

**Kerala State Electricity Regulatory Commission  
Thiruvananthapuram**

**NOTIFICATION**

No.1/1/KSERC -2015/

Dated, Thiruvananthapuram 15<sup>th</sup> December, 2015

In exercise of the powers conferred by clause (za) and clause (zb) of sub-section (2) of Section 181 of the Electricity Act, 2003 (Central Act 36 of 2003) and all other powers enabling it in this behalf, and after previous publication, the Kerala State Electricity Regulatory Commission hereby makes the following regulations, namely: -

**KERALA STATE ELECTRICITY REGULATORY COMMISSION (STANDARDS OF  
PERFORMANCE OF DISTRIBUTION LICENSEES) REGULATIONS, 2015**

**CHAPTER - I  
PRELIMINARY**

**1. Short title, extent and commencement.-** (1) These Regulations may be called the Kerala State Electricity Regulatory Commission (Standards of Performance of Distribution Licensees) Regulations, 2015.

(2) These Regulations shall be applicable to,-

- (i) all distribution licensees including deemed licensees and all consumers and users in the State of Kerala; and
- (ii) all other persons and institutions who are exempted under Section 13 of the Act.

(3) It shall come into force with effect from the date of publication of the same in the Government gazette.

**2. Definitions. –** In these Regulations, unless it is repugnant to the context,-

- (1) “**Act**” means the Electricity Act, 2003 (Central Act 36 of 2003), as amended from time to time;
- (2) “**agreement**” means an agreement entered into between the distribution licensee and the consumer;
- (3) “**apparatus**” means electrical apparatus; and includes all machines, fittings, accessories and appliances in which conductors are used;
- (4) “**applicant**” means an owner or occupier of any land or premises who files an application with a licensee for the supply of electricity or for the increase or reduction in sanctioned load or contract demand, or for the change in title, or

- for the disconnection or reconnection of supply or for the termination of agreement or for other services, as the case may be, in accordance with the provisions of the Act, the rules and the regulations made thereunder;
- (5) “**application form**” means an application form complete in all respects in the appropriate format, as required by the distribution licensee, before the payment of applicable charges;
  - (6) “**application**” means an application form complete in all respects in the appropriate format, as required by the distribution licensee, along with the receipt for payment of necessary charges and all necessary documents including approvals from statutory or other authorities;
  - (7) “**area of supply**” means the area within which a licensee is authorised by his licence to supply electricity;
  - (8) “**billing efficiency**” means the percentage of actual number of electricity bills issued in a month over the total number of electricity bills scheduled for issuance in that month;
  - (9) “**billing period**” means the period as approved by the Commission for which regular electricity bills are prepared by the licensee for different categories of consumers;
  - (10) “**call centre**” means the office set up with adequate technological systems to register and manage complaints relating to the electrical distribution system;
  - (11) “**Commission**” means the Kerala State Electricity Regulatory Commission constituted under the Act;
  - (12) “**conductor**” means any wire, cable, bar, tube, rail or plate used for conducting electrical energy and so arranged as to be electrically connected to a system;
  - (13) “**connected load**” expressed in kW or kVA means aggregate of the rated capacities of all energy consuming devices or apparatus which can be simultaneously used, excluding stand-by load if any, in the premises of the consumer, which are connected to the service line of the distribution licensee;
  - (14) “**consumer indexing**” means assigning a unique number to every consumer within the area of the distribution licensee for the identification of each consumer and mapping of each consumer under geographical information system with details of the substation, the distribution transformer, the feeder and the pole connected with the supply of electricity to him;
  - (15) “**consumer**” means the consumer as defined in the Act;
  - (16) “**difficult area**” means water logged areas including punja and kole areas, hilly areas and remote areas as approved by the Commission based on the proposal of the licensee;
  - (17) “**disconnection**” means the physical separation of the installation of the consumer from the distribution system of the licensee on a temporary basis so as to cut off the supply of electricity to the consumer;
  - (18) “**energy**” or “**electricity**” means electrical energy; generated, transmitted, wheeled, supplied, traded or used for any purpose, except for the transmission of a message;
  - (19) “**extra high tension (EHT)**” means a voltage exceeding 33000 volts under

- normal conditions subject to the percentage variation as may be specified by the Central Electricity Authority from time to time;
- (20) “**feeder**” means a low tension (LT), high tension (HT), or extra high tension (EHT) distributor, emanating from a substation, to which a distribution substation, or LT or HT or EHT consumers are connected;
  - (21) “**guaranteed standard of performance**” with regard to a service to be rendered to a consumer by a distribution licensee means the minimum performance level specified in these regulations for such service, which the distribution licensee shall ensure to the consumer;
  - (22) “**harmonics**” means a component of a periodic wave having frequency that is an integral multiple of the fundamental power line frequency of 50 Hz, causing distortion to pure sinusoidal wave-form of voltage or current;
  - (23) “**high tension (HT)**” means a voltage higher than 1000 volts and which does not exceed 33,000 volts under normal conditions subject to the percentage variation as may be specified by the Central Electricity Authority from time to time;
  - (24) “**installation**” means any composite electrical unit used for the purpose of generating, transforming, transmitting, converting, distributing, trading or utilizing energy;
  - (25) “**licence**” means a licence granted under section 14 of the Act;
  - (26) “**licensee**” or “**distribution licensee**” means a person granted licence under Section 14 of the Act authorizing him to operate and maintain a distribution system and to supply electricity to the consumers in his area of supply; and includes a deemed licensee;
  - (27) “**low tension (LT)**” means a voltage that does not exceed 1000volts under normal conditions subject to the percentage variation as may be specified by the Central Electricity Authority from time to time;
  - (28) “**meter**” means a device suitable for measuring, indicating and recording consumption of electricity or any other quantity related with electrical system; and shall include, wherever applicable, other equipment such as current transformer (CT), voltage transformer (VT), or capacitance voltage transformer (CVT) necessary for such purpose;
  - (29) “**normal fuse off**” means blowing off of the fuse or tripping of a protective switchgear/ device in the distribution system due to overloading or ageing;
  - (30) “**occupier**” means the owner or person in occupation of the premises where energy is used or proposed to be used;
  - (31) “**overall standards of performance**” means the target for achievement in respect of each guaranteed standard of performance, which is expressed as a percentage of number of cases in which guaranteed standard of performance could be achieved, over the total number of cases recorded during a particular period and includes the targets for achievements in respect of other services as specified in these regulations;
  - (32) “**person**” shall include any company or body corporate or association or body of individuals, whether incorporated or not, or artificial juridical person;
  - (33) “**point of supply**” means the point at the incoming terminal of the cut-out installed by the consumer in the case of low tension consumer and the point at the incoming terminal of the control switch gear installed by the consumer

- in the case of high tension and extra high tension consumers;
- (34) “**power interruption**” includes any interruption in supply of power in the distribution system extending from the distribution substation to the consumer meter, which results in the loss of power supply to one or more consumers, which may be due to the tripping action of the protective devices during faults or the failure of the components of the distribution system;
  - (35) “**premises**” includes any land or building or structure which is included in the details and sketches specified in the application or in the agreement for grant of electric connection or in such other records relating to revision of connected load or contract demand;
  - (36) “**revenue collection efficiency**” means the percentage of actual amount of electricity charges collected during a month over the total amount of electricity charges due for collection as per the electricity bills issued;
  - (37) “**rural area**” means the area comprised within a Grama Panchayat;
  - (38) “**service line**” means any electric supply line through which electricity is, or is intended to be, supplied,-
    - (i) to a single consumer either from a distributing main or immediately from the premises of the distribution licensee; or
    - (ii) to a group of consumers on the same premises or on contiguous premises supplied from the same point of the distributing main;
  - (39) “**system**” means an electrical system in which all the conductors and apparatus are electrically connected to a common source of electric supply;
  - (40) “**urban area**” means the area comprised within the Municipal Corporations or Municipalities including the areas falling under the various cantonment authorities, industrial estates or special economic zones;
  - (41) “**user**” means any person having electrical interface with or using the distribution system of the distribution licensee, to whom this Code is applicable and includes any distribution licensee, transmission licensee and generating units connected to the distribution system and the person availing open access in transmission or distribution system.

