

ASSAM ELECTRICITY REGULATORY COMMISSION

Assam Electricity Regulatory Commission (Standards of Performance of Distribution Licensees) Regulations, 2021

(DRAFT NOTIFICATION)

No. AERC/ 795 /2021/34 - In exercise of the powers conferred by Section 181 (1) and clause (za) and (zp) of sub-section (2) of Section 181 of the Electricity Act, 2003 read with Sections 57, 58, 59 and 86 (1) (i) of the Act, and all other powers enabling in this behalf and after previous publication the Assam Electricity Regulatory Commission hereby makes the following Regulations, to amend and replace the Assam Electricity Regulatory Commission (Distribution Licensee's Standards of Performance) Regulations, 2004 published in the Assam Gazette Extraordinary No. 34 dated 4th February, 2005.

1. Short Title, Scope Extent and Commencement

- 1.1. These Regulations shall be called the “Assam Electricity Regulatory Commission (Standards of Performance of Distribution Licensees) Regulations, 2021”.
- 1.2. These Regulations shall be applicable to all Distribution Licensees including Deemed Distribution Licensees in the State of Assam;
- 1.3. These Regulations shall come into force from the date of their notification in the Official Gazette.

2. Definitions

- 2.1. In these Regulations unless the context otherwise requires:
 - a. “**Act**” means the Electricity Act, 2003 (36 of 2003) as amended from time to time;
 - b. “**Applicant**” means an owner or occupier of any premises who files an application form with a distribution licensee for supply of electricity, increase or decrease in sanctioned load or contract demand, change in title or mutation of name, change in consumer category, disconnection or restoration of supply, or termination of agreement, shifting of connection or other services as the case may be, in accordance with the provisions of the Act, rules and regulations made thereunder;
 - c. “**Area of Supply**” means the area within which a Distribution Licensee is authorised by its Licence to supply electricity;

- d. **“Authorised Representative”** refers to all officers, staff or representatives of the Distribution Licensee, discharging functions under the general or specific authority of the Distribution Licensee;
- e. **“Automated Meter Reading System (AMR)”** means the scheme to automate the task of data collection from each meter / location to Meter Data Acquisition System (MDAS) at the central location or intermediate location or any other Data Storage Device;
- f. **“Billing cycle or billing period”** means the period for which regular electricity bills as specified by the Commission, are issued for different categories of consumers by the distribution licensee;
- g. **“Call Centre”** means the office set up (may be at back end or customer interfacing front end including a physical customer care centre) with adequate technology and systems for registering Consumer complaints related issues round the clock;
- h. **“Customer Average Interruption Duration Index (CAIDI)”** means the average interruption duration of the sustained interruptions for those who experienced interruptions during the reporting period determined by dividing the sum of all sustained Consumer interruption duration in minutes by the total number of interrupted Consumers for the reporting period;
- i. **“Commission”** means the Assam Electricity Regulatory Commission;
- j. **“Consumer”** means any person who is supplied with electricity for his own use by a distribution licensee or the Government or by any other person engaged in the business of supplying electricity to the public under the Electricity Act, 2003 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 distribution licensee, the Government or such other person, as the case may be;
- k. **“Days”** means clear working days
- l. **“Declared Supply Voltage”** means the voltage at the Consumers supply terminals declared by the supplier of electrical energy. Declared supply voltage is usually equal to the nominal voltage;
- m. **“Force Majeure Event”** means, with respect to any party, any event or circumstance, which is not within the reasonable control of, and is not due to an act of omission or commission of, that party and which, by the exercise of reasonable care and diligence, could not have been prevented, and without limiting the generality of the foregoing, would include the following events:

