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**NOTIFICATIONS BY HEADS OF DEPARTMENTS, Etc.**

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**PUBLIC WORKS NOTIFICATIONS**

**TELANGANA STATE ELECTRICITY REGULATORY COMMISSION  
HYDERABAD**

**No. TSERC/ 05 /2016**

**Dated 13.07.2016**

**REGULATION No. 05 of 2016**

**LICENSEES' STANDARDS OF PERFORMANCE**

**Introduction:**

In order to improve the reliability and quality of supply, the erstwhile APERC notified the "Standards of Performance" to be adhered to by the Licensees in Regulation No. 7 of 2004. This Regulation was amended on 19.08.2005 and 08.08.2013. The Commission has been reviewing the working of the Licensees and had conducted tariff hearings in the last two financial years. During the tariff hearings it was submitted before the Commission that the services rendered by the Licensee are not upto the desired standard and there is a shortfall in compliance of the standards set by the Commission by way of regulation and no penalty/compensation is being paid for violation of such standards to the consumers. In order to facilitate the strict compliance of the standards, the Commission sought to bring in a new regulation encompassing the expectations of consumers. The Commission reviewed the existing standard and decided to prescribe the compensation payable to the Consumers for non-compliance of the

Standards in terms of the provisions of Section 57 of the Electricity Act, 2003. Accordingly, the Commission formulated a draft Regulation and invited the suggestions / objections of the stakeholders.

Thereafter, in exercise of the powers conferred under Sec.181(za) and (zb) read with Sections 57,58 and 59(1) & 86(1)(i) of the Electricity Act, 2003 and all other powers enabling it in that behalf, the Telangana State Electricity Regulatory Commission hereby makes the following Regulation regarding the Licensees' Standards of performance, namely:

### **1. Short title, extent commencement and applicability**

- (1) This Regulation shall be called the Telangana State Electricity Regulatory Commission (Licensees' Standards of Performance) Regulation, 2016.
- (2) This Regulation shall be applicable to all the Licensees engaged in the distribution of electricity in the State of Telangana.
- (3) This Regulation extends to the whole of the state of Telangana.
- (4) This Regulation shall come into force on the date of its publication in the Telangana state Gazette.

### **2. Scope of Application**

This regulation shall be applicable to all the Distribution Licensees including a Deemed Licensee under section 14 of the Act and all its consumers in the state of Telangana.

### **3. Definitions**

- (1) In this Regulation, unless the context otherwise requires:
  - a. "Act" means the Electricity Act, 2003;
  - b. "area of supply" means the area within which a Licensee is authorized by its License to supply electricity;
  - c. "Commission" means the Telangana state Electricity Regulatory Commission;
  - d. "Cities and Towns" mean the areas covered by all Municipal Corporations and other Municipalities including the areas falling under the various Urban Development Authorities;

- e. "Rural areas" mean the areas 'covered by Gram panchayats, including major and minor Panchayats;
- f. "Extra High Tension/Extra High Voltage" means the Voltage exceeding 33000 volts under the normal conditions;
- g. "High Tension/High Voltage" means the voltage exceeding 440 volts but not exceeding 33000 volts under the normal conditions;
- h. "Licensee" means any person licensed under Part IV of the Act to distribute electricity including a Deemed Licensee;
- i. "Low Tension/Low Voltage" means 'the voltage that does not exceed 440 volts under the normal conditions;
- j. "Contract Load/Demand" means demand in Kilowatt (kW)/Kilovoltampere (kVA)/Horsepower (HP) as mutually agreed between Distribution Licensee and the consumer and as entered into the agreement for which a Distribution Licensee makes specific commitment for supply from time to time.
- k. "Net meter" means an appropriate energy meter capable of recording both import & export of electricity or a pair of meters one each for recording the import and export of electricity as the case may be;

(2) Words and expressions used and not defined in this Regulation 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.

#### **4. Interpretation**

In the interpretation of this Regulation, unless the context otherwise requires:

- (i) words in the singular or plural term, as the case may be, shall also be deemed to include the plural or the singular terms.
- (ii) References herein to this Regulation shall be construed as references to this Regulation as amended or modified by the Commission from time to time in accordance with the applicable Act and the rules made there under.
- (iii) The headings inserted in this Regulation is for convenience only.
- (iv) References to the statutes, Regulations or guidelines shall be construed as including all provisions consolidated, amended or replaced by such other statutes, Regulations or guidelines, as the case may be, from time to time.

#### **5. Other Statutes**

This Regulation shall be read with, relevant provisions of the Act and also the Electricity Supply Code notified by the Commission, as may be amended from time to time.

## 6. Legal Provision

(i) The Commission, in pursuance of section 57, read with clause (i) of sub-section (1) of section 86 of the Act, shall specify the standards of performance of the distribution licensees in the state of Telangana, intending to serve as the guidelines for them to operate their distribution & supply services for providing the quality, continuity and reliability of service and enforce the standards with respect to quality, continuity and reliability of service by the Licensees;

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

(iii) Where a licensee fails to meet the standards specified under sub-section (1) of section 57 of the Act, in addition to any penalty or prosecution proceedings, shall be liable to pay to a person affected such compensation as may be determined under sub section (2) of section 57 by the Commission;

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

(iv) Every licensee shall, within the period specified, in this Regulation, under section 59 of the Act, furnish to the Commission the following information in the Format enclosed to this Regulation, namely:-

(1) For Guaranteed Standards, each Licensee shall furnish a report for every month and a consolidated annual report, containing the following information in the Format enclosed to this Regulation:

- a) The levels of performance achieved by the Licensee with reference to the standards specified in Schedule – I to this Regulation;
  - b) The number of cases in which compensation was paid under Section 57, and the aggregate amount of the compensation payable and paid by the Licensee;
- and

c) The measures taken by the Licensee to improve the performance in the areas covered by the Guaranteed Standards and the Licensee's assessment of the targets to be imposed for the ensuing year.