**3. Interpretation.-** (1) These regulation shall be interpreted and implemented in accordance with and not at variance from the provisions of the Act and the Rules, Regulations and Codes made thereunder.

(2) Words, terms and expressions defined in the Electricity Act, 2003, as well as Rules made thereunder by the Central and Kerala State Governments and in the Regulations and Codes issued by the Central Electricity Authority and the Central Electricity Regulatory Commission and the Kerala State Electricity Regulatory Commission and used in these Regulations shall have and carry the same meanings as defined and assigned in the said Act, Rules, Regulations and Codes.

(3) In the interpretation of these Regulations, unless the context otherwise requires:-

- (a) words in the singular or plural term, as the case may be, shall also be deemed to include the plural or the singular term, respectively;
- (b) references to any statute, regulation or guideline shall be construed as including all statutory provisions consolidating, amending or replacing such

statutes, regulations or guidelines referred to, as the case may be;  
(c) terms “include” and “including” shall be deemed to be followed by “without limitation” or “but not limited to”, regardless of whether such terms are followed by such phrases or words of like import.

## **CHAPTER - II STANDARDS OF PERFORMANCE**

**4. Guaranteed standards of performance .-** (1) Every distribution licensee shall provide to the consumers and users, the services at the guaranteed standards of performance as specified in sub-regulations (2) to (17) hereunder,-

**(2) Restoration of supply in the case of normal fuse-off calls.-** Every distribution licensee shall restore power supply in the case of normal fuse-off calls, within the time lines as specified hereunder,-

- (i) in urban areas - within six hours from the time of registration of complaint;
- (ii) in rural areas - within eight hours from the time of registration of complaint;
- (iii) in difficult areas - within ten hours from the time of registration of complaint:

Provided that the period from 6 p.m. on the date of complaint to 8 a.m. on the next day shall not be counted while calculating the above limits in difficult areas.

**(3) Restoration of supply in the case of breakdowns of overhead line or overhead cable .-** Every distribution licensee shall restore power supply in the case of breakdowns of overhead line or overhead cable, within the time lines as specified hereunder,-

- (i) in urban areas – within eight hours from the time of occurrence of breakdown;
- (ii) in rural areas – within twelve hours from the time of occurrence of breakdown;
- (iii) in difficult areas – within sixteen hours from the time of occurrence of breakdown:

Provided that, the period from 6 p.m. on the date of occurrence of breakdown to 8 a.m. on the next day shall not be counted while calculating the above time limits.

**(4) Restoration of supply in the case of breakdowns of underground cable.–**

Every distribution licensee shall restore power supply in the case of breakdowns of under ground cable, within the time lines as specified hereunder,-

- (i) in urban areas - within twenty four hours from the time of occurrence of breakdown;
- (ii) in rural areas - within forty eight hours from the time of occurrence of breakdown;
- (iii) in difficult areas - within forty eight hours from the time of occurrence of breakdown:

Provided that the period required for obtaining approvals, if necessary, from competent authorities for breaking open of public path ways shall be excluded while calculating the above time limits:

Provided further that, the period from 6 p.m on the date of occurrence of breakdown to 8 a.m. on the next day shall not be counted while calculating the above time limits.

**(5) Restoration of supply in the case of failure of distribution transformer .-** Every distribution licensee shall restore power supply in the case of failure of distribution transformer, within the time lines as specified hereunder,-

- (i) in urban areas – within twenty four hours from the time of occurrence of breakdown;
- (ii) in rural areas – within thirty six hours from the time of occurrence of breakdown;
- (iii) in difficult areas – within forty eight hours from the time of occurrence of breakdown:

Provided that, the period from 6 p.m. on the date of occurrence of breakdown to 8 a.m. on the next day shall not be counted while calculating the above time limits.

**(6) Alternate supply.-** Every distribution licensee shall, wherever feasible, ensure without any delay, alternate supply during the failure of normal supply.

**(7) Period of scheduled outages.-** Interruption in power supply due to scheduled outages other than load-shedding, shall be notified by the licensee at least twenty four hours in advance and such interruption shall not exceed ten hours in a day.

**(8) Voltage levels for LT, HT and EHT supply and permissible variations.-** (A) Every distribution licensee shall maintain the following voltage levels subject to the permissible variations specified in clause (B) below,-

(a) Low Tension (LT) supply,-

- (i) Single phase - 240 Volts between phase and neutral;
- (ii) Three phase - 415 Volts between phases;

(b) High Tension (HT) supply,-

- (i) Three phase - 11,000 Volts (11kV) between phases;
- (ii) Three phase - 22,000 volts (22 kV) between phases;
- (iii) Three phase - 33,000 Volts (33kV) between phases;

(c) Extra High Tension (EHT) supply,-

- (i) Three phase - 66,000 volts (66 kV) between phases;
- (ii) Three phase - 110,000 Volts (110 kV) between phases;
- (iii) Three phase - 220,000 Volts (220kV) between phases;
- (iv) Three phase - 400,000 Volts (400kV) between phases.

(B) Every distribution licensee shall ensure that the voltage at the point of supply

does not vary from the voltage levels as specified in clause (A) beyond the permissible limits as specified hereunder,-

- (i) six per cent on the higher side and lower side in the case of low tension supply;
- (ii) six per cent on the higher side or nine per cent on the lower side in the case of high tension supply; and
- (iii) ten percent on the higher side or twelve and a half percent on the lower side in the case of extra-high tension supply.

(C) On receipt of a complaint regarding variation of voltage, the licensee shall verify whether or not the voltage variation exceeds the permissible limits specified in clause (B) above and ensure that the voltage is brought within the specified permissible limits, within seven days of the complaint, if no up-gradation or enhancement of the distribution system or construction of substation is required to bring the voltage variation within the permissible limits:

Provided that, in the case of requirement of up-gradation or enhancement of the distribution system, the complaint regarding variation of voltage shall be resolved within one hundred and twenty days:

Provided further that in the case of requirement of construction of EHT substation the licensee shall submit to the Commission within thirty days from the date of receipt of complaint, a proposal for resolving the complaint with time lines for completion of the work and inform the consumer about the likely time of resolution of the complaint and the licensee shall resolve the complaint within the time line specified by the Commission on the proposal:

Provided also that where such EHT substation is covered in the capital expenditure plan of the licensee as approved by the Commission, the licensee shall complete the erection and commissioning of such substation within the time line approved in such capital expenditure plan.

**(9) Frequency of supply.-** Every distribution licensee shall maintain the frequency of the supply of electricity to a consumer within the system frequency band as may be stipulated in the Indian Electricity Grid Code specified by the Central Electricity Regulatory Commission under clause (h) of sub-section (1) of Section 79 of the Electricity Act, 2003.

**(10) Harmonics.-** Every distribution licensee shall, on receipt of complaint from affected consumer or otherwise, measure, record and monitor harmonics at regular intervals at strategic points in the distribution system and shall take measures to control harmonics in accordance with the relevant provisions in the Kerala Electricity Supply Code, 2014.

