

# **REGULATIONS RELATING TO LICENSEES' STANDARDS OF PERFORMANCE**

## **KARNATAKA ELECTRICITY REGULATORY COMMISSION** **BANGALORE - 560 001**

**Notification No.D/01/03 dated 24.05.2004**  
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In exercise of the powers under Section 181 (za) and (zb) and also under Section 86 (I) (i) read with Sections 57 and 59 of the Electricity Act 2003 (Act 36 of 2003) and all powers enabling it in that behalf, the Karnataka Electricity Regulatory Commission hereby frames the following Regulations namely:

### **Karnataka Electricity Regulatory Commission (Licensees' Standards of Performance) Regulations - 2004**

#### **CHAPTER - I** **GENERAL**

#### **1. Short title, Commencement and Application:**

- a. These Regulations may be called the Karnataka Electricity Regulatory Commission Licensees' Standards of Performance) Regulations - 2004
- b. These Regulations shall be applicable to all Licensees engaged in distribution of electricity in the state of Karnataka.
- c. These Regulations extend to the whole of the State of Karnataka
- d. They shall come into force on the date of their publication in Karnataka Gazette.

#### **2. Definitions -**

2.1 In these Regulations, 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 his licensee to supply electricity
- (c) 'Commission' means the Karnataka Electricity Regulatory Commission
- (d) 'Consumer' means any person who is supplied with electricity for his own use by a licensee or the Government or by any other person engaged in the business of supplying electricity to the public under this Act or any other law for the time being in force and includes any person

whose premises are for the time being connected for the purpose of receiving electricity with the works of a licensee, the Government or such other person, as the case may be.

- (e) 'Extra High Tension/Extra High Voltage' means the voltage exceeding 33000 volts under normal conditions
- (f) 'High Tension/High Voltage' means the voltage exceeding 650 volts but not exceeding 33000 volts under normal conditions
- (g) 'Licensee' means the Distribution Licensee and wherever the context so requires shall include the Transmission and Trading Licensees
- (h) 'Low Tension/Low Voltage' means the voltage that does not exceed 650 Volts under normal conditions

2.2. Words or expressions used and not defined in these Regulations shall bear the same meaning as in the Karnataka Electricity Reform Act, 1999, and the Electricity Act, 2003 or in absence thereof, the meaning as understood in the electricity supply industry. In case of inconsistencies the meaning assigned to in the Act shall prevail.

## **CHAPTER II STANDARDS OF PERFORMANCE**

### **3. Standards of Performance**

- 3.1. The Standards of Performance specified shall be the minimum standard of service with reference to quality, continuity and reliability of services that a licensee shall achieve in the discharge of his obligations as a licensee.
- 3.2. Standards of Performance specified in Schedule I relates to Standards of Performance for which consumers are eligible for payment of an amount in the manner provided in the Schedule I in case the Licensee fails to achieve the Standards of Performance.
- 3.3. In case of applications requiring supply under Low Tension agriculture category (IP sets) 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 inform the applicants in writing the period within which the power supply will be provided within one Month from the date of fixation of target by the Government OR within one month from the date of registration of application, whichever is later. If the applicant's case cannot be covered in the programme of release of IP set connections fixed for the year, the same shall be intimated to the Applicant.

3.4. Schedule II relates to Overall Standards of Performance, which indicates the level of performance the Licensee shall achieve.

**4. Powers to modify**

The Commission may from time to time add, alter, vary, modify or amend the contents of the Schedule I and II

**5. Exemption:**

5.1. The Standards of Performance specified in these regulations shall be kept in abeyance by the Commission during Force Majeure condition such as war, mutiny, civil commotion, riot, flood, cyclone, lightning, earthquake or other force or cause beyond the control of the Licensee and strike, lockout, fire affecting the licensee's installations and activities.