(2) For Overall Standards, each Licensee shall furnish to the Commission, in a report for every quarter and a consolidated annual report, the following information in the format prescribed in Annexure – II:

a) The overall level of performance achieved with reference to the standards specified in Schedule – III to this Regulation; and,

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

(3) The Commission in exercise of the powers vested in it under section 59 (2) shall, at least once in every year arrange for the publication of the information furnished by the Licensees including a deemed licensee.

(v) The Commission may, in exercise of the powers vested in it under section 142 of the Act, resort to penal action against the officials of the licensee's responsible for non fulfilment of the standards of performance, in cases where the licensee is able to identify such officers.

### **7. Guaranteed and Overall standards of performance**

(1) The Standards specified in the Schedule –II shall be the Guaranteed Standards of Performance, being the minimum standards of service that a Licensee shall achieve, and the Standards specified in the Schedule-III shall be the Overall Standards of Performance which a Licensee shall seek to achieve in discharge of his/its obligations as a Licensee.

(2) The failure of a licensee to achieve the guaranteed standards of service shall entail payment of compensation to the consumer as prescribed in Schedule-II.

(3) The Commission may from time to time add, alter, vary, modify or amend the contents of the Schedule-I, Schedule-II and Schedule-III.

### **8. Manner of payment of compensation amount:**

(1) The Licensee shall register every complaint of a consumer regarding the failure of power supply, quality of power supply, meters, payment of bills or any other

compliant at the customer service centers of each section and at section offices where the customer service centers are not available and intimate the complaint number to the consumer.

- (2) The Licensee shall maintain consumer-wise records regarding the guaranteed standards of performance for giving a fair treatment to all consumers and avoid any dispute regarding the violation of a standard.
- (3) All payments of compensation shall be made by way of adjustment against the current and/or future bills for supply of electricity, but not later than 90 days from the date of violation of a Guaranteed Standard.
- (4) Where the Licensee, fails to Pay/Dispense the compensation amount as laid out in paragraph 3 above, the aggrieved consumer(s) can approach the Forum for redressal of grievances of consumers (CGRFs) to seek such compensation.

## **9. Information on Standards of Performance**

### **Guaranteed standards**

- (1) For Guaranteed Standards, each Licensee shall furnish to the Commission, a report for every month and a consolidated annual report, containing the following information:
  - (a) The levels of performance achieved by the Licensee with reference to the standards specified in Schedule – I to this Regulation;
  - (b) The number of cases in which the compensation was paid under clause 8 (3), and the aggregate amount of the compensation payable and paid by the Licensee, and
  - (c) The measures taken by the Licensee to improve the performance in the areas covered by the Guaranteed Standards and the Licensee's assessment of the targets to be imposed for the ensuing year.

### **Overall standards**

- (2) For Overall Standards, each Licensee shall furnish to the Commission, a report for every quarter and a consolidated annual report, containing the following information:
  - (a) The Overall level of performance achieved with reference to the standards specified in Schedule – III to this Regulation; and,

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

(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 the Licensees including a deemed Licensee.

#### **10. Inclusions and Exclusions of Events**

(1) A power interruption shall include any outage in the distribution system, extending from the distribution substation to the consumer meter, which may be due to the tripping action of protective devices during faults or the failure of distribution lines and/or transformers, and which results in the loss of power supply to one or more consumers.

(2) The application of the standard of performance specified in this regulation shall remain suspended on occurring of the following events:

(a) force majeure events such as war, mutiny, civil commotion, riots, flood, cyclone, lightning, earthquake or other force and strike, lockout, fire affecting licensee's installations and activities;

(b) Outages due to generation failure or transmission network failure;

(c) outages that are initiated by the National Load Despatch Centre/ Regional Load Despatch Centre/ State Load Despatch Centre during the occurrence of a failure of their facilities; and

(d) Outages due to other events that the Commission shall approve after giving an opportunity of being heard.

(3) The Commission may by a general or special order, after giving an opportunity of being heard to the Licensee and the affected consumer(s) / consumer groups, 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 the reasons other than those emanate from the Licensee or the Licensee has otherwise made efforts to fulfill his/its obligations.

### **11. Issue of orders and practice directions**

(1) Subject to the provisions of the Electricity Act, 2003 and this Regulation, the Commission may, from time to time, issue orders and practice directions in regard to the implementation of the Regulation and procedure to be followed and various matters which the Commission has been empowered by this Regulation to specify or direct.

(2) In particular, the Commission may authorize the Commission staff or any independent agency to conduct periodical checks, monitor the compliance of the Standards by the Licensees and report to the Commission.

### **12. Power to remove difficulties**

If any difficulty arises in giving effect to any of the provisions of this Regulation, the Commission may, by a 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.

