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JHARKHAND STATE ELECTRICITY REGULATORY COMMISSION, RANCHI

NOTIFICATION

JSERC (DISTRIBUTION LICENSEES' STANDARDS OF PERFORMANCE) REGULATIONS, 2005

No. JSERC/Regulation/297A

Date: 12th August 2005

In exercise of the powers conferred under Section 181 (za) and (zb) read with Sections 57 and 59 of the Electricity Act, 2003 and all powers enabling it in that behalf, the Jharkhand State Electricity Regulatory Commission (JSERC) hereby frames the following Regulations regarding the Distribution Licensees Standards of Performance, namely:

1. Short title, commencement and interpretation:

- (1) These regulations may be called the Jharkhand State Electricity Regulatory Commission (Distribution Licensees' Standards of Performance) Regulations, 2005.
- (2) These regulations shall be applicable to all licensees engaged in distribution of electricity in the State of Jharkhand, including deemed licensee.
- (3) These regulations extend to the whole of the State of Jharkhand.
- (4) These regulations shall come into force on the date of their publication in the Jharkhand State Gazette. However in order to give time to Distribution Licensee for preparation, the Schedule II of this Regulation shall come into effect from 1st of November 2005.

2. Definitions:

- (1) In these regulations, unless the context otherwise requires:-

- a) "Act" means the Electricity Act, 2003 read in conjunction with its latest revisions.
- b) "Area of supply" means the area within which a licensee is authorized by his license to distribute electricity.
- c) "Commission" means the Jharkhand State Electricity Regulatory Commission;
- d) "Low Tension/Low Voltage" means the voltage that does not exceed 230 Volts-Single Phase / 440 Volts - Three Phase under normal conditions;
- e) "High Tension/High Voltage" means the voltage exceeding 440 Volts but, not exceeding 33000 volts under normal conditions;
- f) "Extra High Tension/Extra High Voltage" means the voltage exceeding 33000 volts under normal conditions;

(2) Words and expressions used and not defined in these regulations shall bear the same meaning as in the Act or in absence of any definition in the Act, the meaning as commonly understood in the electricity supply industry.

3. Guaranteed and Overall standards of performance:

The Standards specified in the Schedule-I shall be the Guaranteed Standards of Performance, being the minimum standards of service that a licensee shall maintain, and the Standards specified in the Schedule-III shall be the Overall Standards of Performance, which the Licensee shall achieve within, prescribed time frame in the discharge of his obligations as a Licensee.

4. Compensation:

(1) The licensee shall be liable to pay to the affected consumer/consumers compensation specified in Schedule-II for Licensee's failure to meet the Guaranteed Standards of Performance specified in Schedule-I. The compensation amount shall be paid by the Licensee in the manner specified in Schedule-II.

(2) The licensee concerned shall pay the compensation referred to under sub-clause (1) above within ninety days of violation of a Guaranteed Standard of Performance.

(3) The liability of compensation under sub-clause (1) above shall be applicable with effect from 1st November 2005.

Provided that in case of events affecting more than one consumer, the liability of compensation shall be applicable with effect from 1st November 2006 when the feeder-wise, pole-wise and distribution transformer-wise consumer indexing and consumer ledger should be available. By this time the Licensees complete all the necessary arrangement MUST be completed by the Licensees.

Provided further that consumer shall not be entitled to any compensation under these regulations if he has any arrears dues payable to the licensee or has load/demand more than the sanctioned or contract load /demand or complaint has been lodged against him for unauthorized use or consumption of electricity under section 135 of the Act or he has no capacitor of required capacity installed in his premises as applicable.

(4) As the overall standards of performance specified in the schedule III of these Regulations does not involve any payment of compensation to the consumers for the present, the Distribution Licensees shall be liable to reduce their allowable efficient revenue requirement for fixation of Tariff for their failure to meet the overall standards for performance.

5. Information on Achievement of Standards of Performance:

(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;

(b) The number of cases in which compensation was paid under Clause 4 above of these Regulations, and the aggregate amount of the compensation payable and/or paid by the Licensee. This information will be provided category wise for each category of IUC and RIAC Consumers as well as area-wise.

(c) The measures taken by the licensee to improve performance in the areas covered by Guaranteed Standards.

(2) For Overall Standards, each Licensee shall furnish to the Commission, in a half yearly report and in a consolidated annual report, the following information:

(a) The level of performance achieved with reference to those specified in Schedule– III to these regulations. This information will be provided category wise for each category of IUC and RIAC consumers as well as area wise.

(b) The measures taken by the licensee to improve performance in the areas covered by Overall Standards.

