



Madhya Pradesh Electricity Regulatory Commission

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Bhopal, Dated: 18th September 2006

No.2306-MPERC-2006. In exercise of the powers conferred under Section 57(1) of the Electricity Act, 2003 and Section 35 of the Madhya Pradesh Vidyut Sudhar Adhiniyam 2000, the Madhya Pradesh Electricity Regulatory Commission hereby makes the following Addendum/Amendment to the Madhya Pradesh Electricity Regulatory Commission (Distribution Performance Standards), Regulations 2004 (Revision I, 2005) notified vide No.2320 dated 26th September 2005.

THIRD ADDENDUM/AMENDMENT TO MADHYA PRADESH ELECTRICITY REGULATORY COMMISSION (DISTRIBUTION PERFORMANCE STANDARDS) REGULATIONS, 2004 (REVISION-I, 2005)

1. Short title and commencement:

- (i) These Regulations shall be called the "Madhya Pradesh Electricity Regulatory Commission (Distribution Performance Standards) Regulations, 2004 (Revision-I, 2005) (Third Amendment) (No. A[RG-8(I)] (iii) of 2006)".
- (ii) These Regulations shall come into force with effect from the date of their publication in the official gazette.
- (iii) These Regulations shall extend to the entire State of Madhya Pradesh.

2. Addendum to Regulation 5:

In the Madhya Pradesh Electricity Regulatory Commission (Distribution Performance Standards) Regulations, 2004 (Revision-I, 2005) hereinafter called the Principal Regulations, after Clause 5.5, the following Clause 5.6 shall be added namely:

"5.6 The Licensee shall provide a toll free telephone connection at Central Fuse Off Call Center of the Licensee's Head Quarter to receive consumer complaints from the consumers situated in any area of the Company."

3. Amendment to Regulation 6:

In the Principal Regulations, for the Clause 6.6 the following shall be substituted namely:

"6.6 In case of failure of distribution transformer (i.e.11/0.4 KV or 33/0.4 KV as applicable), the Licensee shall ensure replacement of transformer for restoration of power supply within time limit as given below:

- (i) Within 12 hours of receiving complaint in all towns which are Revenue Division Headquarters.
- (ii) Within 24 hours of receiving the complaint/ information in all urban areas other than those covered under (i) above.
- (iii) Within 72 hours of receiving the complaint/ information in rural areas during the months other than July, August and September when extra time up to a total of seven days shall be permissible.

However for the consumers covered by a transformer supplying to a single consumer having outstanding over dues, the time limits shall be counted from the date of settlement of such dues."

4. Amendment to Regulation 8:

In the Principal Regulations, for the Clauses 8.1 to 8.2 and Clause 8.3 which has been amended vide notification dated 20th December 2005 corresponding to Distribution Performance Standards Regulations, 2004 (Revision 1, 2005) (First Amendment) (No. A[RG-8(i)] (i) of 2006) , the following Clauses shall be substituted namely:

"**8.1** The Distribution Licensee shall provide the following monthly information in respect of all 11 KV feeders in each Commissionerary Headquarter, District Headquarter and Industrial Growth Centre within 15 days from the end of each reporting month:

- (i) Total number of 11KV feeders feeding complete geographical area of Headquarter.
- (ii) Total number of 11KV feeders affected.
- (iii) Sum of Outage duration of all feeders (in Hours).
- (iv) Outage duration per feeder in hours and minutes
- (v) No. of outages per feeder.
- (vi) Total No. of trippings (interruption less than 5 minutes).
- (vii) Total No. of trippings (interruption less than 5 minutes) per feeder.
- (viii) Feeder Reliability Index of area under report.

Feeder Reliability Index (%) =

(Total No. of 11 KV feeders*Total hours in the month) – (Sum of outage duration of all feeders in hours)* 100

(Total No. of 11 KV feeders*Total hours in the month)

8.2 The outages should include all outages due to breakdowns, grid constraints, planned shutdowns and unplanned or forced shutdowns. For such places where feeders supplying to urban and rural areas are emanating from common or different 33/11KV Sub-stations, the Licensee shall compute the value of indices for cluster of feeders serving urban areas and rural areas separately.