### **13. Power to Amend**

(1) The Commission may at any time, vary, alter, modify, or amend any provisions of the Regulation.

(2) In particular the Commission may review these standards after a period of three years or at any other time, if considered necessary. This Regulation shall however continue to be in force till it is modified based on such review.

### **14. Repeal and Savings**

(1) The standard of performance as well as the penalties fixed as per the regulation No. 7 of 2004 as amended by regulation No.9 of 2013 before the coming into force of the Telangana State Electricity Regulatory Commission (Licensee's Standards of Performance Regulation, 2016) shall continue to be governed by the provisions of the earlier regulations namely Regulation No.7 of 2004 as amended by Regulation No. 9 of 2013 along with the amendments as made by the erstwhile APERC from time to time, which were adopted by this Commission in Regulation. No. 1 of 2014.

(2) On and from the date of publication of this Regulation in the Official Gazette of the Government of Telangana State, the Regulation No.7 of 2004 as amended by Regulation No.9 of 2013 along with the amendments as made by the erstwhile APERC from time to time and adopted by the Commission in its Regulation. No. 1

of 2014, stand repealed to the extent relating to the standard of performance of the licensee and payment of penalties.

(3) Notwithstanding such repeal any action taken under the said Regulation shall not become invalid and deemed to have been taken under the corresponding provision of the present Regulation, or to the extent, if not provided for in this Regulation, such action shall subsist and deemed to have been taken as if such repeal provision is subsisting.

(4) Nothing in this Regulation shall affect the rights and privileges of the consumers under any other law including the Consumer Protection Act, 1986.

### **SCHEDULE-I**

#### **I. Restoration of Power Supply**

**1.1 Normal Fuse-off:** The Licensee shall restore the 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 Four (4) working hours of receiving the complaint in towns and cities and within Eight (8) working hours of receiving the complaint in rural areas. Individual fuse-off calls at consumer premises, wherever the fault is of such nature that it requires the shutting down of the power supply affecting other consumers also, shall be attended with minimum disruption to other consumers during 10 PM and 6 AM except in case of essential services covered under the Essential Services Maintenance Act (ESMA).

**1.2 Overhead Line/Cable Breakdowns:** In case of 11 kV /33 kV overhead line/cable breakdowns, the Licensee shall ensure the restoration of power supply within Six (6) hours of occurrence of breakdown in towns and cities and within Twenty Four (24) hours of occurrence of breakdown in rural areas.

**1.3 Underground Cable Breakdowns:** In case of breakdown of underground cable, the Licensee shall ensure the restoration of power supply within Twelve (12) hours of occurrence of breakdown in towns and cities and within Forty Eight (48) hours of occurrence of breakdown in rural areas.

**1.4 Distribution Transformer failure:** The Licensee shall restore the supply in the case of distribution transformer failures by replacement of transformer within Twenty Four (24) hours of receiving the complaint in towns and cities and within Forty Eight (48) hours of receiving the complaint in rural areas.

**1.5 Period of scheduled outages:** Interruption in power supply due to scheduled outages, other than the load-shedding, shall be notified by the Licensee at least Twenty Four (24) hours in advance and shall not exceed Twelve (12) hours in a day. In each such event, the Licensee shall ensure that the supply is restored by not later than 6.00 PM. Total number of scheduled outages for any 11 kV feeder shall not exceed Four (4) in a year in Urban areas and shall not exceed Six (6) in a year in Rural areas. The information on interruption in power supply shall be communicated to the consumers by using a scroller on a local television channel, as far as possible, send a Short Message Service (SMS) wherever the mobile communication number of a consumer is available with the DISCOM.

## II. Quality of Power Supply

### 2.1 Voltage fluctuations

(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 the declared voltage:

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

On receipt of a voltage fluctuation complaint, the licensee shall verify whether the voltage fluctuation is exceeding the limits specified and upon confirmation, the licensee shall:

- (a) ensure that the voltages are brought within the specified limits, within Ten (10) days of the original complaint, provided no expansion/enhancement of the network is involved; and
- (b) resolve the complaint within Ninety (90) days, where up-gradation of the distribution system is required.

Provided that where a substation is required to be erected to resolve the voltage fluctuation complaints, the licensee shall, within one month of the receipt of such complaint, submit to the Commission a proposal for erection of substation, together with the time required to complete the erection and commissioning of such substation and get the same approved by the Commission. The licensee is required to inform the consumer about the likely time of resolution of the complaint.

Provided further that where a substation is covered in the licensee's investment plan approved by the Commission, the licensee shall complete the erection and commissioning of such a substation within the time period specified in such investment plan.

Provided further that the compensation for industrial and agricultural consumers, who are expected to install capacitors at their end, shall not be paid any compensation if capacitors of adequate capacity are not installed at their premises.

## **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 (THDv) at the Point of Commencement of Supply for each consumer connected at 132KV and above shall be limited to 3% (as per Grid Code applicable in the State of Telangana).

**Stage-2:** The cumulative Total Voltage Harmonic Distortion (THDV) at the Point of commencement of supply for each consumer connected at 33 KV shall be limited to 8% (as per Grid Code applicable in the State of Telangana).

**Stage-3:** The cumulative Total Voltage Harmonic Distortion (THDV) at the point of commencement of supply for each consumer connected at 11 KV shall be limited to 8% (as per Grid Code applicable in the State of Telangana).