- i) acts of God, including but not limited to lightning, storm, action of the elements, earthquakes, flood, torrential rains, drought and natural disaster;
 - ii) strikes, lockouts, go-slow, bandh or other industrial disturbances not instigated by any party;
 - iii) acts of public enemy, wars (declared or undeclared), blockades, insurrections, riots, revolution, sabotage, vandalism and civil disturbance;
 - iv) unavoidable accident, including but not limited to fire, explosion, radioactive contamination and toxic dangerous chemical contamination;
 - v) any shutdown or interruption of the grid, which is required or directed by the State or Central Government or by the Commission or the Assam State Load Despatch Centre; and
 - vi) any shut down or interruption, which is required to avoid serious and immediate risks of a significant plant or equipment failure.
- n. **“Forum”** shall mean the Consumer Grievance Redressal Forum constituted under the Assam Electricity Regulatory Commission (Redressal of Consumer Grievances) Regulations, 2016 including any amendment thereto in force from time to time;
- o. **“Fuse-off call”** refers to a complaint handling procedure with regard to an individual Consumer and involving restoration of supply by replacement of a fuse at such Consumer’s premises, not simultaneous with any other failure;
- p. **“Grievance Redressal Regulations”** means Assam Electricity Regulatory Commission (Redressal of Consumer Grievances) Regulations, 2016 as amended from time to time;
- q. **“Guaranteed Standards”** shall mean the minimum standards of performance/ service that a licensee shall achieve and maintain in the discharge of his obligations as a licensee.
- r. **“Indian Standards (IS)”** means standards specified by Bureau of Indian Standards;
- s. **“IEC Standard”** means a standard approved by the International Electrotechnical Commission;
- t. **“Meter”** means a set of integrating instruments used to measure and/or record and store the information regarding amount of electrical energy supplied or the quantity of electrical energy contained in the supply, in a given time, which includes whole current meter and metering equipment, such as current transformer, capacitor voltage transformer or potential or voltage transformer with necessary wiring and accessories including for

communication and also includes pre-payment meters, Special Energy Meters, Net Meters, etc.:

Provided that in case of energy being correctly measured and /or recorded in Meter but communication accessories have failed, then such Meter shall not be treated as faulty for the purpose of billing under this Regulations;

- u. **“Month”**, in relation to billing of charges, means the English Calendar month or any period of Thirty (30) days;
- v. **“Nominal Voltage”** means the nominal voltage as defined in the AERC Supply Code Regulations with permissible deviations.
- w. **“Prosumer”** means a person who consumes electricity from the grid and can also inject electricity into the grid for distribution licensee, using same point of supply;
- x. **“Rural Area”** means area not covered under ‘Urban Area’;
- y. **“Smart Meter”** shall have the same meaning as ascribed to it under the Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006 and amendments thereto;
- z. **“Supply Voltage Interruption”** is a condition in which the voltage at the supply terminals is completely lost or lower than 10% of the nominal voltage condition. It can be classified as:
 - i. **Sustained or long interruption** means supply interruption is longer than 3 min;
 - ii. **Short interruption** means supply interruption is from 20 ms to 3 min;

For poly-phase systems, a supply interruption occurs when the voltage falls below 10% of the nominal voltage on all phases (otherwise, it is considered to be a dip)

- aa. **“System Average Interruption Duration Index” (SAIDI)** means the average duration of sustained interruptions per Consumer occurring during the reporting period, determined by dividing the sum of all sustained Consumer interruptions durations, in minutes, by the total number of Consumers;
- bb. **“System Average Interruption Frequency Index” (SAIFI)** means the average frequency of sustained interruptions per Consumer occurring during the reporting period, determined by dividing the total number of all sustained Consumer interruption durations by the total number of Consumers;
- cc. **“Temporary Supply”** means supply of electricity for a period of up to 3

months which may be extended up to one (1) year, as may be agreed between the Distribution Licensee and the Applicant. Temporary electricity connection may be required by a person for meeting his temporary needs such as-

- (i) for construction of residential, commercial and industrial complexes including pumps for dewatering;
- (ii) for illumination during festivals and family functions;
- (iii) for threshers or other such machinery excluding agriculture pump sets;
- (iv) for touring cinemas, theatres, circuses, fairs, exhibitions, melas or congregations.

dd. **“Urban Area”** means the areas covered by all Municipal Corporations and other Municipalities including the areas falling under the various Urban Development Authorities, Cantonment Authorities and Industrial Estate, and Townships including those specified by the Government of Assam;

ee. **“Voltage”** means the difference of electric potential measured in volts between any two conductors or between any conductor and the earth;

ff. **“Voltage Fluctuation’ or ‘Voltage Variations”** means series of voltage changes or a cyclic variation of the voltage envelope, the magnitude of which does not normally exceed the specified voltage ranges;

2.2. Words or expressions used herein and not defined shall have the meanings assigned to them in the Act or the Rules and Regulations made thereunder.