8.3 The Commission has initially fixed the following levels of Supply Interruption Parameters:

Level of Supply Interruption Parameters:

	<u>Commissionary Headquarters</u>	<u>District Headquarters</u>	<u>Industrial Growth Centers</u>
No. of outages per feeder per month.	5*	25*	5*
Outage duration per feeder per month in hours and minutes	300minutes/5.0 hours*	900 minutes/15 hours*	300 minutes/5.0 hours*
Reliability Index in %	99.5%	98%	99.5%

* Prior approval of Commission shall not be required for duration of interruptions up to this limit and the Licensee must obtain approval beyond this limit within 15 days from the end of the relevant month."

5. Amendment to Regulation 9:

(i) In the Principal Regulations, at the end of **Clause 9.1** the following lines shall be added namely:

" The Licensee shall maintain stock of tested and correctly functioning meters at each revenue division (including area stores) in its operational area at least equivalent to 1.5% of total consumer strength of each category of consumers so that replacement of burnt/defective meters can be ensured within prescribed time limit and no new connection should be left unreleased on account of shortage of meters in Licensee's stock. The Licensee shall provide the updated stock position of all capacities of good meters on licensee's website. All meters installed on domestic and non domestic low tension connections should be provided with tamper proof polycarbonate boxes".

(ii) In the Principal Regulations, for the Clause 9.4, the following shall be substituted namely:

"**9.4** 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.

9.4.1 The Licensee may instead of testing the meter at site can arrange to remove the meter and replace the same by a tested meter duly tested in an accredited test laboratory. The licensee shall set up appropriate number of accredited testing laboratories or utilize the services of other accredited testing laboratories.

9.4.2 The Licensee shall take immediate action to get the accreditations of their existing meter testing laboratories from NABL, if not already done.

9.4.3 The Licensee shall undertake random checking of consumer meters at site to minimize meter complaints and build consumer's confidence on correctness of meter installed at consumer end by selecting consumer meters for random testing on the basis of monthly consumption pattern of consumers and also on variation of total units recorded in reading diaries.

9.4.4 The Licensee shall undertake random testing of at least **0.5 %** of meters in each quarter. The licensee shall undertake periodical testing of meters as per periodicity provided under clause 9.4 above and shall ensure periodic testing/certification of **5%** single phase, **8.5%** three phase meters and **20%** HT meters in each quarter of any financial year. The licensee shall arrange to record on each consumer's page of meter reading diary, the date of latest meter testing and this entry be duly signed by the Officer I/c of the Distribution centre. The date of testing must also be displayed on the meters of the consumers by suitable legend to be painted on the meter casing or by affixing suitable sticker slips.

9.4.5 The Licensee shall report the quarterly progress to the Commission with in one month from the end of quarter about the status of testing/certification of HT and LT meters duly filled up in the Annexure IX enclosed with this addendum and shall arrange to display the information on its website."

6. Addendum to Regulation 10:

In the Principal Regulations, at the end of **Clause 10.2**, following **Clauses 10.3 and 10.4** shall be added, namely:

" 10.3 Cases of Enhancement of load:

Applications for Enhancement of Load shall be submitted in duplicate to the licensee in the prescribed form (attached as Annex 1 & 2 in M.P. Electricity Supply Code). The application for enhancement of the contract demand will not be accepted if the consumer is in arrears of payment of the licensee's dues. However, the application may be accepted if the payment of arrear due from the consumer has been stayed by a Court of Law or by the MPERC or an Authority appointed by MPERC.

10.3.1 Within thirty days after receipt of application, the licensee shall examine the feasibility of supply of enhanced load and intimate the consumer for further course of action to be taken by the consumer.

10.3.2 If the supply of enhanced load is feasible, the consumer shall:

(a) Furnish work completion certificate of consumer's installation and test report from a Licensed Electrical contractor where alteration of installation is involved.

(b) Furnish Letter of approval for the electrical installation of the consumer from the Electrical Inspector, if required. Similarly approval from Inspector of Mines shall be provided for additional load to be provided for electrical installation for mines.

