duty of the licensee to make full efforts to recover the charges and to keep the account up to date. If any consumer, inspite of efforts by the licensee, fails to clear his dues even after a lapse of six months, of the charges becoming due, the licensee shall take steps to exercise powers under section 56 of the Electricity Act 2003 (36 of 2003) after duly following the procedure.

13 The licensee shall endeavour to achieve a satisfactory level of performance in respect of disconnection of defaulting consumers and ensure that for each category of consumers the percentage of defaulting consumers not disconnected does not exceed the levels given below:

Sr No	Category of consumers	Maximum percentage of defaulting consumers allowed with dues over six months old	Maximum percentage of defaulting consumers allowed with dues more than one year
1 (a)	LT Domestic exceeding 2kW (contract demand)	5%	1%
1 (b)	LT Domestic equal to or less than 2kW (contract demand)	20%	5%
2	LT Non-domestic	5%	1%
3	LT Agriculture	50%	10%
4	LT Municipal and local bodies	20%	5%
5	LT others (Industrial)	5%	1%
6	HT (Institutions including Government)	20%	5%

As the above mentioned performance standard does not involve any payment of compensation, the utilities/ licensees shall be liable to reduce revenue in the tariff determination.

G) RECONNECTION OF SUPPLY FOLLOWING DISCONNECTION DUE TO NON-PAYMENT OF BILLS

14 The licensee shall restore power supply to a consumer, whose supply has been disconnected due to non-payment of electricity bills, within the time period as specified in Schedule II.

Technical Standards

a) Quality of Power Supply

15 Voltage Variations

- (a) The licensee shall maintain the voltages at the point of commencement of supply to a consumer within the limits stipulated hereunder, with reference to declared voltage:

- (i) In the case of Low Voltage, +6% and -6%;
- (ii) In the case of High Voltage, +6% and -9%; and,
- (iii) In the case of Extra High Voltage, +10% and -10%. (In case of 400kV the allowed voltage variation is +5% and -10%)

The above standards are applicable subject to voltage availability at transmission-distribution interfaces are within specified limits.

- (b) On receipt of a voltage variation complaint, the licensee shall verify if the voltage is varying outside the limits specified in sub-clause (i) above and if confirmed, the licensee shall resolve the complaint within the time period as specified in Schedule III.

B) HARMONICS

16 The licensee shall ensure that consumers maintain limits of harmonics as per the category prescribed the time period as specified in Schedule III. It is explained hereunder:

- (a) EHT Consumers: The cumulative Total Harmonic Distortion in Voltage (THDV) at the Point of Commencement of Supply for each consumer connected at 220kV and 132kV shall be limited to 3% (as per Electricity Grid Code of Madhya Pradesh).
- (b) HT Consumers: The cumulative Total Harmonic Distortion in Voltage (THDV) at the Point of Commencement of Supply for each consumer connected at 33kV and 11kV shall be limited to 8% (as per Electricity Grid Code of Madhya Pradesh).

17 Licensee shall monitor harmonics at regular interval at strategic points which it consider prone to harmonic voltage generation and ask the user to comply with the specified standards. Licensee can also measure the level of harmonics generation of any customer on receipt of complaint from other affected consumer(s). In the event of non-compliance, licensee can disconnect the supply to the customer with prior notice.

Regular Inspection by Licensee's Officers

18 The Licensee should establish and follow a procedure of regular inspection by its own officers for the Licensee's own offices and other establishments. The inspection note should be duly submitted to the respective reporting authorities.

Claim of Compensation

19 All payments of compensation shall be made by way of adjustment against existing, current, and / or future bills for supply of electricity.

20 The compensation determined shall be paid by the concerned licensee within ninety days of such determination (refer section 57 (3) of the Act).

21 The compensation claims shall be dealt with in the following manner:

- (a) Automatic: This mode of payment requires the Licensee to calculate and pay the compensation amount to the affected consumer automatically, following non-compliance to a particular standard. The compensation should be determined within a period of thirty days from the date of deviation from the Guaranteed Standards of Performance.
- (b) To be Claimed: This mode of payment requires the consumer to bring to the notice of the Licensee that the standard has been violated and accordingly claim the compensation amount from the Licensee. The compensation should be determined within a period of thirty days from the date of claim of compensation.

