

Bhopal, the 15th July 2021

No 984/MPERC/2021 - In exercise of the powers conferred under Section 181(1) and 181(2) (za & zb) read with Section 57,59 and 86 (1) (i) of the Electricity Act 2003 (36 of 2003), and the Electricity (Rights of Consumers) Rules,2020, the Madhya Pradesh Electricity Regulatory Commission hereby makes the following amendment in MPERC (Distribution Performance Standards) (Revision -II) Regulations, 2012 (No. RG-08 (II) of 2012) notified on 12th November 2012 in M.P.Gazette.

FIRST AMENDMENT TO MADHYA PRADESH ELECTRICITY REGULATORY COMMISSION (DISTRIBUTION PERFORMANCE STANDARDS (REVISION -II) REGULATIONS, 2012 (ARG-8(II)(i) of 2021)

1. Short title and Commencement: 1.1 These Regulations may be called the Madhya Pradesh Electricity Regulatory Commission (Distribution Performance Standards) (Revision-II) (First Amendment) Regulations, 2012 {ARG-8(II)(i) of 2021}.

1.2 These Regulations shall come into force from the date of their publication in the M.P. Gazette.

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

2. Addendum to Chapter VII:

In the Principal Regulations, after Regulation 7.3, following Regulations shall be added namely :-

7.4: The Distribution Licensee shall provide following parameters to the Commission to maintain reliability of supply namely:-

(a) Total duration and frequency of outages per consumer in a year -

- i. System average interruption duration index (SAIDI);
- ii. System average interruption frequency index (SAIFI);

(b) The minimum outage time (in minutes) that the distribution licensee shall consider for the calculation of SAIDI or SAIFI, as the case may be, shall be separately specified by an order of the Commission.

7.5 : The distribution licensee shall supply 24x7 power to all consumers except agriculture consumers feeding through separate agriculture feeders. The

Distribution licensee shall supply power to such agriculture consumers for minimum 10 hours in a day .

7.6 : The distribution licensee shall put in place a mechanism, preferably with automated tools to the extent possible, for monitoring and restoring outages within 6 months from the date of notification of the Electricity (Rights of Consumers) Rules 2020 notified by the Govt of India

3. Addendum to Chapter VIII:

i) In the Principal Regulations, after Regulation 8.1, following shall be added namely:

8.1 A: Consumer shall be automatically compensated for those parameters which can be monitored remotely when it can be successfully established that there is a default in performance of the distribution licensee.

8.1 B: The distribution licensee shall design and maintain its distribution system in such a way that there is a gradual increase in the list of parameters, which can be monitored remotely and for which automatic compensation can be made to the consumer.

8.1 C: The distribution licensee shall establish a mechanism, for automatic payment of compensation amount determined under the provisions of sub-section (2) of section 57 of the Act within six months from the notification of the Electricity (Rights of Consumers) Rules 2020 notified by the Govt of India.

ii) In the Principal Regulations, after Regulation 8.2, following shall be added namely

8.2 A: The distribution licensee, within six months from the date of notification of this regulation by the Commission shall create an online 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 licensee's website

8.2 B In all cases of compensation, the payment of compensation shall be made by adjustment against current or future bills for supply of electricity, within 15 days from the determination of claim.

4. Addendum to Chapter IX: In the Principal Regulations, after Regulation 9.10, following shall be added, namely,

9.11 For providing common services like new connection, disconnection, reconnection, shifting of connection, change in name and particulars, load change, replacement of

meter, no supply, the distribution licensee shall establish a centralised 24x7 toll-free call centre. The existing Distribution Licensee shall operationalise such centres within three months of notification of these Regulations. A new Distribution Licensee shall establish and operationalise such centres within three months from commencing licensee work.

9.12 While other modes to provide services like paper application, email, mobile, website, etc., may continue, the licensees shall endeavour to provide all services through a common Customer Relation Manager (CRM) System to get a unified view of all the services requested, attended and pending, at the backend for better monitoring and analytics.

9.13 The CRM shall have facilities for sms, email alerts, notifications to consumers and officers for events like receipt of application, completion of service, change in status of application, etc; online status tracking and auto escalation to higher level, if services are not provided within the specified time period.

5. In the Principal Regulations, in Appendix A, following shall be substituted: -

Service Area	Guaranteed Standards	Compensation payable to affected consumers
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 areas	Within 24 hours	
ii) Restoration of supply on account of Line Breakdown (not including breaking /uprooting of poles)		
Urban areas	Within 12 daylight hours - 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 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)		

Service Area	Guaranteed Standards	Compensation payable to affected consumers
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 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		
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
x) Reconnection of supply following disconnection		

Service Area	Guaranteed Standards	Compensation payable to affected consumers
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 consumers	As notified under Electricity Supply Code, as applicable	Rs 100 per day (or part thereof) of delay
xii) 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 24 hours in Urban areas & 72 hours in Rural areas	
Replace burnt meters if cause not attributable to consumer		
Replace burnt meters in all other cases		
xiii) 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