(3) The Commission shall, at such intervals as it may deem fit and not inconsistent with the provisions of the Act, arrange for the publication of the information furnished by licensees under these Regulations.

The Licensee shall within one year of the publication of these Regulations maintain a web site in which following details shall be provided for public information. This shall include but not be limited to

- a) Licensee's Standards of Performance.
- b) Metering specification.
- c) Billing and payments system. (Arrangement shall be made for on line payment by the consumer).
- d) Consumer complaints and redressal system.
- e) Information provided to the Commission regarding Standards of Performance maintained.
- f) Billing data base of consumers.
- g) Tariff.
- h) Supply Code.
- i) Safety precautions and contact number of licensee offices.
- j) Details of accidents both minor and major.

6. Exemption:

(1) The standards of performance specified in these regulations shall remain suspended for a period as approved by Commission on case to case basis during Force Majeure condition such as war, mutiny, civil commotion, riot, flood, cyclone, earthquake general strike, lockout, fire affecting the licensee's installations and activities. All force major events should be reported to the Commission within 15 days from the date on which such condition occurred.

(2) Non compliance of standards contained in this regulation shall not be treated as a violation of this regulation and the licensee shall not be required to pay any compensation to affected consumers, if such violation is caused due to grid failure or deficiency, a fault on the part of Transmission Licensee's network or on account of instructions given by SLDC, on which distribution Licensee has no reasonable control.

(3) The Commission may by a general or special order issued for the purpose and after hearing the Licensee and the affected consumer absolve 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.

7. Issue of orders and practice directions:

7.1 Subject to the provisions of the Electricity Act, 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 procedure to be followed and various matters, which the Commission has been empowered by these regulations to specify or direct.

7.2 In particular, the Commission may authorize the Commission staff or any independent agency to conduct periodical checks to monitor the compliance of the standards under these regulations by the licensee.

8. Power to remove difficulties:

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.

9. Power of Amend:

9.1 The Commission may at any time, vary, alter, modify or amend any provisions of the regulations.

10. Savings

Nothing in these regulations shall affect the rights and privileges of the consumers under any other law including the Consumer Protection Act, 1986.

By the order of the Commission

**Sd/-
A.K.Mehta
Secretary**

Jharkhand State Electricity Regulatory Commission

SCHEDULE – I

GUARANTEED STANDARDS OF PERFORMANCE

1. Restoration of Power Supply

1.1 Normal Fuse-off: 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 rectification of failure of supply from consumer service line wire) within 8 hours of receiving the complaint affecting IUC consumers and within 36 hours of receiving the complaint in RIAC areas. Individual fuse-off calls at consumer premises, wherever the fault is of such nature that it requires shutting down the power supply affecting other unaffected consumers also, shall not be attended to between 6PM and 8AM except in case of essential services like water supply, hospitals Defense Establishments, Airports, Broadcasting Establishments, etc, and other important Government services.

In cases, where fuses have not been used and instead circuit breakers have been used, the Licensee shall arrange to reset and recharge the circuit breakers and restore supply within the above stipulated time.

1.2 Overhead Line Breakdowns: In case of overhead line breakdowns, the licensee shall ensure restoration of power supply within 8 hours of occurrence of breakdown for IUC consumers and within 48 hours of occurrence of breakdown in RIAC areas.

1.3 Underground Line Breakdowns: In case of underground line breakdowns, the licensee shall ensure restoration of power supply within 12 hours of occurrence of breakdown for IUC consumers and within 48 hours of occurrence of breakdown in RIAC areas.

1.4 HT to LT Transformer failure: The licensee shall restore supply in the case of such distribution transformer failures by replacement of transformer within 48 hours of receiving the complaint for IUC consumers and within 72 hours of receiving the complaint for RIAC consumers.

1.5 HT to HT Transformer failure: The licensee shall restore supply in the case of such transformer failures by replacement of transformer within 15 days of receiving the complaint from the consumers.

1.6 Period of scheduled outages: Interruption in power supply due to scheduled outages shall be notified by public announcement including newspaper publication mentioning start time and duration of outage by the licensee at least 24 hours in advance. Scheduled Outage shall not exceed 12 hours in a day. In each such event, the licensee shall ensure that the supply is restored by 6:00 PM.

2. Quality of Power Supply:

2.1 Voltage Variations:

(i) 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:

- (a) In the case of Low Voltage, +6% and - 6%
- (b) In the case of High Voltage, +6% and -9%;
- (c) In the case of Extra High Voltage, +10% and -12.5%.

(ii) Voltage hunting is not permitted.