(ii) Stage-1 shall be effective on the expiry of one year from the date of publication of this Regulation. The Commission shall notify the compensation amounts for default on this standard on commencement of Stage-I.

(iii) The Commission shall specify the effective dates for Stage-2 and Stage-3 after consultation with the Licensees.

(iv) The assessment method for recording harmonic levels shall be as laid out in the Grid Code of Telangana State, until the Commission lays down a separate procedure.

## **III Meter complaints including Net Meter**

3.1 The licensee shall perform the meter related activities specified in paras 3.2 to 3.6 of this Regulation subject to the provisions contained in the Supply Code and other associated regulations and codes including the General Terms and Conditions of Supply (GTCS) notified by the Commission.

3.2 The licensee shall read the consumer's meter at least once in every month in Cities, Towns, Mandal headquarters and reading of all high value services

in terms of consumption/load shall be taken monthly in rural areas. In regard to other consumer services, the consumer meter readings shall be taken at a periodicity of not more than Two (2) months and as specified in the Supply Code regulations.

3.3 The Licensee shall inspect and check the correctness of the meter within Seven (7) days of receiving the complaint in Cities and Towns Areas and within Fifteen (15) days of receiving the complaint in Rural Areas.

3.4 The Licensee shall replace the non-working (stuck up, running slow, fast or creeping) meter at its own cost.

3.5 The Licensee shall replace at its own cost the burnt out meters within Seven (7) days of receiving the complaint, if the burning of meter is due to causes attributable to the Licensee.

3.6 If the meter is burnt due to the causes attributable to the consumer such as tampering, defect in consumer's installation, meter getting wet, connecting unauthorized additional load etc., the Licensee shall serve a notice to the consumer for recovery of cost of the meter within Seven (7) days of detection and shall replace the meter within Seven (7) days of receiving the payment from the consumer and after necessary corrective action is taken to avoid future damage to the meter.

#### **IV. Shifting of meters/service lines**

4.1 As per clause 5.4.1.4 of General Terms and Conditions of Supply (GTCS), when the consumer requests for shifting the service connection in the existing premises or for deviation for the existing lines at their own cost, the licensee shall inspect and inform the estimated cost to the consumer within Ten (10) days of receipt of application in Cities and Towns Areas and Fifteen (15) days of receipt of application in Rural Areas.

4.2 The following time schedule shall be observed for completing the works from date of payment of the charges and necessary clearances:

Shifting of meter/ service line: 7 days

#### **V. Application for New connections/additional load**

##### **5.1 Cases where power supply can be provided from the existing network**

(i) In cases where the power supply can be provided from the existing network, the licensee shall acknowledge the receipt of application for new connection within Two (2) working days and shall intimate the charges payable to the consumer. The

licensee shall release the supply within 30 days of receipt of the application along with the prescribed charges.

Provided that where applications requiring supply under Low Tension Agricultural category, such obligation on the part of the Licensee shall be limited to the number of connections that can be covered within the target fixed for the year for release of agricultural connections. The Licensee shall maintain a waiting list of such applicants in a serial order based on the date of receipt of applications and the waiting list number shall be communicated to the concerned applicant in writing within Fifteen (15) days of receipt of application. If an applicant's case cannot be covered in the programme of release of agricultural connections fixed for the year, it shall be so mentioned in the written communication and his seniority shall be maintained so as to release the service whenever his turn comes as per the seniority list in the subsequent year.

(ii) The Licensee shall keep the fees, charges and security deposit payable by the applicants for new connections notified and also specify the same on the application form.

## 5.2 Where power supply requires extension of distribution mains

(i) Where power supply requires the extension of distribution mains, the licensee shall acknowledge the receipt of the application within Two (2) days and shall intimate to the applicant in writing, the amount of security deposit and other charges payable within Seven (7) days of receipt of the application for Low Tension, within Fifteen (15) days of receipt of the application for High Tension (11 kV), within Twenty One (21) days of the application for High Tension (33 kV) and within Forty Five (45) days of receipt of application for Extra High Tension.

(ii) The supply of electricity in such cases shall be effected by the licensee within the time limits specified as under:

Supply Voltage	Time limit*
Low Tension	30 days
High Tension (11 kV)	45 days
High Tension (33 kV)	60 days
Extra High Tension (Above 33 kV)	180 days

\* To be applicable from date of payment of required security deposit and other charges, within which supply of electricity shall be provided

The Licensee may approach the Commission for extension of time specified above, in specific cases where the extension of distribution mains requires more time, along with the details. In such cases, the licensee shall inform the consumer about the likely time of resolution of the complaint.

### **5.3 Erection of substation to extend supply**

Where on application for a new connection requires extension of supply and requires erection and commissioning of a new substation, the licensee shall submit to the Commission within Fifteen (15) days of receipt of such application, a proposal for erection of such substation together with the time required for erection and commissioning, and obtain the approval of the Commission. The Licensee shall commence power supply to the applicant within the time period so approved by the Commission.

Provided that where such substation is covered in the investment plan approved by the Commission, the licensee shall not be required to take any further approval from the Commission and shall complete the erection of such substation within the time period specified in such investment plan.

Provided further that where the substation is meant to extend supply to an individual consumer, the licensee shall commence erection of the substation only after the receipt of necessary security deposit from the applicant.