**(11) Neutral voltage.** - (a) Every distribution licensee shall maintain the distribution system in such a way that the neutral voltage does not exceed two percent of the supply voltage and shall take immediate remedial measures if it exceeds two percent of the supply voltage.

(b) Every distribution licensee shall, on receipt of a complaint, conduct compliance tests and take immediate remedial measures if it exceeds two percent of the supply voltage.

(c) Every distribution licensee shall conduct compliance test annually for all the transformers and submit compliance report to the Commission in the format prepared by the licensee and approved by the Commission.

**(12) Information to the Consumer.-** (a) Every distribution licensee shall intimate the consumer, within two hours of registration of the complaint regarding restoration of supply as specified in sub-regulations (2) to (5), the likely time by which the complaint will be redressed, in case it is not possible within the time specified in such sub-regulations to restore supply of electricity or to provide full alternate supply of electricity.

(b) Every distribution licensee shall, on receipt of complaint regarding the guaranteed standards of performance other than those specified in sub-regulations (2) to (5), intimate the consumer the expected duration of time required for resolving the complaint, if such licensee anticipates any delay beyond the time limit specified in these regulations.

(c) Every distribution licensee shall, without any delay, direct the complainant consumer or any other consumer or a group of consumers, to isolate forthwith the faulty installation of such complainant consumer or the other consumer or the group of consumers, as the case may be, and to rectify the defect of such faulty installation or to replace it without delay, if such faulty installation is unsafe to the life or property of any person or is causing delay in the rectification of any defect in the distribution system of the licensee.

(d) Every distribution licensee may take action to isolate such faulty installation and effect its rectification immediately, at the risk and cost of the consumer or group of consumers in whose premises such faulty installation is situated, if he or they fail to comply with the direction given under clause (c) above.

**(13) Adherence to time schedules by the licensee .-** The licensee shall adhere to the time schedules, as specified in the Kerala Electricity Supply Code, 2014, for providing the following services to the consumers,-

(a) new connection;

(b) temporary connection;

(c) seasonal connection;

(d) enhancement or reduction of connected load or contract demand;

- (e) transfer of service connection;
- (f) conversion of service connection;
- (g) shifting of electric line or electrical plant;
- (h) dismantling and removal of electric line or electrical plant which are not in use;
- (i) change of category;
- (j) resolution of grievances relating to disputed bills;
- (k) disconnection of supply on the request of consumer;
- (l) reconnection of supply following disconnection due to non-payment of bills; and
- (m) refund of security deposit on termination of service.

**(14) Inspection, checking the correctness of meter and rectification of defects relating to meter .-** Every distribution licensee shall inspect, check the correctness of the meter and rectify the defects, if any, relating to meter, except its replacement, within five days from the date of receipt of complaint.

**(15) Replacement of defective LT meter owned by licensee.-** Every distribution licensee shall replace defective LT meter owned by the licensee within seven working days from the date of detection of the defect:

Provided that the meter which is suspected to be defective shall also be regarded as defective meter for this purpose:

Provided further that if current transformer (CT) compatible with the metering arrangement is not readily available with the licensee for replacement, a maximum period of thirty days can be availed for its procurement in addition to the period specified for replacement of the defective meter.

**(16) Replacement of defective HT meter owned by licensee.-** Every distribution licensee shall replace defective HT meter owned by the licensee within seven working days from the date of detection of the defect:

Provided that the meter which is suspected to be defective shall also be regarded as defective meter for this purpose:

Provided further that if current transformer (CT) or voltage transformer (VT) or capacitance voltage transformer (CVT) compatible with the metering arrangement is not readily available with the licensee for replacement, a maximum period of thirty days can be availed for its procurement in addition to the period specified for replacement of the defective meter.

**(17) Average Service Availability Index.-** Every distribution licensee shall maintain its distribution system so efficiently that the consumer is ensured in each year, the Average Service Availability Index (ASAI) at 98% in urban areas, 97.5% in rural areas and 97% in difficult areas.

Explanation.- The average service availability index for a year is the ratio of the number of hours of electric supply actually available to the consumer in a year to the total number of hours in that year, expressed as a percentage.

**5. Overall standards of performance in respect of guaranteed standards of performance.-** Every distribution licensee shall achieve the overall standards of performance in respect of each guaranteed standard of performance as specified hereunder,-

#### **OVERALL STANDARDS OF PERFORMANCE**

Sl. No. (1)	Guaranteed standard of performance (2)	Overall performance (3)
1	Restoration of supply in the case of normal fuse-off Calls within the period of six hours in urban areas	95 %
2	Restoration of supply in the case of normal fuse-off Calls within the period of eight hours in rural areas	95 %
3	Restoration of supply in the case of normal fuse-off Calls within the period of ten hours in difficult areas	95%
4	Restoration of supply in the case of breakdowns of overhead lines or overhead cables within eight hours in urban areas	90 %
5	Restoration of supply in the case of breakdowns of overhead lines or overhead cables within twelve hours in rural areas	90 %
6	Restoration of supply in the case of breakdowns of overhead lines or overhead cables within sixteen hours in difficult areas	90%
7	Restoration of supply in the case of breakdowns of underground cables within twenty four hours in urban areas	90%
8	Restoration of supply in the case of breakdowns of underground cables within forty eight hours in rural areas	90%
9	Restoration of supply in the case of breakdowns of underground cables within forty eight hours in difficult areas	90%
10	Restoration of supply in the case of failure of distribution transformer within twenty four hours in urban areas	90 %
11	Restoration of supply in the case of failure of distribution transformer within thirty six hours in rural areas	90%
12	Restoration of supply in the case of failure of distribution transformer within forty eight hours in difficult areas	90%

Sl. No. (1)	Guaranteed standard of performance (2)	Overall performance (3)
13	Rectification of voltage variations within seven days where no expansion or enhancement of network is involved	90 %
14	Rectification of voltage variations within one hundred and twenty days where up-gradation of distribution system is required	90 %
15	Inspection, checking and rectification of defects of meter except replacement within five working days of the receipt of complaint	95%
16	Replacement of defective LT meter owned by licensee within seven working days of the detection of defect	95%
17	Replacement of defective HT meter owned by licensee within seven working days of the detection of defect	95%
18	Adherence to time lines specified in the Kerala Electricity Supply Code, 2014 for,- (a) new connection; (b) temporary connection; (c) seasonal connection; (d) enhancement or reduction of connected load or contract demand; (e) transfer of service connection; (f) conversion of service connection; (g) shifting of electric line or electrical plant; (h) dismantling and removal of electric line or electrical plant which are not in use; (i) change of category;	95%
19	Adherence to time lines specified in the Kerala Electricity Supply Code, 2014 for,- (a) resolution of grievances relating to disputed bills; (b) disconnection of supply on the request of consumer; (c) reconnection of supply following disconnection due to non-payment of bills; (d) refund of security deposit on termination of service;	99%
20	Average Service Availability Index in each year (a) Urban area (b) Rural area (c) Difficult area	98% 97.5% 97%

**6. Overall standards of performance in respect of the services other than the guaranteed standards of performance.-** (1) Every distribution licensee shall achieve the overall standards of performance in respect of the services other than

the guaranteed standards of performance as specified in sub-regulations (2) to (8) below.

(2) Every distribution licensee shall achieve a minimum billing efficiency of 99%.

(3) Every distribution licensee shall achieve a minimum revenue collection efficiency of 98%.