10.3.3 Within seven days of furnishing above documents by the consumer, the licensee shall issue demand note/advice, if applicable regarding any additional security deposit, cost of addition or alteration required to be made to the system and the system strengthening charges or capacity building charges.

10.3.4 A supplementary agreement shall be executed, which shall be forwarded by the licensee through registered post to the consumer within seven days after completion of all above formalities.

10.3.5 If no addition or alteration to the system including new/ alternate metering arrangement is required, the enhanced load will be released within 7 days after completion of the requisite formalities including execution of agreement. If the system needs any alteration or addition, the time limit as given in the Regulation for release of a new connection shall be applicable.

10.3.6 In case of 'Railways Traction', the consumer may be provided such additional supply in excess of contract demand as may be agreed between the licensee and the consumer after the latter has given due notice of six weeks in writing of his desire to have the contract demand altered.

10.4 Reduction in contract demand:

Application for reduction of load, after the expiry of initial period of agreement of two years, shall be filed in duplicate to the licensee in the prescribed form. A test report from a competent Licensed Electrical Contractor shall be submitted by the consumer along with the application where alteration of installation is involved.

After expiry of the initial period of agreement of two years, a consumer will be entitled to reduce contract demand of his connection and such request when made to licensee shall come into effect after a period of 30 days. The reduction shall be duly reflected by the licensee in the bill for the billing period that commences after 30 days when the application is made. Any subsequent request for reduction in contract demand can also be made to the licensee after expiry of at least one year. Reduction in contract demand is subject to permissible minimum contract demand on relevant voltage level. "

7. Addendum to Regulation 14:

In the Principal Regulations, after **Clause 14.8**, the following **clause 14.9** shall be added namely:

"**14.9** The Distribution licensee shall provide Energy accounting and Audit meters at all incoming and outgoing feeders with 11 KV and above capacity so as to facilitate to account for the energy input and consumed in the various segments of Sub-transmission system and the energy loss. The specifications, accuracy class and locations of all such meters shall be in accordance with the Regulations on installations and operation of meters notified by the Central Electricity Authority on 17.03.2006. The licensee shall ensure that all meters installed for the purpose of energy audit and accounting should be tested at least once in five years and 99.0% meters should be working with in permissible errors in any month. Any 33KV or 11 KV feeder newly erected and connected with the licensee's Sub transmission system shall not be electrically charged for pumping energy to user's end without installation of energy audit meter. The licensee shall report the status of metering in each quarter for energy audit duly filled up in Annexure X enclosed with this Addendum/Amendment."

8. Amendment to Regulation 15:

(i) In the Principal Regulations, for the **Clause 15.5**, the following shall be substituted namely:

"15.5 The licensee shall award compensation as prescribed under this Regulation to all such cases where the Licensee fails to perform its services within the time limits prescribed in this Regulation without waiting for any claim by consumer in this regard."

(ii) In the Principal Regulation for compensation in case of under performance, the **Sub-clauses (iii) and (vi) under Appendix A of Clause 15.8** shall be substituted by the following paragraphs namely:

Service area	Standard corresponding chapter also (Refer for details)	Compensation payable to affected consumer
(iii) Distribution Transformer failure		
Replacement of transformer or restoration of supply in Commissionary head quarters	With in 12 hours	All consumers served through the particular transformer shall be given a setoff in their bill equivalent of two units of energy for each day of delay with the condition that to be entitled to receive this compensation, the consumer must not be a defaulter of payment due to the licensee.
Replacement of transformer or restoration of supply in urban areas other than Commissionary head quarters	Within 24 hours	

Service area	Standard corresponding chapter also	(Refer chapter also)	Compensation payable to affected consumer
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)		
(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 this Regulation		Rs 25 per day (or part thereof) of delay and the total amount shall not exceed 10% of the monthly bill or Rs. 100/- whichever is less
Deviation from target in case of HT and EHT	As notified under Chapter X of this Regulation		Rs 50 per day (or part thereof) of delay and the total amount shall not exceed 10% of the monthly bill or Rs. 100/- whichever is less

By the order of the Commission

**Ashok Sharma,
Deputy Secretary**

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Last updated: 04/23/2011 13:34:00

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