(iii) On receipt of a voltage variation complaint, the licensee shall verify if the voltage is varying outside the limits specified in sub-paragraph (i) above and if confirmed, the licensee shall.

(a) Rectify the voltage variations to bring within said limit within 10 days of original complaint if no extension/up gradation of network is involved;

(b) Rectify the voltage variation to bring it within said limit within 120 days, if up-gradation of distribution system is required.

Provided that where a power substation (33/11 KV) is required to be erected to resolve the complaint, the licensee shall within one month of receipt of such complaint submit a proposal for erection of power sub-station together with target date of completion and Commissioning of such sub-stations and get the same approved by the Commission.

2.2 Harmonics:

(i) The licensee shall maintain the limits of harmonics as per the stages prescribed hereunder:

Stage-1: The cumulative Total Voltage Harmonic Distortion (THD_V) at the Point of Commencement of Supply for each consumer connected at 132KV and above shall be limited to 3%.

Stage-2: The cumulative Total Voltage Harmonic Distortion (THD_V) at the Point of Commencement of Supply for each consumer connected at 33KV shall be limited to 8%.

Stage-3: The cumulative Total Voltage Harmonic Distortion (THD_V) at the Point of Commencement of Supply for each consumer connected at 11KV shall be limited to 8 %.

(ii) Stage-1 shall be effective on the expiry of one year from the date of publication of these regulations. The Commission will notify the Compensation amounts for defaults on this standard on commencement of stage I.

(iii) The Commission will specify the effective dates for Stage-2 and Stage-3 after consultation with the licensees and consumers.

(iv) The licensee may measure/monitor the level of harmonics generation of any consumer and may ask the consumer to comply with the specified standards. In the event of non-compliance, licensee may disconnect the supply with a prior one month notice.

2.3 Meters:

(i) It shall be duty of the licensee to maintain the meters fixed in consumers premises for electricity supply in operating and correct condition as per the specification prescribed in Electricity Rules 1956 till the specifications are prescribed by the Authority after which the same shall be applicable. The licensee shall carry out periodical testing and calibration of meters as per the following schedule:-

- | | | |
|-----|-------------------------|-------------------------------------|
| (a) | Single phase L.T meters | - At least once every five (5) yrs. |
| (b) | Three phase L.T. meters | - At least once every (3) yrs. |
| (c) | EHT/H.T meters | - At least once every yr. |

(ii) In case of complaint by the consumer regarding defective meter, the licensee shall inspect and check correctness of meters within 7 days of receiving complaint in urban areas and within 15 days in rural areas.

(iii) If the meter is found defective, not working burnt, stopped, or not recording accurately the licensee shall replace the meter within 15 days after it is so detected.

(iv) The defective meters not recording accurately shall be tested for accuracy within 45 days of receiving complaint from the consumer.

3. Applications for New Connections/Additional Load:

3.1 The application for new Electricity supply service connection/additional load shall be disposed of within the time frame as provided in Clause 6.2 of Electricity Supply Code.

4. Complaints about consumer's bills:

4.0 The licensee shall maintain billing system both by physical system and by Web based system i.e. a consumer can pay his bills either through the internet or physically. Details of the bills of all the consumers shall be maintained on the web and a consumer can get details of his payment status by logging on to the specific web site and asking payment details after entering a Customer Identification No. (CIN). However since web-based system is not in place at present the date for making effective internet based billing and payment shall be decided in consultation with the licensee, which will be notified separately.

4.1 The licensee shall acknowledge the consumer's billing complaint immediately, if received in person or in e-mail and within 2 days, if received by post, stating there in clearly the serial no. and date of complaint. The licensee shall redress/attend to the complaint regarding electricity bills within 2 days of its receipt, if no additional information is required to be collected and within 7 days of receipt of complaint in case any additional information is required. Redressal or attending to the complaint means that either the complainant (consumer) receives corrected bills or a written intimation that the bills issued are correct and do not need correction stating the reason for the same.