(4) Every distribution licensee shall develop and maintain an efficient, co-ordinated and economical distribution system in its area of supply at such a standard that the failure of distribution transformers during a year shall not exceed, 5% of the total number of distribution transformers in its distribution system or two numbers of transformers thereof, whichever is higher.

(5) (a) Every distribution licensee shall develop and maintain an efficient, co-ordinated and economical distribution system in his area of supply at such a standard that the following distribution system reliability indices computed as specified in regulation 7 are maintained at the standards as may be specified by the Commission by notification in Government Gazette from time to time.

(i) System Average Interruption Frequency Index (SAIFI)

(ii) System Average Interruption Duration Index (SAIDI)

(iii) Momentary Average Interruption Frequency Index (MAIFI)

(iv) Consumer Average Interruption Frequency Index (CAIFI)

(v) Consumer Average Interruption Duration Index (CAIDI)

(b) The distribution system reliability indices as specified in clause (a) above shall be computed at feeder level and reported to the Commission within fifteen days from the close of each quarter commencing from the first quarter of the financial year 2016-17.

(c) The Commission may set separate performance target for each licensee for achievement of distribution system reliability indices, based on the relevant parameters such as historical performance of the licensee, time and investment required for improving the distribution system, time and investment required for development of data collection and skill and such other parameters.

(6) Every distribution licensee shall install and maintain correct meters in the premises of the consumer in accordance with the provisions of the Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006, at such a standard that the number of faulty meters shall not exceed 2.5% of the total number of meters installed in its distribution system.

(7) Every distribution licensee with a consumer strength above fifty thousand shall, within one year from the date of commencement of these regulations, install and maintain call centres for the timely processing of complaints of the consumers as specified in regulation 8.

(8) Every distribution licensee shall, within the time limits specified in regulation 9 complete consumer indexing.

## 7. Distribution system reliability Indices and the method of their computation.-

(1) Every distribution licensee shall maintain registers and record therein the data required for the computation of the distribution reliability indices.

(2) Every distribution licensee shall compute the following distribution system reliability indices separately for the urban area, the rural area and for the difficult area,-

- (i) System Average Interruption Frequency Index (SAIFI)
- (ii) System Average Interruption Duration Index (SAIDI)
- (iii) Momentary Average Interruption Frequency Index (MAIFI)
- (iv) Consumer Average Interruption Frequency Index (CAIFI)
- (v) Consumer Average Interruption Duration Index (CAIDI)

(3) Every distribution licensee shall compute the value of the distribution system reliability indices as per the formula and methodology specified hereunder,-

(a) the distribution system reliability Indices specified in clauses (i), (ii) and (iii) in sub-regulation (2) above, shall be computed for each licensee as a whole by stacking, for each quarter all the 11kV feeders in the supply area, excluding the agricultural feeders, and then aggregating the number and duration of all interruptions in that quarter for each feeder;

(b) the distribution system reliability indices specified in clauses (i), (ii) and (iii) in sub-regulation (2) above shall be computed using the following formula,-

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

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

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

Where,

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

$B_i$  = Total duration of all sustained interruptions (each longer than 5 minutes) on  $i^{\text{th}}$  feeder for the quarter

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

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

$N_t$  = Total number of consumers served

$n$  = Number of 11kV feeders in licensee's supply area (excluding agricultural feeders)

**Note:-** The feeders must be segregated into urban area, rural area and difficult area and the value of the indices must be reported separately for each quarter.

(c) The distribution system reliability indices specified in clauses (iv) and (v) in sub-regulation (2) above shall be computed using the following formula,-

$$(iii) \text{ CAIFI} = \frac{\text{Number of consumer interruptions}}{\text{Number of consumers who had at least one interruption}}$$

$$(iv) \text{ CAIDI} = \frac{\text{System Average Interruption Duration Index (SAIDI)}}{\text{System Average Interruption Frequency Index (SAIFI)}}$$

**8. Establishment and maintenance of call centre. –** (1) (a) Every distribution licensee with a consumer strength above fifty thousand shall, within one year from the date of commencement of these regulations, establish and maintain efficiently one or more call centres for the registration and redressal of complaints of its consumers, and, such call centre shall be kept accessible to its consumers round the clock during all days of the week.

(b) Every such licensee shall earmark or allot to its call centre, a basic toll free telephone or cellular mobile telephone having sufficient lines or connections, with a number to be called as ‘consumer care number’ or ‘help line number’, as the case may be, and publish the same for the information of the public in the electricity bills as well as in the local offices and website of the licensee.

(c) Every such licensee shall, immediately upon establishment of its call centre, inform the particulars of the call centre such as the address and the ‘toll free number’ or ‘consumer care number’ or ‘help line number’, as the case may be to the public by a notice published in the newspapers having wide circulation in the area of supply of the licensee.

(d) Every such licensee shall ensure proper circulation of information among the consumers in the case of any change in the address or contact numbers.

(e) Every such licensee shall ensure availability of electronic data base to record complaints received at the call centre.

(f) In the case of a complaint lodged directly by a person at any local office of such licensee, the same shall immediately be passed on to the call centre by the said local office.

(g) Every such licensee shall, till the establishment of call centre, use the existing channels at its local offices effectively and efficiently for recording, registering and processing the customer complaints with a view to rendering in time, the guaranteed standard of performance to its consumers.

(2) (a) Every distribution licensee with a consumer strength of and below fifty

thousand shall, within six months from the date of commencement of these regulations, submit to the Commission for its approval a scheme for establishing a consumer interface for registering and managing complaints of the consumers.

(b) The Commission may, within three months from the date of receipt of the scheme, approve the same with modifications, if any, found necessary.

(c) Such distribution licensee shall implement the scheme approved by the Commission within three months from the date of approval.

**9. Consumer Indexing.-** (1) Every distribution licensee shall, within three months from the date of commencement of these regulations complete the assignment of unique number to every consumer:

Provided that the Commission may, on application by the licensee, grant a further period of three months for the completion of assignment of unique number to the consumers in the rural areas and in the difficult areas.

(2) (a) Every distribution licensee shall, within six months from the date of commencement of these regulations submit to the Commission for its approval a scheme for mapping of each consumer under geographical information system with details of the substation, the distribution transformer, the feeder and the pole connected with the supply of electricity to him.

(b) The Commission may, within three months from the date of receipt of the scheme, approve the same with modifications, if any, found necessary.

(c) Every distribution licensee shall, within the period specified in the approval granted by the Commission, implement such scheme.

**10. Reduction of electrical accidents.-** Every distribution licensee shall maintain the distribution system so efficiently and enforce the safety standards as specified by the Central Electricity Authority and as directed by the Chief Electrical Inspector so effectively that the number of electrical accidents are minimized.

**11. Special standards of performance as per the agreement for supply of electricity by the distribution licensee.-** In the case of a consumer who has entered into an agreement with the distribution licensee for the supply of electricity, wherein special standards of performance have been defined and agreed upon, the distribution licensee shall conform to such special standards, provided such special standards are not inferior to the guaranteed standards of performance.

**12. Standards of performance of persons or institutions exempted under Section 13 of the Act.-** The Commission may, by orders issued on a case to case basis and notified, fix the standards of performance applicable to any person or institution exempted under Section 13 of the Act.