5.2. The Commission may by a general order issued for the purpose and after hearing the Licensee and the affected consumer group release the Licensee from the liability to compensate the consumers for any default in the performance of any standard if the Commission is satisfied that such default is for reasons other than those attributable to the Licensee and further that the Licensee has otherwise made efforts to fulfill his obligations.

**CHAPTER - III  
PAYMENT OF AMOUNT**

**6. Payment of amount**

6.1. The Licensee shall register every complaint of a consumer at the designated office and intimate the complaint number to the consumer.

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

6.3. If the Licensee fails to meet the Standards of Performance specified in Schedule I, the licensee shall pay to the affected consumer, an amount as indicated against each of the Standards of Performance in Schedule I.

6.4. All payments shall be made by way of adjustment against existing, current and/or future bills for supply of electricity.

**7. Procedure for payment of amount**

7.1. The consumer has to bring to the notice of the Licensee that the Standards of Performance has been violated and accordingly claim the amount from the Licensee. The Consumer shall submit the claim for amount in application in Form A (Enclosed).

- 7.2. The Licensee shall take a decision on the amount of claim of the consumer and if found liable shall pay the amount to the consumer within 90 (ninety) days from the date of receipt of application.
- 7.3 In the event of the consumer not being paid the amount within the prescribed time the affected consumer may make an application with the Consumer Grievance Redressal Forum and thereafter to the Ombudsman, established by the Licensee in terms of Section 42 of the Act

#### **CHAPTER - IV FURNISHING INFORMATION, ISSUE OF ORDERS**

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

- 8.1. Every Licensee shall furnish the following information to the Commission as below (Section 59(1))
- (a) The level of performance achieved in respect of matters covered in Schedule I and II of these Regulations, quarterly, except in case of Sl.No. 16, 17 and 21 of Schedule II, the information shall be furnished monthly.
  - (b) The number of cases in which amount was paid under these Regulations and the amount of the amount in each case, quarterly
- 8.2 The Commission shall arrange for publication of the above information, at least once in an year, in the manner as deemed fit.

##### **9. Issue of orders and practice directions:**

Subject to the provisions of the Electricity Act, 2003 and these Regulations, the Commission may, from time to time, issue orders and practice directions in regard to the implementation of the Regulations and Procedures to be followed.

##### **10. Power to remove difficulties:**

- 10.1. If any difficulty arises in giving effect to any of the provisions of these Regulations, the Commission may, by general or special order, direct the Licensee to do anything not being inconsistent with the provisions of the Act, which appears to it to be necessary or expedient for the purpose of removing the difficulties.
- 10.2. The Licensee may make an application to the Commission and seek suitable orders to remove any difficulty that may arise in implementation of this Regulation.

11 **Savings and Repeal:**

- 11.1. The Karnataka Electricity Regulatory Commission Complaint Handling and Redressal Standards Relating to Distribution and Supply of Power (Standards of Performance) to the extent relating to Standards of Performance stand repealed.
- 11.2. Notwithstanding such repeal, anything done or any action taken or purported to have been done or taken including any order direction or notice made or issued under the repealed regulations shall be valid.
- 11.3. Nothing in these regulations shall affect the rights and privileges of the consumers under any other law including the Consumer Protection Act, 1986 (Act 68 of 1986)

By the Order of the Commission

Secretary  
Karnataka Electricity Regulatory Commission

**SCHEDULE - I**

**STANDARDS OF PERFORMANCE AND AMOUNT TO BE PAID  
TO CONSUMERS FOR DEFAULT IN EACH CASE**

Nature of Service	Standards of Performance (Indicative Maximum time limit for rendering service)	Amount payable to affected consumer
<b><u>1. Normal Fuse-off</u></b> Cities and Towns Rural areas	Within 6 hours Within 24 hours	Rs.50 in each case of default Rs.50 in each case of default
<b><u>2.Line Breakdowns</u></b> Cities and Towns  Rural areas	Within 6 hours (10 hrs if poles are broken down)  Within 24 hours in all cases	Rs.50 to each affected consumer  Rs.50 to each affected consumer
<b><u>3. Distribution Transformer Failure</u></b> Cities and Towns Rural areas	Within 24 hours Within 72 hours	Rs.50 to each affected consumer
<b><u>4. Period of Scheduled outages</u></b> Maximum duration in a single stretch Restoration of supply	Not to exceed 12 hours  By 6 PM on any day	Rs.50 to each affected consumer Rs.50 to each affected consumer
<b><u>5. Voltage Variations</u></b>		