SCHEDULE – II

PROPOSED GUARANTEED STANDARDS OF PERFORMANCE AND LEVEL OF COMPENSATION TO CONSUMER FOR DEFAULT IN EACH CASE

Service area	Standard	Compensation payable to affected consumer	Manner of payment
Normal Fuse-off			
IUC Consumers	Within 8 hours	Rs. 25 for each day (24 hrs) of default	Automatic
RIAC Consumers	Within 36 hours	Rs. 25 for each day (24 hrs) of default	Automatic
LINE BREAKDOWNS : **			
Overhead Line Breakdowns			
<i>IUC Consumers</i>	<i>Within 8 hours</i>	<i>Rs. 25 to each affected consumer for each case of default.</i>	<i>To be Claimed</i>
<i>RIAC Consumers</i>	<i>Within 48 hours</i>	<i>Rs. 25 to each affected consumer for each case of default.</i>	<i>To be Claimed</i>
Underground Line Breakdowns			
<i>IUC Consumers</i>	<i>Within 12 hours</i>	<i>Rs. 25 to each affected consumer for each case of default.</i>	<i>To be Claimed</i>
<i>RIAC Consumers</i>	<i>Within 48 hours</i>	<i>Rs. 25 to each affected consumer for each case of default.</i>	<i>To be Claimed</i>
HT to LT Transformer failure			
IUC Consumers	Within 48 hours	Rs. 25 to each affected consumer for each case of default.	To be Claimed
RIAC Consumers	Within 72 hours	Rs. 25 to each affected consumer for each case of default.	To be Claimed
Substation Transformer (HT to HT) failure			
IUC Consumers	Within 15 days	Rs. 25 to each affected consumer for each case of default.	To be Claimed
RIAC Consumers	Within 15 days	Rs. 25 to each affected consumer for each case of default.	To be Claimed

Period of scheduled outages			
Maximum duration in a single stretch	Not to exceed 12 hours	Rs. 25 to each affected consumer for each case of default.	To be Claimed
Restoration of supply	By 6.00 PM		

* As per Amendment issued by Jharkhand State Gazette Notification No. - 656 Dated - 02/12/2005.

Voltage Variations			
No expansion / enhancement of network is involved	Within 10 days	Rs.100 in each case of default	Automatic
Up-gradation of distribution system is required	Within 120 days	Rs.100 in each case of default	Automatic
Harmonics			
EHT connections	Not more than 3% at point of commencement of supply	0.1% of average monthly bill for previous three months subject to minimum Rs. 100/- and maximum Rs. 5,00/-	To be Claimed
HT connections	Not more than 8% at point of commencement of supply	0.1% of average monthly bill for previous three months subject to minimum Rs. 100/- and maximum Rs. 5,00/-	To be Claimed
Meter Complaints			
Inspect and check correctness IUC.	Within 7 days	Rs. 50 in each case of default.	To be Claimed
Inspect and correctness RIAC	Within 15 days	Rs. 50 in each case of default.	To be Claimed
Replace defective not working metes	Within 15 days of inspection.	Rs. 50 in each case of default.	To be Claimed
Application for new connection/additional load			
Release of supply – Low Tension	Within time frame as provided in the Electricity Supply Code.	Rs. 50 for each day of default	To be Claimed
Release of supply – High Tension 11KV supply	-Do-	Rs. 100 for each day of default	To be Claimed
Release of supply – High Tension 33KV supply	-Do-	Rs. 200 for each day of default	To be Claimed
Release of supply – Extra High Tension services	Time frame as scheduled (scheduled) in supply code.	Rs. 500 for each day of default	To be Claimed

Transfer of ownership and conversion of service			
Title transfer of ownership	Within 30 days of decision taken by licensee to change the name.	Rs. 50 for each month of default	Automatic
Change of category	Within 30 of days of the mutual agreement and payment of charges and completion of formalities.	Rs. 50 for each month of default	Automatic
Conversion from LT 1-ph to LT 3-ph	Within 30 days of mutual agreement and payment of charges and completion of formalities.	Rs. 50 for each month of default	Automatic

Conversion from LT to HT and vice-versa	Within 30 days of mutual agreement and payment of charges and completion of formalities.	Rs. 50 for each month of default	Automatic
Resolution of complaints on consumer's bills			
If no additional information is required	Within 2 days of receipt of complaint	Rs. 50 for each month of default	Automatic
If additional information's is required to be collected	Within 7 days of receipt of complaint	Rs. 50 for each month of default	Automatic
Reconnection of supply following disconnection			
IUC Consumers	Within 24 hours of receipt of payment from consumer	Rs. 25 for each day (24 hrs) of default	Automatic
RIAC Consumers	Within 48 hours of receipt of payment from consumer	Rs. 25 for each day (24 hrs) of default	Automatic

Manner of payment of compensation amount:

1. The Licensee shall register every complaint of a consumer regarding failure of power supply, quality of power supply, meters and payment of bills etc. and intimate the complaint number to the consumer.

2. The Licensee shall maintain all records regarding the guaranteed standards of performance in a consumer-wise manner in order to give a fair treatment to all consumers and avoid any dispute regarding violation of standard.