Provided further that the Licensee shall not be held responsible for the delay, in extending supply, if it is on account of problems relating to right of way, acquisition of land, or the delay in consumer's obligation to obtain the approval of the Chief Electrical Inspector to Government for his HT or EHT installation etc., over which the licensee has no reasonable control.

## **VI. Transfer of ownership and conversion of services**

6.1 The Licensee shall give effect to transfer of ownership, change of category and conversion of the existing services from the Low Tension to the High Tension and vice-versa within the following time limits:

Change of category	Time limit
(a) Title transfer of ownership	within Seven (7) days of receipt of application, with necessary documents and prescribed fee, if any
(b) Change of category	
(c) Conversion from Low Tension single phase to Low Tension 3-phase and vice-versa	within Thirty (30) days from the date of payment of necessary charges by the consumer
(d) Conversion from Low Tension to High Tension and vice-versa	within Sixty (60) days from the date of payment of necessary charges by the consumer

6.2 In case of change of category, the licensee shall examine the provisions contained in the Tariff Order of the relevant year upon receipt of such application and inform the consumer within Seven (7) days of receipt of application about the feasibility.

6.3 In case of conversion from Low Tension to High Tension and vice-versa, the Licensee shall not be held responsible for the delay if it is on account of delay in consumer's obligation to obtain the approval of Chief Electrical Inspector to Government, for such installation.

## VII. Complaints about consumer's bills

7.1 (i) The Licensee shall acknowledge a consumer's complaint about an electricity bill immediately, if received in person and within 24 working hours, if received by post. The Licensee shall resolve the complaint regarding the electricity bills within 24 working hours of its receipt, if no additional information is required to be collected and within Seven (7) working days of receipt of complaint, if any additional information is required.

(ii) Where the complaint of a consumer is genuine and revision of a bill already issued becomes necessary, the due date for payment of bill shall be reckoned from the date of revised bill for the purpose of disconnection of supply or for levy of additional charges for belated payment.

## 7.2 Reconnection of supply following disconnection due to non-payment of bills

The Licensee shall restore the power supply to a consumer, whose supply has been disconnected due to non-payment of electricity bills, within Four (4) working hours of receipt of production of proof of payment by the consumer in towns and cities, and within Twelve (12) working hours of production of proof of payment by the consumer in rural areas.

### 7.3 Reduction in Load

Upon receipt of a request by a consumer for reduction of contract demand/contract load of such consumer after expiry of minimum period of Agreement entered by the consumer with the Licensee (indicated in GTCS), the Distribution Licensee shall reduce the contract demand/contract load of such consumer before the expiry of the second billing cycle after the receipt of such request;

Provided that consumer executes fresh agreement for such revised load before the second billing cycle.

**SCHEDULE - II****GUARANTEED STANDARDS OF PERFORMANCE AND COMPENSATION TO CONSUMERS IN CASE OF DEFAULT**

Sl.No	Service Area	Time Standard	Compensation payable in case of violation of standard	
			to individual consumer if the event affects a single consumer	to individual consumer if the event affects more than one consumer
<b>I. Normal Fuse-Off</b>				
i.	Cities and towns	Within Four (4) working hours	Rs.200 in each case of default	Rs.100 to each consumer affected
ii.	Rural areas	Within Eight (8) working hours	Rs.200 in each case of default	Rs.100 to each consumer affected
<b>II. Overhead Line/cable breakdowns</b>				
i.	Cities and towns	Within Six (6) hours default	Rs.200 in each case of default	Rs.100 to each consumer affected
ii.	Rural areas	Within Twenty Four (24) hours	Rs.200 in each case of default	Rs.100 to each consumer affected
<b>III. Underground cable breakdowns</b>				
i.	Cities and towns	Within Twelve (12) hours default	Rs.200 in each case of default	Rs.100 to each consumer affected
ii.	Rural areas	Within Forty Eight (48) hours	Rs.200 in each case of default	Rs.100 to each consumer affected
<b>IV. Distribution Transformer failure</b>				
i.	Cities and towns	Within Twenty Four (24) hours default	Rs.400 in each case of affected	Rs. 200 to each consumer
ii.	Rural areas	Within Forty Eight (48) hours	Rs.400 in each case of affected	Rs. 200 to each consumer
<b>V. Period of Scheduled Outage</b>				
i.	Maximum duration in a single stretch consumer affected	Not to exceed Twelve (12) hours	Rs.400 in each case of affected	Rs. 200 to each consumer
ii.	Restoration of supply	By not later than 6:00 PM	Rs.400 in each case of affected	Rs. 200 to each consumer
<b>VI. Voltage fluctuations</b>				
i.	No expansion/enhancement of network involved	Within Ten (10) days	Rs.200 for each day of default	Rs.100 to each consumer affected for each day of default