**13. Relaxation from standards of performance.**– The Commission may, on application by the distribution licensee, exempt the licensee from standards of performance specified in these regulations in the following circumstances,-

- (a) *force majeure* events such as war, mutiny, civil commotion, riot, flood, cyclone, lightning, earthquake, strike, lockout, fire affecting the licensees' installations and activities, or other forces or causes beyond the control of the licensee;
- (b) outages due to failure of generation or failure of transmission network ;
- (c) outages that are initiated by the National Load Despatch Centre/ Regional Load Despatch Centre/ State Load Despatch Centre during the occurrence of failure of their facilities; and
- (d) outages due to other events as may be approved by the Commission.
- (e) instances of natural calamities declared by the appropriate district administration

### **CHAPTER III COMPENSATION FOR BREACH OF GUARANTEED STANDARDS OF PERFORMANCE**

**14. Duty of the distribution licensee to pay compensation for breach of the guaranteed standards of performance.**- (1) Every distribution licensee shall pay to the consumer, a compensation for its failure to deliver services to the consumer as per the guaranteed standards of performance.

(2) The compensation payable to the consumer by the distribution licensee for its failure to deliver services as per the guaranteed standards of performance shall be at the rates specified in Schedule – I and the licensee shall pay such compensation on application made by the affected consumer.

(3) Any consumer who has sustained a loss on account of the failure of the licensee to deliver services as per the standards of performance guaranteed in the agreement between the licensee and the consumer as specified in regulation 11 shall be eligible for compensation as stipulated in the agreement.

(4) Grievances if any with respect to the compensation payable under these regulations shall be redressed by the Consumer Grievances Redressal Forum having jurisdiction over the area in which the premises of the consumer is situated or by the Electricity Ombudsman.

**15. Duty of the distribution licensee to authorize officers to sanction and pay compensation.**- The distribution licensee shall authorize officers not above the rank of Executive Engineers or equivalent ranks to process applications for compensation

received from the consumers and to sanction and pay the compensation at the rates specified in Schedule - I.

**16. Procedure for awarding compensation.-** (1) (a) An application for award of compensation for the breach of guaranteed standards of performance by the licensee at the rates specified in Schedule - I shall be submitted in Form A to the officer, authorized by the licensee under regulation 15, within thirty days from the date of occurrence of such breach of guaranteed standards of performance.

(b) The officer, authorized by the licensee under regulation 15, shall issue orders on the application submitted under clause (a) above, within sixty days from the date of submission of the application.

(c) The officer, authorized by the licensee under regulation 15, shall not issue any order rejecting the application submitted under clause (a) above, without giving to the applicant an opportunity of being heard.

(d) The compensation, if any awarded by the officer authorized by the licensee under regulation 15, shall be paid to the applicant by the licensee within thirty days either in cash or by way of adjustment in the ensuing bills for supply of electricity to him.

(2) (a) An application for redressal of grievance of any consumer against the order issued under clause (b) of sub-regulation (1) above by the officer authorized by the licensee under regulation 15, shall be submitted to the Consumer Grievances Redressal Forum, in Form B within thirty days from the date of such order.

(b) The Consumer Grievances Redressal Forum shall issue orders on the application submitted under clause (a) above, within sixty days from the date of submission of the application.

(c) The Consumer Grievances Redressal Forum shall not issue any order rejecting the application submitted under clause (a) above, without giving to the consumer an opportunity of being heard.

(d) The compensation, if any awarded by Consumer Grievances Redressal Forum, as per the order issued under clause (b) above shall be paid to the consumer by the licensee within thirty days either in cash or by way of adjustment in the ensuing bills for supply of electricity to him.

(3) (a) Any consumer who is aggrieved by the non-redressal of his grievance under sub-regulation (2) above, may make to the Electricity Ombudsman, an application for the redressal of his grievance within thirty days from the date of order of the Consumer Grievances Redressal Forum, in Form C.

(b) The Electricity Ombudsman shall issue orders on the application submitted under clause (a) above, within sixty days from the date of submission of the application.

(c) The Electricity Ombudsman shall not issue any order rejecting the application submitted under clause (a) above, without giving to the consumer an opportunity of being heard.

(d) The compensation, if any awarded by the Electricity Ombudsman, as per the order issued under clause (b) above shall be paid to the consumer by the licensee within thirty days, either in cash or by way of adjustment in the ensuing bills for supply of electricity to him.

**17. Power of the Commission to determine compensation to the consumer.-**

(1) Any consumer who is not satisfied with the compensation awarded by the Electricity Ombudsman under sub-regulation (3) of regulation 16 may make an application to the Commission for enhancement of the compensation.

(2) The Commission may, after hearing the consumer and the licensee, determine the compensation payable by the licensee to such consumer.

(3) The Commission shall not reject any application made by the consumer without giving him an opportunity of being heard.

**18. Exemption from payment of compensation under special circumstances.-**

(1) The Commission may, on an application made by the distribution licensee, exempt the licensee from the liability to pay compensation to a cluster of more than one hundred consumers in a locality, for any default in the guaranteed standards of performance, subject to the satisfaction of the following reasons,-

(i) the default in the guaranteed standards of performance is caused due to the omission or commission or negligence on the part of a person other than the licensee; and

(ii) the cause of default in the guaranteed standards of performance could not be rectified in time in spite of the best efforts of the distribution licensee due to technical reasons.

(2) The Commission may, after hearing the licensee and the representatives of the affected consumers, exempt the licensee by an order issued for the purpose, from the liability to pay compensation, if the Commission is satisfied about the conditions specified in sub-regulation (1).

## **CHAPTER IV COMPLIANCE AUDIT**

**19. Duty of distribution licensee to submit quarterly reports.-** (1) The licensee shall, within fifteen days from the close of each quarter, submit to the Commission, a quarterly report on the compliance of guaranteed standards of performance, providing the following information,-

- a) performance levels achieved by the licensee with reference to the guaranteed standards of performance, in the format as in Annexure – I to these regulations;
  - b) measures taken to improve the performance;
  - c) details regarding the cases in which compensation was paid as per the format as in Annexure – I to these regulations; and
  - d) aggregate amount of compensation paid during the quarter.
- (2) The licensee shall, within fifteen days from the close of each quarter, submit to the Commission, a quarterly report on the compliance of overall standards of performance providing the following information,-
- a) level of performance achieved with reference to the overall standards in the format as in Annexure-II of these regulations;
  - b) measures taken by licensee to improve performance in the areas covered by overall standards; and
  - c) separate projection of the capital expenditure requirement for meeting requirements of these regulations along with the performance trajectory.

**20. Compliance audit.-** The Commission may authorize its officers or any independent agency to conduct periodic audit, on the level of performance and the compliance of the standard of performance by the licensees and submit to the Commission, a report on such audit.

**21. Scope of compliance audit.-** The compliance audit shall address the following matters among other things,-

- (a) compliance of the directions issued by the Consumer Grievances Redressal Forum, the Electricity Ombudsman and the Commission;
- (b) adherence to procedures and formats as per regulations;
- (c) assessing the performance of staff engaged in call centres / complaint handling centres / customer care centres regarding their understanding of complaint handling procedures, quality parameters, and for adequacy of training for the performance of their duties;
- (d) methods of sampling, data collection and data management;
- (e) review of relevant records for ascertaining reliability and accuracy in respect of quality parameters; and
- (f) any other matter as directed by the Commission.

**22. Procedure, methodology and expenses for compliance audit.-** The procedure for appointment of auditors, methodology of compliance audit, expenses relating to compliance audit and such other matters shall be decided by the Commission in accordance with the provisions of the Kerala State Electricity

Regulatory Commission (Compliance Audit) Regulations, 2012, as amended from time to time.