SCHEDULE II : GENERAL SERVICE STANDARDS

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

Service area	Standard	Compensation payable to affected consumer	Manner of payment
1. Responding to Normal Fuse-off Call and Rectifications			
Cities and towns	Within 4 hours	Amount equivalent to 2% of last paid electricity bill subject to a maximum of Rs 50 in each case of default	Automatic
Rural areas	Within 24 hours		As per clause 21(a) of Schedule I
2. Restoration of supply on account of Line Breakdowns (not including uprooting of poles)			
Cities and towns	Within –12 daylight hours	Amount equivalent to 2.5% of last paid electricity bill subject to a maximum of Rs 50. to each affected consumer.	To be Claimed
Rural areas	Within 3 days		As per clause 21 (b) of Schedule I
3. Distribution Transformer failure			
Replacement or restoration of supply in Cities and Towns	Within 1 days	Amount equivalent to 2.5% of last paid electricity bill subject to a maximum of Rs 50. to each affected consumer	To be Claimed
Replacement or restoration of supply in Rural areas	Within 7 days		As per clause 21 (b) of Schedule I

Service area	Standard	Compensation payable to affected consumer	Manner of payment
4. Period of scheduled outages (not exceeding four times a year)			
Maximum duration in a single stretch	Not to exceed 12 hours	Amount equivalent to 2%of last paid electricity bill subject to a maximum of Rs 100 to each affected consumer	To be Claimed
Restoration of supply	By 6:00 PM on any day as per clause 4 of Schedule I.		As per clause 21 (b) of Schedule I
5. Meter Complaints			
Inspect and check correctness	Within 7 days	Amount equivalent to 1%of last paid electricity bill subject to a maximum of Rs 50 to each affected consumer.	To be Claimed As per clause 21 (b) of Schedule I
Replace slow, creeping or stuck up meters	Within 30 days in case of rural areas and within 15 days in case of urban areas	Amount equivalent to 1%of last paid electricity bill subject to a maximum of Rs 50 in each case of default	Automatic As per clause 21(a) of Schedule I
Replace burnt meters if cause not attributable to consumer	Within 7 days of receipt of complaint	Amount equivalent to 2%of last paid electricity bill subject to a maximum of Rs 50 in each case of default	Automatic As per clause 21(a) of Schedule I
Replace burnt meters in all other cases	Within 7 days of payment of charges by consumer		
6. Application for new connection/additional load			
Deviation from target in case of LT	(refer clause 8 of Schedule I)	Rs. 100 for each day of delay	Automatic As per clause 21(a) of Schedule I
Deviation from target in case of HT and EHT	(refer clause 8 of Schedule I)	Rs. 200 for each day of default	Automatic As per clause 21(a) of Schedule I

Service area	Standard	Compensation payable to affected consumer	Manner of payment
7. Transfer of ownership and conversion of service			
Title transfer of ownership	Within 10 days after completion of formalities	Amount equivalent to 3%of last paid electricity bill subject to a maximum of Rs 100 for each day of default	To be claimed
Change of category	Within 10 days after completion of formalities	Same as above	As per clause 21 (b) of Schedule I.
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 line is required		same (b) of Schedule I
8. Resolution of complaints on consumer's bills			
If no additional information is required	Same day of its receipt (except for HT consumers where dispute is for an amount of more than Rs 20,000/-)	Amount equivalent to 2%of last paid electricity bill subject to a maximum of Rs 50 for each day of default	Automatic
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		As per clause 21(a) of Schedule I
If bills prepared after two consecutive meter-reading cycles, are either wrong or based on average (excluding cases where meter has been found inaccessible by the licensee and the licensee has taken steps as specified in MP Electricity Supply Code)	NA	Amount equivalent to 2%of last paid electricity bill subject to a maximum of Rs 50.for each day of default.	Automatic
9. Reconnection of supply following disconnection			

Service area	Standard	Compensation payable to affected consumer	Manner of payment
Towns and cities	Within 4 hours of receipt of due payment from consumer	Amount equivalent to 0.5% of last paid electricity bill subject to a maximum of Rs 50.	To be claimed
Rural areas	Within 48 hours of receipt of due payment from consumer		As per clause 21 (b) of Schedule I

SCHEDULE III : TECHNICAL STANDARDS

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

Service area	Standard	Compensation payable to affected consumer	Manner of payment
1. Voltage Variations			
No expansion/enhancement of network is involved	Within 10 days	Amount equivalent to 2% of last paid electricity bill subject to maximum of Rs.50.. in each case of default	To be claimed
Up-gradation of distribution system is required	Within 180 days or such longer period as the Commission may approve	Amount equivalent to 1% of last paid electricity bill subject to maximum of Rs.50.. in each case of default	As per clause 21 (b) of Schedule I
2. Harmonics			
EHT connections	Not more than 3% at point of commencement of supply	Amount equivalent to 0.5% of last paid electricity bill subject to maximum of Rs.50. in each case of default	To be Claimed
HT connections	Not more than 8% at point of commencement of supply		As per clause 21 (b) of Schedule I

SCHEDULE IV (A): OVERALL STANDARDS OF PERFORMANCE

1 Normal fuse-off calls: The licensee shall maintain the percentage of fuse-off calls rectified within the time limits prescribed under sub-paragraph 1.1 of Schedule-I to total calls received at a value not less than 95%.