ii.	Up-gradation of distribution system required	Within Ninety (90) days	Rs.400 for each day of default	Rs. 200 to each consumer affected for each day of default
iii.	Erection of Substation	Within the time period as approved by the Commission	Rs.4000 for each day of default	Rs.2000 to each consumer affected for each day of default
<b>VII. Meter complaints including Net Meter</b>				
i.	Inspection and replacement of slow, fast/ creeping, stuck-up meters	Inspection within 7 days in towns and cities and within 15 days in rural areas and replacement within 15 days thereafter	Rs. 200 for each day of default	Not applicable
ii.	Replace burnt meters if cause attributable to Licensee	Within 7 days		
iii.	Replace burnt meters if cause attributable to consumer	Within 7 days of receiving payment from consumer		
iv.	Shifting of meter/service line	Within 7 days	Rs.200 for each day of default	Not applicable
<b>VIII. Processing of application &amp; intimation of relevant charges payable for new connection/sanction of additional load /Demand</b>				
i.	All Cases – If connection feasible from existing network for release of supply	Within 2 working days of receipt of application	Rs.200 for each day of default	
<b>ii. If network expansion / enhancement required to release supply</b>				
a.	Release of supply -Low Tension	Within 7 days of receipt of application	Rs.200 for each day of default	
b.	Release of Supply - High Tension 11kV	Within 15 days of receipt of application	Rs.200 for each day of default	
c.	Release of Supply - High Tension 33 kV	Within 21 days of receipt of application	Rs.1000 for each day of default	Not Applicable
d.	Release of Supply - Extra High Tension	Within 45 days of receipt of application	Rs.1000 for each day of default	

<b>IX. Release of new connection/additional load upon payment of all charges</b>				
i.	All Cases – If connection feasible from existing network for release of supply	Within 30 days of receipt of application (along with prescribed charges)	Rs.200 for each day of default	Not Applicable
ii. Network expansion / enhancement required to release supply				
a.	Release of supply -Low Tension	Within 30 days of receipt of prescribed charges	Rs.200 for each day of default	Not Applicable
b.	Release of Supply - High Tension 11kV	Within 45 days of receipt of prescribed charges	Rs.400 for each day of default	
c.	Release of Supply - High Tension 33 kV	Within 60 days of receipt of prescribed charges	Rs.1000 for each day of default	
d.	Release of Supply - Extra High Tension	Within 180 days of receipt of prescribed charges	Rs.1000 for each day of default	
e.	Erection of substation required for release of supply	Within the time period approved by the Commission	Rs.2000 for each day of default	
<b>X. Transfer of ownership and conversion of services</b>				
i.	Title transfer of ownership	Within 7 days along- with necessary documents and prescribed fee, if any	Rs.200 for each day of default	Not Applicable
ii.	Change of category	Within 7 days along- with necessary documents and prescribed fee, if any		
iii.	Conversion from LT 1-ph to LT 3-ph and vice versa	Within 30 days of payment of charges by the consumer		
iv.	Conversion from LT to HT and vice versa	Within 60 days of payment of charges by the consumer	Rs.400 for each day of default	

<b>XI. Resolution of complaints on consumer's bill</b>				
i.	If no additional information is required	Within 24 working hours of receipt of complaint	Rs.100 for each day of default	Not Applicable
ii.	If additional information is required	Within 7 working days of receipt of complaint		
<b>XII. Reconnection of supply following disconnection due to non-payment of bills</b>				
i.	Cities and Towns	Within 4 working hours of production of proof of payment by consumer	Rs.200 in each day of default	Not Applicable
ii.	Rural areas	Within 12 working hours of production of proof of payment by consumer.	Rs.200 in each day of default	Not Applicable
<b>XIII. Wrongful disconnection of service connection / levy of reconnection charges without disconnection</b>				
i.	Wrongful disconnection of service connection even after payment of electricity charges due		Rs.200 in each day of default	Not Applicable
ii.	Levy of reconnection charges without actual physical disconnection			
<b>XIII. Reduction in Load</b>				
	Before the expiry of second billing cycle after receipt of such request		Rs.50 for each default	

**Manner of payment of compensation amount:**

1. The Licensee shall establish an Interactive Voice Response System (IVRS) to register the complaints of consumers, within one year from the date of issue of this regulation. Meanwhile, the Licensee shall register every complaint of a consumer regarding various service parameters as mentioned in the above schedule, at the customer service centres of each Sub-Division office, centralized customer service centres at Towns/Cities, Fuse-off-call offices wherever available and intimate the unique complaint identification (UCI) number to the consumer.
2. Once the complaint is rectified/addressed, the Distribution Licensee shall arrange a Short Message Service (SMS) message to the registered mobile number of the Consumer or the number from which complaint has been made. The time of sending of such message from the licensee shall be treated as time of rectification of the complaint for the purpose of reckoning the compliance with the Service Standard.

3. An IVRS is to be put in place by the Licensee which records the complaint and default shall be counted from that date. The features of the IVRS should be as follows:

- i. The consumer is to be provided options for entering the nature of complaint like
  - a) Normal Fuse-off
  - b) Overhead Line/Cable breakdowns
  - c) Underground cable breakdowns
  - d) Distribution Transformer failure
  - e) Period of scheduled outage
  - f) Voltage fluctuations
  - g) meter complaints
  - h) shifting of meter/service line
  - i) processing of application & intimation of relevant charges payable for new connections/sanction of additional load/Demand
  - j) Release of new connection/additional load upon payment of all charges
  - k) Transfer of ownership and conversion of services
  - l) Resolution of complaints on consumer's bill
  - m) Reconnection of supply following disconnection due to non-payment of bills
  - n) wrongful disconnection of service connection/levy of reconnection charges without disconnection

(any other complaints should necessarily present in the options as some consumers may not be aware of specific nature of complaint).