3. All payments of compensation shall be made by way of adjustment against current, and/or future bills for supply of electricity but not later than 90 days from the date of violation of guaranteed standards.

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

Automatic: This mode of payment requires the Licensee itself to calculate and pay the compensation amount to the affected consumer automatically, following non-compliance to a particular guaranteed standard. However, the consumer may approach the Licensee to claim compensation,

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. Customer shall be issued a receipt of complaint and an unique complaint no for reference. No claim shall be entertained if complaint is lodged after 15 days of the occurrence of violation of guaranteed standards.

SCHEDULE-III

OVERALL STANDARDS OF PERFORMANCE

1.1 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 99%.

1.2 Line Breakdowns:

In case of line breakdowns, the licensee shall ensure restoration of power supply within 8 working hours of occurrence of breakdown in towns and cities and within 48 hours of

occurrence of breakdown for RIAC Consumers as prescribed in sub-paragraph 1.2 and 1.3 of Schedule-I. The licensee shall achieve this standard of performance in at least 95% of the cases.

1.3 Distribution Transformer Failures:

The licensee shall maintain the percentage of distribution transformers replaced within the time limits prescribed in sub-paragraph 1.4 and 1.5 of Schedule-I to the total distribution transformers failed at a value not less than 95%.

1.4 Period of scheduled outages:

As specified in sub-paragraph 1.6 of Schedule-I, interruption in power supply due to scheduled outages have to be notified in advance and shall not exceed 12 hours in a day and in each such event, the licensee has to ensure that the supply is restored by 6:00 PM. The licensee shall achieve both of these standards of performance in at least 95% of the cases.

1.5 Reliability Indices

(i) 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:

(b) System Average Interruption Frequency Index (SAIFI): The licensee shall calculate the value as per the formula and methodology specified below.

(c) System Average Interruption Duration Index (SAIDI): The licensee shall calculate the value as per the formula and methodology specified below.

(d) 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 Distribution licensee as a whole by stacking, for each month all the 11KV or greater than 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 for each voltage level and overall using the following formulae:

$$i. \quad SAIFI = \frac{\sum_{i=1}^n (A_i * N_i)}{N_t}$$

Where,

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

N_j = Connected load of i^{th} feeder affected due to each interruption.

N_t = Total connected load at 11KV or greater than 11KV in the Distribution licensee's supply area.

n = number of 11KV or greater than 11KV feeders in the licensed area of supply (excluding those serving predominantly agricultural loads).

$$2. \quad SAIFI = \frac{\sum_{i=1}^n (A_i * N_i)}{N_t}$$

Where,

B_i = Total duration of all sustained interruptions on i^{th} feeder for the month.

$$3. \quad \text{MAIFI} = \frac{\sum_{i=1}^n (C_i * N_i)}{N_t}$$

Where,

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

Note: The feeders must be segregated into rural and urban and the value of the indices must be reported separately for each month.

(i) 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.

(ii) Based on the information provided by the licensees, the Commission would notify the target levels for these indices annually.

1.6 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 endeavor 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.

1.7 Voltage Regulation:

The licensee shall ensure that the voltage regulation is maintained within the limits as per Indian Electricity Rules 1956 till regulations in this regard are notified by Central Electricity Authority after which same shall be applicable.

1.9 Billing mistakes:

The licensee shall maintain the percentage of wrong bills issued each month requiring modification/correction to the total number of bills issued, at a value not greater than 0.1%.

1.10 Faulty meters:

The licensee shall maintain the percentage of defective meters to the total number of meters in service, at a value not greater than 5 %.

1.11 The Summary of Overall performance standards is as follows:

Service area	Standard	Overall Standard of Performance
Normal fuse-off calls		At least 99% calls received should be rectified within prescribed time limits
Line Breakdowns		
IUC Consumers	Within 6 hours	At least 95% of cases resolved within time limit
RIAC Consumers	Within 24 hours	At least 95% of cases resolved within time limit

Transformer failure		At least 95% of transformers to be replaced within prescribed time limits
Period of scheduled outage		
Maximum duration in a single stretch	12 hours	At least 95% of cases resolved within time limit
Restoration of supply by 6:00 PM		At least 95% of cases resolved within time limit
Continuity Indices		
SAIFI		To be laid down by the Commission
SAIDI		To be laid down by the Commission
MAIFI		To be laid down by the Commission
Frequency variations		
		To maintain supply frequency within +/-3% of 50Hz.
Voltage Regulation		
		As per Indian Electricity Rules 1956 as amended from time to time.
% billing mistakes		1%
% faulty meters		5%