2 Line Breakdowns: In case of line breakdowns, the licensee shall ensure restoration of power supply within the time period as specified in Schedule II. The licensee shall achieve this standard of performance in at least 90% of the cases.

3 Distribution Transformer Failures: The licensee shall maintain the percentage of distribution transformers replaced within the time period as specified in Schedule II to the total distribution transformers failed at a value not less than 90%.

4 Period of scheduled outages: Interruption in power supply due to scheduled outages have to be notified in advance and shall not exceed such number of hours in a day as specified in Schedule II and the licensee has to ensure that the supply is restored by such time as specified in the same schedule. The licensee shall achieve both of these standards of performance in at least 90% of the cases.

5 Reliability Indices

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

- (a) System Average Interruption Frequency Index (SAIFI): The licensee shall calculate the value as per the formula and methodology specified below.
- (b) System Average Interruption Duration Index (SAIDI): The licensee shall calculate the value as per the formula and methodology specified below.
- (c) Momentary Average Interruption Frequency Index (MAIFI): The licensee shall calculate the value as per the formula and methodology specified below.

Method to compute Distribution System Reliability Indices:

The Indices shall be computed for the Discom as a whole by stacking, for each month all the 11kV feeders in the supply area, excluding those serving predominantly agricultural loads, and then aggregating the number and duration of all interruptions in that month for each feeder. The Indices would then be computed using the following formulae:

$$SAIFI = \sum_{i=1}^n (A_i \times N_i) / N_t$$

Where,

A_i = Total number of sustained interruptions (each longer than 5 minutes) on i th feeder for the month

N_i = Connected load of i th feeder affected due to each interruption

N_t = Total connected load at 11kV in the Distribution licensee's supply area

n = Number of 11kV feeders in the licensee's supply area (excluding those serving predominantly agricultural load)

$$SAIDI = \sum_{i=1}^n (B_i \times N_i) / N_t$$

Where,

B_i = Total duration of all sustained interruptions (each longer than 5 minutes) on i th feeder for the month

N_i = Connected load of i th feeder affected due to each interruption

N_t = Total connected load at 11kV in the Distribution licensee's supply area

n = Number of 11kV feeders in the licensee's supply area (excluding those serving predominantly agricultural load)

$$MAIFI = \sum_{i=1}^n (C_i \times N_i) / N_t$$

Where,

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

N_i = Connected load of i th feeder affected due to each interruption

N_t = Total connected load at 11kV in the Distribution licensee's supply area

n = Number of 11kV feeders in the licensee's supply area (excluding those serving predominantly agricultural load)

Note:

- (a) The feeders must be segregated into rural and urban and the value of the indices must be reported separately for each month.
- (b) The licensee shall compute the value of these indices separately for feeders serving predominantly agricultural loads. The methodology for computation of indices shall remain the same as in the case of other feeders.
- (c) Based on the information provided by the licensees, the Commission would notify the target levels for these indices annually.

6 Frequency Variations: The licensee shall achieve coordination with other network constituents such as State Transmission Utility, State Load Dispatch Center, distribution licensees and other transmission licensees in an endeavour to maintain the supply frequency within +/-3% of nominal frequency (50Hz), as per the Indian Electricity Rules 1956, as applicable at present and as may be amended from time to time. The licensee shall conduct hourly measurement of supply frequency and report the number of events when the supply frequency was outside prescribed limits.

7 Voltage Unbalance: The licensee shall ensure that the voltage unbalance does not exceed 3% at the point of commencement of supply. Voltage Unbalance shall be computed in a manner to be specified by the Commission separately or as part of the Distribution Code or Distribution Operating Standards.

8 Street Light Faults: The licensee shall ensure that at least 90% of the complaints are solved within the prescribed time limit.

9 Billing mistakes: The licensee shall maintain the percentage of bills requiring modifications following complaints to the total number of bills issued, at a value not greater than 1%.

10 Faulty meters: The licensee shall maintain the percentage of defective meters to the total number of meters in service, at a value lesser than 1.5% for urban areas and 3% for rural areas.