Where no expansion or enhancement of network is involved	Within 7 days	Rs.50 in each case of default
Where up-gradation of distribution system is required	Within 120 days	Rs.50 in each case of default
Opening of neutral and neutral voltage exceeding 2% of supply voltage	Within 6 hours in Cities Within 24 hours in Rural Areas	Rs.50 in each case of default
<b><u>6. Meter Complaints</u></b>		
Inspect and check correctness	Within 7 days	Rs.50 in each case of default
Replace slow, creeping or stuck meters	Within 10 days	Rs.50 in each case of default
Replace burnt meters if cause not attributable to consumer	Within 7 days of receipt of complaint	Rs.50 in each case of default
Replace burnt meters in all other cases	Within 24 hours of payment of charges by consumer	Rs.50 in each case of default
<b><u>7. Application for new connection/additional load</u></b>		
Release of supply where service is feasible from existing network.	Within one month of receipt of application. (as per section 43 of Act)	Rs.200 for each day of default
Release of supply where Network expansion/enhancement required for providing connection	As specified by the Commission in KERC (Duty of the Licensee to Supply Electricity on request) Regulations 2004.	Rs.50 for each day of default in Case of LT and Rs. 500 for each day of default in case of HT & EHT.
IP sets	Within 30 days after attaining seniority (The number of new connections shall be limited to the target fixed for the year)	Rs.50 for each day of default

<b>8. Erection of sub-station for release of supply</b>	As specified by the Commission in KERC (Duty of the Licensee to Supply Electricity on request) Regulations 2004.	Rs.1000 for each day of default
<b>9. Transfer of ownership and conversion of service Title transfer of ownership Change of category</b>	Within 7 days of receipt of application	Rs.50 for each day of default
<b>10. Conversion of LT single phase to LT three phase. Conversion from LT to HT and vice-versa</b>	Within 30 days from the date of payment of charges	Rs.50 for each day of default
<b>11. Resolution of complaints on consumer's Bills If no additional information is required</b>  If additional information is required	Within 24 hours of receipt of complaint  Within 7 days of receipt of complaint	Rs.50 for each day of default  Rs.50 for each day of default
<b>12. Reconnection of supply following disconnection</b> Towns and cities  Rural areas	On the same day  Within 24 hours of receipt of payment from consumer	Rs.50 for each day of default  Rs.50 for each day of default
<b>13. Payment of Solatium in case of electric accidents</b> Cases where it is established beyond doubt that the accident is not due to the fault of the victim In other cases	Within 7 days without waiting for the report from CEIG  Within 30 days after receipt of report from CEIG	Rs.50 for each day of default  Rs.50 for each day of default
<b>14. Refund of</b>	Within 60 days after	Rs.50 for each day of delay

<b>Deposits</b>	receipt of request	
<b>15. Issue of certificates</b>	On the same day of receipt of request	Rs.50 for each day of default