- ii. The system should prompt for a mobile number on which SMS can be sent
- iii. A unique complaint number auto generated by the system is to be sent to the consumer as SMS
- iv. SMS is to be sent to the consumer as and when the rectification is done.
- v. Duration for rectification of complaint is the number of days between the date of registration of a complaint on IVRS and the date of rectification sent to the consumer.
- vi. The IVRS should be in place with a period of one year from the date of issue of this regulation.

4. A quarterly report should be sent to CGRF and Ombudsman. The reports shall be analysed/monitored by the CGRFs. The format of the report is given below:

S.No	No. of complaints received	No. of cases where the fault is on consumer's side	No. of cases where the fault is on Licensee's side	Amount recovered

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

6. A Consumer shall be required to make a claim for compensation for non-compliance of a Guaranteed Standard, within Thirty (30) days of violation of such service standard by the Licensee, to a senior officer (Divisional Engineer) as may be designated by the Licensee for this purpose, who is based at the headquarters of the Licensee. The same officer is responsible for the monitoring compliance of the Regulation and submitting the periodical reports to the Commission, as may be required. The licensee shall fix the responsibility on their staff/officers for default in the service and shall realize the amount of compensation from concerned individual's (employee) salary after adjustment of the compensation in the consumer bill by way of a rebate. The Licensee shall pay compensation to the affected consumers through a rebate in the bill, automatically and without any delay.

7. 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 Ninety (90) days from the date of violation of a Guaranteed Standard.

8. Where the Licensee, fails to pay the compensation amount as laid out in the above paragraphs the aggrieved consumer(s) can approach the Forum for redressal of grievances of consumer (CGRF) to seek such compensation along with the cost of appeal.

9. Any consumer, who is aggrieved by non-redressal of his grievance by the Forum (CGRF), may make a representation to the Vidyut Ombudsman appointed by the Commission, in accordance with the provisions of the Act.

10. Where if the Licensee does not meet the overall standards, an amount as decided by the Commission not exceeding 2% of the Regulated Margin on Equity accounted for in the ARR of the year of failure shall be paid. Repetitive failures

over a period of three years may lead to denial of regulated Return on Equity in the three subsequent years at the discretion of the Commission.

**Upon the recovery of the above sum, the Commission may at its discretion:**

- a) Adjust such sum against the tariff so that the licensee shall not recover the said amount as a revenue. or
- b) Require the Licensee to give credit for the sum as computed above or any other sum decided by the Commission to the consumers by depositing the same in the consumer's security deposit account.

### **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 Six (6) hour of occurrence of breakdown in towns and cities and within Twenty Four (24) hours of occurrence of breakdown in rural areas as prescribed in sub-paragraph 1.2 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 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 1.5 of Schedule-I, interruption in power supply due to the scheduled outages, other than the load-shedding, has to be notified in advance and shall not exceed Twelve (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 these standards of performance in at least 95% of the cases.

#### **1.5 Street Light faults**

1.5.1 The Licensee shall rectify line faults and restore streetlights within Twenty Four (24) hours of detection or receipt of a complaint, whichever is earlier, and shall achieve this standard of performance in at least 90% of the cases.

1.5.2 In case of a fused light or defective unit, the Licensee, wherever responsible for maintenance of street lights, shall replace the light or rectify/replace the unit within Twenty Four (24) hours of detection or receipt of complaint, whichever is

earlier, and shall achieve this standards of performance in at least 90% of the cases.

### 1.6 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:

(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 11 KV/33 KV 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:

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

$A_i$  = Total Number of sustained interruptions (each longer than 5 minutes) on  $i^{\text{th}}$  feeder for the month

$N_i$  = Connected load of  $i^{\text{th}}$  feeder affected due to each interruption

$N_t$  = Total connected load at 11 KV in the Distribution Licensee's supply area

$n$  = number of 11 KV feeders in the licensed area of supply (excluding those serving predominantly agricultural load)

$$2. SAIDI = \frac{\sum_{i=1}^n (B_i * N_i)}{N_t} \quad \text{Where}$$

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

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

$C_i$  = Total number of momentary interruptions (each less than or equal to 5 minutes) on  $i^{\text{th}}$  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. Distribution Licensees are directed to submit the achievable target levels yearly, based on which the Commission will fix up the benchmarks comparable nationally.

**1.7 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 as per the Indian Electricity Grid Code (the present values being between 49.90 and 50.05 Hz), as 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 the prescribed limits.

**1.8 Voltage Unbalance:** The Licensee shall ensure that the voltage unbalance does not exceed 3% at the point of commencement of supply. The 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.

**1.9 Billing mistakes:** The Licensee shall maintain the percentage of bills requiring modifications following the complaints 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 3%.

1.11 **The Summary of Overall performance standards is as follows:**

<b>Service area</b>	<b>Overall Standard of Performance</b>
Normal fuse-off calls	At least 99% calls received shall be rectified within the prescribed time limits in Cities and Towns and in Rural areas
Line Breakdowns	At least 95% of cases be resolved within time limit in Cities and Towns and in Rural areas
Distribution Transformer failure	At least 95% of DTRs to be replaced within prescribed time limits in Cities and Towns and in Rural areas
<b>Period of scheduled outage</b>	
Maximum duration in a single stretch	At least 95% of cases be resolved within time limit
Restoration of supply by 6.00 PM	
<b>Street Light Faults</b>	
Rectification of line faults	At least 90% cases shall be complied within prescribed time limits
Replacement of fused/defective unit	
<b>Continuity Indices</b>	
SAIFI	To be laid down in due course by the Commission
SAIDI	
MAIFI	
Frequency variations	To maintain supply frequency within 49-50 Hz as per IEGC
Voltage Unbalance	Maximum of 3% at point of commencement of supply
% billing mistakes	Not exceeding 0.1%
% faulty meters	Not exceeding 3%

HYDERABAD,  
Dt: 13-07-2016.