Schedule IV (B)

The Summary of Overall Performance Standards is as follows:

Service Area	Overall Standard of Performance
1. Normal fuse-off calls	At least 95% calls received should be rectified within prescribed time limits
2. Line Breakdowns	At least 90% of cases resolved within time limit
3. Distribution Transformer failure	At least 90% of DTRs to be replaced within prescribed time limits
4. Period of scheduled outage	
Maximum duration in a single stretch	At least 90% of cases resolved within time limit
Restoration of supply by 6:00 PM	At least 90% of cases resolved within time limit
5. Continuity Indices	
SAIFI	To be laid down by the Commission after analysis of data furnished by Licensee
SAIDI	
MAIFI	

6. Frequency Variations and Voltage Unbalance	
Frequency Variations	To maintain supply frequency within +/-3% of 50Hz.
Voltage Unbalance	Maximum of 3% at point of commencement of supply
7. Street light faults	
Rectification of line faults	At least 90% of cases resolved within time limits
Replacement of fused/defective units (Cities, Towns and Rural	At least 90% of cases resolved within time limits (Subject to availability of material by local bodies)
8. Billing mistakes	< 1%
9. Faulty meters	< 1.5% in case of urban areas and < 3% in case of rural areas

SCHEDULE V : QUARTERLY REPORT ON DISTRIBUTION PERFORMANCE STANDARDS

NAME OF DISTRIBUTION LICENSEE:.....

Report for quarter ending:.....

Date of submission:.....

Details of guaranteed standard of performance (refer schedule II & III)		Total no. of instances occurred.	No. of cases in which achievement is within prescribed limit	No. of cases in which achievement is not within prescribed limit	No. of Consumers affected due to failure in meeting standards.	No. of cases in which compensation has been made.	Aggregate amount of compensation made	Measures taken to improve performance.	
Clause Reference	Particulars								
(1)									
(2)									
(3)									
(4)									

ote: Schedule III (1) (2)

1. The Distribution Licensee shall maintain the base data like Log Sheet, Complaint Registers, Fuse-off Call Register, Interruption Register, Acknowledgement Slips regarding receipt of complaints or their rectifications etc. at the respective offices.
2. For compilation of quarterly report at circle level, base data of sub-stations shall be used.
3. The consolidated report for whole Distribution Licensee shall be based on circle-wise compilation

SCHEDULE VI : QUARTERLY REPORT ON HT AND EHT CONSUMERS

S. No.	Name of Circle	Name and Address of HV Consumer	Average monthly consumption over preceding 12 months	Arrears due for over 2 months, if any	Meter certified to be good till	Name and rank of certifying officer	Whether consumer as an individual or group is possible to be monitored through check meter		Whether on remote monitoring	
							Yes	No	Yes	No

SCHEDULE VII : QUARTERLY METER REPORT FOR LT CONSUMERS

Sr No	Name of Circle	Total No. of LT Consumers		No. of meter readers		* Monthly average number of meters read		No. of stopped/ defective meters reported till date (prior to the quarter) by the meter reader but not rectified		Stopped/Defective meters reported by the meter reader during the quarter		Premises reported locked		No. of meter readings verified by J.E. / A.E.	
		In urban area	In rural area	Departmental	On Contract	In urban area	In rural area	In urban area	In rural area	In urban area	In rural area	In urban area	In rural area	In urban area	In rural area

*Intension is to find out how many premises are visited by meter reader

SCHEDULE VIII : QUARTERLY BILL DISCREPANCY REPORT

Sr No	Circle	No. of meter reading taken during quarter	No. of cases where abnormality observed	Type of Discrepancy Observed							No of cases where corrective action taken	No of cases where action against meter reader taken
				Excess reading	Less reading	Meter stopped/ defective	Meter burnt	Tampering of meter	Theft/ meter bypass	Any other discrepancy		

SCHEDULE IX : QUARTERLY BILL REVISION REPORT

Sr No	Name of circle	No of bills revised during the month	Amount of issued bills	Amount of revised bills	Amount credited to the bills	Amount debited to the bills	Brief reasons for revision	Action taken to avoid recurrence of mistake

SCHEDULE X : COMPLAINT REGISTER

Name of Office:

Month:

Sr No	Consumer No	Nature of Complaint	Date of complaint received	Time of complaint received	Name of person receiving complaint	Job Allocated to (Name)	Job Allocated to (Designation)	Date on which complaint solved	Time at which complaint solved	Delay (If not solved within prescribed time)

SCHEDULE XI : MONTHLY EXCEPTION REPORT ON DELAY TO SOLVE COMPLAINTS

Name of Office:

Month:

Sr No	Nature of Complaints	No. of Complaints Pending at start of Month	No. of Complaints Received during Month	No. of Complaints Solved during Month	No. of Complaints Pending at end of Month	No. of Complaints Solved within Prescribed Time Limit	No. of Complaints Solved beyond Prescribed Time Limit