## SCHEDULE - II

### OVERALL STANDARDS OF PERFORMANCE

Service area	Standards (indicative Time Limit for rendering service)	Overall Standards of Performance
<b><u>1. Normal fuse-off</u></b> Cities and Towns Rural areas	Within 4 hours Within 24 hours	99 % 99 %
<b><u>2. Line Breakdowns</u></b> Cities and Towns Rural areas	Within 6 hours Within 24 hours	95 % 95 %
<b><u>3. Distribution Transformer Failure</u></b> Cities and Towns Rural areas	Within 24 hours Within 48 hours	95 % 95%
<b><u>4. Period of Schedules outages</u></b> Maximum duration in a single stretch Restoration of supply	Not to exceed 12 Hrs. By 6 PM on any day	99 % 99 %
<b><u>5. Voltage Variations</u></b> Where no expansion or enhancement of network is involved Where up-gradation or distribution system is required	Within 7 days Within 120 days	95 % 90 %
<b><u>6. Meter Complaints</u></b> Inspect and check correctness Replace slow, creeping or stuck meters Replace burnt meters if cause is not attributable to consumer  Replace burnt meters in all other cases	Within 7 days Within 30 days  Within 7 days of receipt of complaint Within 24 hours of payment of charges by consumer	90% 90%  90% 95%
<b><u>7. Application for new connection/ Additional load Connection feasible from existing network</u></b>		



Release of supply	Within 30 days of receipt of application along with prescribed charges	95 %
<b><u>8. Network expansion/ Enhancement required for providing connection</u></b>	As specified in the Duty to Supply Regulations	95%
Release of supply (LT)		95%
Release of supply (HT) 11 KV supply	As specified in the Duty to Supply Regulations	95%
Release of supply (HT) 33 KV supply	-do-	95%
Release of supply (EHT)	-do-	90%
Irrigation Pump Sets		
<b>9. Erection of sub-station for release of supply</b>	Within the time period as approved by the Commission	95 %
<b>10. Transfer of ownership and conversion of service</b>		
Title transfer of ownership	Within 7 days of receipt of application	99%
Change of category		
Conversion of LT single phase to LT three phase	Within 30 days from the date of payment of charges	99%
Conversion from LT to HT and vice-versa		
<b><u>11. Resolution of complaints on consumer's bills</u></b>		
If no additional information is required	Within 24 hours	99%
If additional information is required	Within 7 days	99%
<b><u>12. Reconnection of supply following disconnection</u></b>		
Cities and Towns	On the same day	99%
Rural areas	Within 24 hours	99%
<b><u>13. Payment of Solatium in case of electric accidents</u></b>		
Cases where it is established beyond doubt that the accident is not due to the fault of the victim	Within 7 days without waiting for report from CEIG	99%

In other cases	Within 30 days after receipt of report from CEIG	95%
<b>14. Issue of certificates</b>	Within 7 days	99 %
<b>15. Refund of deposits</b>	Within 60 days	95%
<b>16. Billing Efficiency</b>		100 % of the consumers to be billed during the billing cycle
<b>17. Collection Efficiency:</b> Metered Installations Un-metered installations		95 per cent 50 per cent
<b>18. Distribution Transformer failures</b> Urban areas  Rural Areas		Shall not exceed 5 per cent p.a. Shall not exceed 12 per cent p.a.
<b>19. Faulty Meters</b> (MNR, Burnt, sticky, etc.)		Shall not exceed 2.5 per cent of metered installations
<b>20. Voltage Variations at supply point</b>		The voltage variation shall be within the limits stipulated hereunder a) LT system +6% & -6% b) HT system +6% & -9% c) EHT system +12.5% & -12.5%
<b>21. Reliability Indices</b>		The reliability indices mentioned hereunder shall be computed separately for urban and rural feeders a) Average number of Interruptions in 11 kV feeders. b) Average duration of Interruptions in 11 kV feeders d) Average number of Interruptions per consumer e) Average duration of interruption per consumer The standards will be laid down by the

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**FORM A**  
**APPLICATION FOR CLAIMING STANDARD AMOUNT**  
**BY THE AFFECTED CONSUMER**

1	Name of the Consumer	
2	Address	
3	RR 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 Licensees' Standards of Performance Regulations	
9	Actual Time taken to attend to the complaint	
10	Standard amount to be received as per Licensees' Standards of Performance Regulations	

Signature

Date:

Place:

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

Claim Number:

Date

Name of the Consumer

RR Number

Claim for standard amount received on (Date)

Signature of the Official of the Licensee

**with Name, Seal and Date**