**DR. K. SRINIVAS REDDY,**  
*Commission Secretary,  
Telangana State Electricity,  
Regulatory Commission.*

**ANNEXURE-I (REPORTING FORMATS - GUARANTEED STANDARDS)**

The following format shall be used by licensee for reporting performance levels for guaranteed standards on a monthly basis to the Commission:

Sl. No	Service Area	No. of complaints			No. of complaints redressed in the month (No.)			Pending complaints (No.)
		Pending in previous month	Received in the month	total	Within OS standards	Within GS stipulated time	More than the stipulated time	
<b>I. Normal Fuse-Off</b>								
i.	Cities and towns							
ii.	Rural areas							
<b>II. Overhead Line/cable breakdowns</b>								
i.	Cities and towns							
ii.	Rural areas							
<b>III. Underground cable breakdowns</b>								
i.	Cities and towns							
ii.	Rural areas							
<b>IV. Distribution Transformer failure</b>								
i.	Cities and towns							
ii.	Rural areas							
<b>V. Period of Scheduled Outage</b>								
i.	Maximum duration in a single stretch consumer affected							
ii.	Restoration of supply							
<b>VI. Voltage fluctuations</b>								
i.	No expansion/enhancement of network involved							
ii.	Up-gradation of distribution system required							

Sl. No	Service Area	No. of complaints		No. of complaints redressed in the month (No.)			Pending complaints (No.)
		Pending in previous month	Received in the month	Within OS standards	Within GS stipulated time	More than the stipulated time	
iii.	Erection of Substation						
<b>VII. Meter complaints</b>							
i.	Inspection and replacement of slow, fast / creeping, stuck-up meters						
ii	Replace burnt meters if cause attributable to Licensee						
iii	Replace burnt meters if cause attributable to consumer						
iv	<b>Shifting of meters/service lines</b>						
<b>VIII. Processing of application &amp; intimation of relevant charges payable for new connection / sanction of additional load / Demand</b>							
i.	All Cases - If connection feasible from existing network for release of supply						
ii.	If network expansion / enhancement required to release supply						
a.	Release of supply -Low Tension						
b.	Release of Supply - High Tension 11kV						
c.	Release of Supply - High Tension 33 kV						
d.	Release of Supply - Extra High Tension						







Service area	Overall Standard of Performance	pending at the start of the quarter (A)	filed by the consumers in this quarter (B)	Total C= (A+B)	No. of complaints	
					redressed within the stipulated time for Overall standards	pending at the end of the quarter
Rectification of line faults						
Replacement of fused/ defective unit	At least 90% cases should be complied within prescribed time limits					
Continuity Indices						
SAIFI	To be laid down later by the Commission					
SAIDI						
MAIFI						
Frequency variations	To maintain supply frequency within 49 - 50 Hz as per IEGC					
Voltage Unbalance	Maximum of 3% at point of commencement of supply					
% billing mistakes	Not exceeding 0.1%					
0% faulty meters	Not exceeding 3%					

The quarterly information regarding faulty meters shall be submitted by licensee in the following format:

No. of faulty meters at the start of the quarter	No. of faulty meters added during the quarter	Total no. of faulty meters	No. of meters rectified/replaced	No. of faulty meters pending at the end of the quarter

The proforma for submission of quarterly report on reliability indices shall be as follows:

S. No.	quarter	Ni = Connected load of ith feeder affected for each interruption	Ai = Total number of sustained interruptions (each longer than 5 minutes) on ith feeder for the quarter	Nt = Total connected load at 11kV in licensees area of supply (1)	$= \sum (Ai * Ni)$ for all 11kV feeders excluding agriculture feeders (2)	SAIFI= (2) / (1)

S. No.	quarter	Ni = Connected load of ith feeder affected for each interruption	Bi = Total duration of sustained interruptions (each longer than 5 minutes) on ith feeder for the quarter	Nt = Total connected load at 11kV in licensees area of supply (1)	$= \sum (Bi * Ni)$ for all 11kV feeders excluding agricultural feeders (2)	SAIDI= (2) / (1)

S. No.	quarter	Ni = Connected load of ith feeder affected for each interruption	Ci = Total number of momentary interruptions (each less than or equal to 5 minutes) on ith feeder for the quarter	Nt = Total connected load at 11kV in licensees area of supply (1)	$= \sum (Ci * Ni)$ for all 11kV feeders excluding agricultural feeders (2)	MAIFI= (2) / (1)

## ANNEXURE - III

The format for registering a complaint in the complaint office is shown under:

S. No.	Time & Date of receiving complaint	Name, Address, Contact no. of complainant	Nature of complaint	Complaint number	Reference Guaranteed standard	Time & Date of redressal of complaint	Total time taken for complaint redressal (in Hrs/mts)

—x—