**23. Grading of the reliability of reports submitted by the licensee.-** The reliability of the reports on the standards of performance, submitted by the licensee shall be graded by the compliance auditor and grades may be assigned as follows, -

(i) If the report on the standards of performance is prepared on the basis of proper registers and reliable data collected following due procedures, such report shall be given the grade 'A';

(ii) If the report on the standards of performance is prepared on the basis of data collected with significant procedural deviations, such report shall be given the grade 'B';

(iii) If the report on the standards of performance is prepared on the basis of unsatisfactory data such report shall be given the grade 'C'.

**24. Incentive / disincentive for performance relating to overall standards.- (1)**

The Commission may, on the basis of the grading of the reliability of report and the evaluation thereof, grant incentive to or impose disincentive on the licensee as specified in the following sub-regulations.

(2) If the grading of the reliability of the reports submitted by the licensee is 'A', the performance relating to the overall standards will be evaluated by the Commission based on the reports of the compliance auditor and the reports submitted by the licensee.

(3) The Commission will assess the deviation of the actual performance of the licensee from the specified overall standards of performance in respect of each item and thereafter assess the average deviation by dividing the sum of the deviations by the number of items of overall standards of performance.

(4) If the average deviation is zero, the incentive or disincentive will be zero.

(5) If the average deviation is positive, an incentive at the following rates will be granted by the Commission to the licensee.

Average deviation	Permissible incentive on return of equity
Up to + 2%	0.05%
Above + 2%	0.10%

(6) If the average deviation is negative, a disincentive at the following rates will be imposed by the Commission on the licensee.

Average deviation	Permissible disincentive on return of equity
Up to - 2%	0.05%
Below - 2%	0.10%

(7) If the grade of the reliability of reports submitted by the licensee is assessed to be 'B', a disincentive at the rate of 0.10 % of the admissible return on equity will be imposed by the Commission on the licensee.

(8) If the grade of the reliability of reports submitted by the licensee is assessed to be 'C', a disincentive at the rate of 0.20 % of the admissible return on equity will be imposed by the Commission on the licensee.

## **CHAPTER V**

### **PROCEDURE FOR PROCESSING AND RESOLVING COMPLAINTS**

**25. Duty of the distribution licensee to process and resolve the complaints of consumers without delay.**— Every distribution licensee shall process and resolve the complaints of consumers relating to the guaranteed standards of performance without any delay so that the complaints are resolved within the time lines specified for each guaranteed standard of performance.

**26. Response time to a consumer call.**— Every distribution licensee shall arrange to receive consumer calls in its call centre or in the consumer interface as the case may be and the consumer call shall be responded by the call centre or the consumer interface within three minutes.

**27. Registration of the consumer call and issue of complaint number.**— Every distribution licensee shall arrange to register the consumer complaint in its local office or call centre or in the consumer interface as the case may be and a complaint number shall be issued to the complainant at the end of the call / registration.

**28. Procedure for processing and resolving the complaints of consumer.**— (1) Every distribution licensee shall stipulate its own procedures for processing the complaints of consumers at its local office or call centre or at any other customer interface and for resolving such complaints.

(2) The procedure for processing the complaints shall include the following, -

- (a) response to consumer call;
- (b) registration of complaints and allotment of a unique identification number to be called the complaint number;
- (c) communication to the consumer of the complaint number, date and time of registration of the complaint and expected time for resolution of the complaint;
- (d) recording in a register and / or database, the details of each complaint such as consumer number, name of the complainant, time and date of registration

- of complaint, time and date of resolution of complaint, the total time taken for resolution of the complaint and such other details as are required;
- (e) giving intimation to the consumer regarding the contact details including the name, telephone number and address of the officer responsible for resolving the complaint,
  - (f) giving intimation to the consumer regarding the contact details including the name, telephone number and address of the next higher authority, in case the consumer is not satisfied with the processing of the complaint by the officer specified at clause (e) above; and
  - (g) updating and recording the feedback of the consumer on the action taken.

**29. Manual of procedure for processing complaints of consumers.-** (1) Every distribution licensee shall, within six months from the date of commencement of these regulations, publish a “Manual of Procedure for Processing and Resolving the Complaints of Consumers” containing the following information,-

- (i) duties and obligations of the distribution licensee;
  - (ii) guaranteed standards of performance of the distribution licensee as specified in regulation 4;
  - (iii) authorities in relation to guaranteed standards of performance and their responsibilities;
  - (iv) procedure for processing and resolving the complaints of consumers as specified in regulation 28;
  - (v) officers responsible for recording complaints and resolution of complaints;
  - (vi) time lines for processing and resolving the complaints of consumers;
  - (vii) breaches of guaranteed standard of performance and the details of compensation for the same as per Schedule - I;
  - (viii) officer to be approached in the case of breach of guaranteed standard of performance;
  - (ix) procedure for claiming compensation at the rates specified in Schedule - I;
  - (x) officer responsible for supervision and control of the resolution of complaint; and
  - (xi) any other information which may be required to safeguard the interests of consumers.
- (2) The distribution licensee shall, within three months from the date of commencement of these regulations, submit to the Commission for its approval, a draft of the manual.
- (3) The Commission shall, within two months from the date of submission of the draft of the manual, approve the manual with modifications if necessary after hearing the stakeholders.

(4) The manual, as approved by the Commission shall be published in English and Malayalam and shall be made available to the public at a price fixed on no profit no loss basis.

(5) The manual, as approved by the Commission shall be posted on the website of the licensee and it shall be downloadable.

(6) The manual, as approved by the Commission shall be made available to the public for their reference at every office of the licensee.

## **CHAPTER VI GENERAL**

**30. Duty of the distribution licensee to create awareness.-** Every distribution licensee shall, for creating proper awareness regarding the standards of performance among its consumers and its staff, undertake the following activities,-

- (a) “Manual of Procedure for Processing Complaints of Consumers” shall be made available for reference of the consumers and the staff of the licensee at every office of the licensee;
- (b) “Manual of Procedure for Processing Complaints of Consumers” shall be published on the website of the licensee in such a way that it is downloadable;
- (c) The guaranteed standards of performance shall be prominently displayed in all the local offices of the licensee;
- (d) The guaranteed standards of performance along with compensation structure, information on procedure for filing of complaints, procedure for claiming compensation and such other details shall be published on the website of the licensee in such a way that they are downloadable;
- (e) The details as specified in clause (d) above shall be printed as a separate hand out and distributed to the consumers once in a year along with the electricity bill;
- (f) Implementation of suitable training programmes for the officers who are responsible to ensure the standards of performance.

**31. 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.

**32. Power to amend.-** The Commission may at any time, vary, alter, modify or amend any provision of these regulations.

**33. Repeal and saving.-** (1) Save as provided in these regulations, the Kerala State Electricity Regulatory Commission (Licensee's Standards of Performance) Regulations, 2006 is hereby repealed.

(2) Notwithstanding such repeal, anything done or any action taken under the said regulation shall be deemed to have been done or taken under the corresponding provisions of these regulations.

(By Order of the Commission)

Secretary

**(Explanatory Note)**

(This does not form part of the notification, but is intended to indicate its general purport)

Section 57 of the Electricity Act, 2003 (Central Act 36 of 2003) authorises the State Electricity Regulatory Commission; to specify standards of performance of a licensee or a class of licensees. Accordingly, the Kerala State Electricity Regulatory Commission had, for achieving the above purposes, issued the Kerala State Electricity Regulatory Commission (Licensee's Standards of Performance) Regulations, 2006, fixing various standards at which the licensee must provide supply to its consumers. Many changes have taken place in the field of distribution of electricity since then. The Forum of Regulators has also brought out a model Standards of Performance Regulation. Taking into consideration the changed circumstances, the Commission has decided to formulate a new regulation in supersession of the existing Regulations on Standards of Performance. Accordingly, the Commission has published a draft of the Kerala State Electricity Regulatory Commission (Standards of Performance of Distribution Licensee) Regulations, 2015 on 25<sup>th</sup> June 2015 for eliciting public opinion. A public hearing was conducted on 03.08.2015 at Municipal Town Hall, Kalamassery. Taking into consideration of the written responses and also the suggestions in the public hearing from the stakeholders and the licensees, the Commission has modified the draft regulations. A consultation with the licensees was conducted at the office of the Commission on 16.11.2015 on the modified draft regulations as stipulated in Section 57(1) of the Electricity Act 2003. The Commission, after considering all the comments and suggestions received and after analyzing all the circumstances of the matter, finalized the Kerala State Electricity Regulatory Commission (Standards of Performance of Distribution Licensee) Regulations, 2015.

This notification is intended to achieve the above object.

**Schedule - I**  
**Compensation for breach of guaranteed standards of performance**  
(see regulation 16)

Sl. No.	Nature of breach of guaranteed standards of performance	Relevant regulation	Compensation payable to consumers
1.	Failure to restore supply in the case of normal fuse off	4 (2)	Rs 25 in each case of default
2.	Failure to restore supply in the case of breakdowns of overhead line / cable breakdowns	4 (3)	Rs 25 in each case of default
3.	Failure to restore supply in the case of breakdowns of underground cable	4 (4)	Rs 25 in each case of default
4.	Failure to restore supply in the case of failure of distribution transformer	4 (5)	Rs 25 in each case of default
5.	Exceeding the maximum duration of scheduled outage	4 (7)	Rs 25 in each case of default
6.	Failure to rectify voltage fluctuations in case no expansion / augmentation of network required and includes fault identified to a local problem on the transformer	4 (8)	Rs 25 for each day of default
7.	Failure to rectify voltage fluctuations in case expansion / augmentation of network required	4 (8)	Rs 25 for each day of default
8.	Failure to rectify voltage fluctuations in case erection of substation required	4 (8)	Rs 25 for each day of default
9.	Failure to adhere to time schedule for giving new connection where supply can be provided from existing distribution system	4 (13) (a)	Rs 50 for each day of default
10.	Failure to adhere to time schedule for giving new connection where supply can be provided after extension / augmentation of the existing distribution system	4 (13) (a)	Rs 100 for each day of default
11.	Failure to adhere to time schedule for giving temporary connection/seasonal connection	4 (13) (b) and (c)	Rs 100 for each day of default
12.	Failure to adhere to time schedule for enhancement or reduction of connected load or contract demand	4 (13) (d)	Rs/ 50 for each day of default

13.	Failure to adhere to time schedule for transfer of service connection	4 (13) (e)	Rs 50 for each day of default
14.	Failure to adhere to time schedule for conversion to service connection	4 (13) (f)	Rs 50 for each day of default
15.	Failure to adhere to time schedule for shifting of service lines / electrical plant	4 (13) (g)	Rs 25 for each day of default
16.	Failure to adhere to time schedule for dismantling and removal of electric line or electrical plant which are not in use	4 (13) (h)	Rs. 25 for each day of default
17.	Failure to adhere to time schedule for change of category	4 (13) (i)	Rs 50 for each day of default
18.	Failure to adhere to time schedule for resolution of grievance relating to disputed bill	4 (13) (j)	Rs 50 for each day of default
19.	Failure to adhere to time schedule for disconnection of supply on the request of the consumer	4 (13) (k)	Rs 50 for each day of default
20.	Failure to adhere to time schedule for reconnection of supply after disconnection due to non payment bill	4 (13) (l)	Rs 50 for each day of default
21.	Failure to adhere to time schedule for refund of security deposit etc.	4 (13) (m)	Rs 50 for each day of default
22.	Failure to inspect and rectify defects of meter within time line	4 (14)	Rs 25 for each day of default
23.	Failure to replace faulty LT meter within the time schedule	4 (15)	Rs 25 for each day of default
24.	Failure to replace faulty HT meter within the time schedule	4 (16)	Rs 50 for each day of default
25.	Failure to ensure Average Service Availability Index in each year	5	Rs. 100 for each year

**FORM A**

**APPLICATION FOR CLAIMING COMPENSATION  
BY THE AFFECTED CONSUMER  
(See regulation 16)**

1.	Name of the consumer	
2.	Address	
3.	Consumer Number	
4.	Nature of complaint in brief	
5.	Complaint Number	
6.	Date and time of lodging complaint	
7.	Date and time, the complaint is attended to, by the licensee	
8.	Standard time within which the complaint is to be attended to as per Standards of Performance Regulations.	
9.	Actual time taken to attend to the complaint	
10.	Standard amount to be received as per Standards of Performance Regulations	

Signature of the applicant

Date:

Place:

**ACKNOWLEDGMENT (To be given by the Licensee)**

Claim Number:

Date

Name of the Consumer

Consumer Number

Claim for standard amount received on (Date)

Signature of the Official of the Licensee  
with Name, Seal and Date.

**Form B**  
**Application for award of compensation at higher rates**  
(See Regulations 16)

Name of applicant	
Full address of the applicant	
Consumer No. / Consumer Code	
Name of the licensee	
Office of the licensee to which the consumer pertains	
Details of the request for higher compensation	
Details of applications if any given to the licensee for compensation and reply received from the licensee (attach copies)	
Reasons for requesting for higher rates of compensation and amount of compensation requested	
List of documents enclosed	

Declaration

I / we, the applicant/s herein declare that,-

- (a) The information furnished herein above is true to the best of my / our knowledge, information and belief;
- (b) I /we have not concealed or misrepresented any fact, stated above or in the documents submitted herewith;
- (c) I /we have not brought the subject matter of the present request before the Forum earlier;
- (d) The subject matter of the present complaint has not been decided by any Forum / Court / Arbitrator or any other authority

Place :

Date :

Signature of the Applicant

**Form C**  
**Appeal before the Electricity Ombudsman**  
**(See regulation 16)**

Sir,

Sub : Representation on .....

Being aggrieved, the applicant named herein has submitted an application with the Consumer Grievances Redressal Forum established by ..... (Name of the licensee). The details of the application are as follows;

Name of the applicant	
Full address of the applicant	
Details of request submitted to the Consumer Grievance Redressal Forum (A copy of the request and the orders shall be attached)	
Whether any order has been received from the CGRF (if yes, attach copy of the order)	
Nature of relief sought from the Ombudsman	
List of documents enclosed	

**Declaration**

I / we, the applicant/s herein declare that,-

- (a) The information furnished herein above is true and correct and;
- (b) I /we have not concealed or misrepresented any fact, stated above or in the documents submitted herewith;

The undersigned or any of us or any of the parties concerned has not brought the subject matter of the present complaint before the Ombudsman to the best of my / our knowledge and belief.

The subject matter of the present complaint is not in respect of the same which was settled by the Ombudsman in any previous proceedings.

The subject matter of the present complaint has not been pending / decided by any Forum / Court / Arbitrator / any other authority.

Place :

Date :

Signature of the Complainant

## NNEXURE-I (REPORTING FORMATS- GUARANTEED STANDARDS)

(See regulation 19)

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

Sl.No.	Guaranteedstandard Parameter		Previous quarter pending complaints (No.)	Complaints received in the quarter (No.)	Total complaints (No.)	No. of complaints redressed in the quarter (No.)			Pending complaints (No.)
						Within OS standards	Within GS stipulated time	More than the stipulated time	
1.	Normal fuse off	Urban areas							
		Rural areas							
		Difficult areas							
2.	Overhead Line/Cable breakdowns	Urban areas							
		Rural areas							
		Difficult areas							
3.	Under ground cable break down	Urban areas							
		Rural areas							
		Difficult areas							
4.	Distribution Transformer Failure	Urban areas							
		Rural areas							
		Difficult areas							

Sl.No.	Guaranteed standard Parameter		Previous quarter pending complaints (No.)	Complaints received in the quarter (No.)	Total complaints (No.)	No. of complaints redressed in the quarter (No.)				Pending complaints (No.)
						Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	
5.	Period of scheduled outages									
6.	Voltage fluctuations in case no expansion / augmentation of network required									
7.	Voltage fluctuations in case expansion / augmentation of network required									

Sl.No.	Guaranteed standard parameter	Previous quarter pending complaints (No.)	Complaints received in the quarter (No.)	Total complaints (No.)	No. of complaints redressed in the quarter (No.)			Total complaints redressed	Pending complaints (No.)
					Within OS standards	Within GS stipulated time	More than the stipulated time		
8.	Voltage fluctuations in case erection of substation required								
9.	Meter Reading								
10.	Meter inspection	Urban areas							
		Rural areas							
		Difficult areas							
11.	Meter Replacement (LT)	Urban areas							
		Rural areas							
		Difficult areas							
12.	Meter Replacement (HT)	Urban areas							
		Rural areas							
		Difficult areas							
13.	Shifting of meter/service line								

Sl.No.	Guaranteed standard Parameter	Previous quarter pending complaints (No.)	Complaints received in the quarter (No.)	Total complaints (No.)	No. of complaints redressed in the quarter (No.)				Pending complaints (No.)
					Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	
14.	New connection/ additional load where supply can be provided from existing network								
15.	New connection/ additional load where supply can be provided after extension/augmentation of network								
16.	Erection of substation to extend supply								
17.	Transfer of ownership								
18.	Change of category								

Sl.No.	Guaranteed standard Parameter		Previous quarter pending complaints (No.)	Complaints received in the quarter (No.)	Total complaints (No.)	No. of complaints redressed in the quarter (No.)				Pending complaints (No.)
						Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	
19.	Issue of temporary connection									
20.	Billing complaint									
21.	Disconnection of supply									
22.	Refund of security deposit , issue of no dues certificate									
23.	Reconnection of supply disconnected due to non-payment of bills									
24	Average Service Reliability Index (ASAI)	Urban areas								
		Rural areas								
		Difficult areas								

2. With respect to the call centres following format shall be used by licensee for reporting the quarterly performance:

Guaranteed standard Reference No.	Guaranteed standard parameter	Response to the calls (No.)	
		Within stipulated time	More than stipulated time
1.	First response against consumer call		
2.	Registration of Consumer Call and issue of complaint Number		

3. The **quarterly** information regarding the compensation shall be submitted by licensee to the Commission in the following format for individual complaints where compensation has been paid:

<b>S. No.</b>	<b>Complaint number</b>	<b>Date of filing of Complaint</b>	<b>Consumer number</b>	<b>Name and Address of consumer</b>	<b>Nature of complaint</b>	<b>Reference to Guaranteed standard</b>	<b>Amount of Compensation paid (Rs.)</b>	<b>Date of payment of Compensation</b>
1								
2								
3								

## ANNEXURE-II (REPORTING FORMATS- OVERALL STANDARDS)

(See regulation 19)

1. Licensee shall furnish the information with respect to the overall standards **every quarter** to the Commission in the following format:

Overall standards reference no.	Overall standard parameter		Number of complaints pending at the start of the quarter (A)	Total No. of complaints filed by the consumers in this quarter (B)	Total No. of complaints C= (A+B)	Total No. of complaints redressed within the stipulated time for Overall standards	Number of complaints pending at the end of the quarter
1.	Normal fuse off	Urban areas					
		Rural areas					
		Difficult areas					
2.	Overhead Line/Cable Breakdowns	Urban areas					
		Rural areas					
		Difficult areas					
3.	Underground Cable Breakdowns	Urban areas					
		Rural areas					
		Difficulty areas					
4.	Distribution Transformer Failures	Urban areas					
		Rural areas					
		Difficult areas					
5.	Reconnection of Supply following disconnection due to non-payment of bills	Urban areas					
		Rural areas					
		Difficult areas					

Sl.No.	Overall standard Parameter	Number of complaints pending at the start of the quarter (A)	Total No. of complaints filed by the consumers in this quarter (B)	Total No. of complaints C= (A+B)	Total No. of complaints redressed within the stipulated time for Overall standards	Number of complaints pending at the end of the quarter
6.	Period of scheduled outages					
7.,	Rectification of voltage variations with in seven days where no expansion or enhancement of network is required					
8.	Rectification of voltage variations with in one hundred and twenty days where upgradation of distribution system is required					
9.,	Inspection, checking and rectification of defects of meter except replacement within five working days of receipt of complaint					
10.	Replacement of defective LT meter owned by the licensee within seven working days of the detection of defects					
11.	Replacement of defective HT meter owned by the licensee within seven working days of the detection of defects					

12	<p>Adherence to time lines specified for,-</p> <ul style="list-style-type: none"> <li>a) New connection</li> <li>b) Temporary Connection</li> <li>c) Seasonnal connection</li> <li>d) Enhancement or reduction of connected load or contract demand</li> <li>e) Transfer of service connection</li> <li>f) Converion of service connection</li> <li>g) Shifting of electric line or electrical plant</li> <li>h) Dismantlng and removal of electric line or electrical plant which are not in use</li> <li>i) Change of category as specified in Kerala Electricity Supply Code, 2014</li> </ul>					
13	<p>Adherence to time lines specified for,-</p> <ul style="list-style-type: none"> <li>a) Resolution of grievances realting to disputed bills</li> <li>b) Disconnection of supply on the request of consumer</li> <li>c) Refund of security deposit on termination of service</li> </ul>					

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

<b>No. of faulty meters at the start of the quarter</b>	<b>No. of faulty meters detected during the quarter</b>	<b>Total no. of faulty meters</b>	<b>No. of meters rectified/ replaced</b>	<b>No. of faulty meters pending at the end of the quarter</b>

3. The performa for submission of **quarterly** report on reliability indices shall be as follows:

Sl. No.	Month	$N_i$ = Connected load of $i^{th}$ feeder affected each interruption	$A_i$ = Total number of sustained interruptions (each longer than 5 minutes) on $i^{th}$ feeder for the month	$N_t$ = Total number of consumers served (1)	= ( $A_i * N_i$ ) for all 11kV feeders excluding agriculture feeders (2)	SAIFI= (2) / (1)
	1					
	N					
	<b>Total</b>					

Sl. No.	Month	$N_i$ = Connected load of $i^{th}$ feeder affected for each interruption	$B_i$ = Total duration of sustained interruptions (each longer than 5 minutes) on $i^{th}$ feeder for the month	$N_t$ = Total number of consumers served(1)	= ( $B_i * N_i$ ) for all 11kV feeders excluding agricultural feeders (2)	SAIDI= (2) / (1)
	1					
	N					
	<b>Total</b>					

Sl. No.	Month	$N_i$ = Connected load of $i^{th}$ feeder affected for each interruption	$C_i$ = Total number of momentary interruptions (each less than or equal to 5 minutes) on $i^{th}$ feeder for the month	$N_t$ = Total number of consumers served(1)	= ( $C_i * N_i$ ) for all 11kV feeders excluding agricultural feeders (2)	MAIFI= (2) / (1)
	1					
	N					
	<b>Total</b>					