3. Complaint Registration and Complaint Handling

- 3.1. For providing common services like new connection, disconnection, reconnection, shifting of connection, change in name and particulars, load change, replacement of meter, no supply, the distribution licensee shall establish a centralised 24x7 toll-free call centre.
- 3.2. While providing services, modes like paper application, email, mobile, website, etc., may continue, the licensees shall also endeavour to provide all services through a common Customer Relation Manager (CRM) System to get a unified view of all the services requested, attended and pending, at the backend for better monitoring and analytics.
- 3.3. The CRM shall have facilities for SMS, email alerts, notifications to consumers and officers, for events like receipt of application, completion of service, change in status of application, etc; online status tracking and auto escalation to higher level, if services are not provided within the specified time period.
- 3.4. Every Distribution Licensee shall employ or engage sufficient number of persons at its Call Centre(s) and also earmark or allot or establish a basic telephone or cellular mobile telephone number having sufficient communication lines or connections to be called as the “toll free number” or “Consumer Care number” or “help line number” as the case may be, at Call Centre(s).
- 3.5. The services such as calls made or short message service sent to the Consumers, shall be free.
- 3.6. The Distribution Licensee should ensure availability of electronic data base to record the complaints.
- 3.7. The Distribution Licensee shall provide online module for enabling Consumers to submit their complaint online. Additionally, Distribution Licensee shall convey information of the name of office (s), address (es) and telephone numbers wherein the Consumer can lodge complaints, printed on the electricity bills and shall also display it at the sub-division offices or equivalent distribution units and on the website of the Licensee.
- 3.8. The Distribution Licensee shall register each and every complaint made by a Consumer (either verbally or in writing) or in electronic format to be maintained for this purpose. The complaint register may be maintained category wise which will help in finalization of compensation and reporting of the performance to the Commission. The Distribution Licensee shall allot a unique number to each complaint (all complaints received digitally) which shall be duly communicated to the Consumer except in the case of complaints received through post. In case of postal complaints, the number shall be communicated to the complainant incase subsequent to the delivery of postal complaint, the complainant makes an enquiry

with regard to the complaint number / status thereof telephonically or in person.

- 3.9. The Distribution Licensee shall devise own processes at complaint handling centers / call centre(s) / customer care centre(s) / service centre(s) or any other customer interface channels to handle Consumer complaints.

4. Standards of Performance of Distribution Licensees

- 4.1. The Standards specified in Annexure 'I' in these Regulations shall be the minimum standards of service that a Distribution Licensee shall achieve and maintain. The standard of performance may be different across the area of a Distribution licensee and across the Distribution Licensees based on the concentration of population, local environment and conditions. The categorization shall be applicable to Urban and Rural Areas.

Provided that any time limits set out in these Regulations shall refer to the maximum time permitted for performing the activities to which they relate to.

Provided further that the Commission may separately set service standards based on geographical conditions such as remote, hilly, forest and desert areas:

Provided further that the Distribution Licensee shall not be held responsible for the delay, if any, in giving supply on account of problems relating to statutory clearances, right of way, acquisition of land or the delay in Consumer's obligation which is beyond the reasonable control of the Distribution Licensee or due to force majeure events.

- 4.2. Any failure by the Distribution Licensee to achieve and maintain the standards of performance specified in these Regulations shall render the Distribution Licensee liable to payment of compensation under the Act, as specified in Annexure 'I', to an affected person.
- 4.3. For creating proper awareness among consumers and licensee staff, the distribution licensee shall ensure to undertake the following steps, namely: -
- a) Manual of procedure for providing common services and handling customer grievances shall be made available for reference of consumers at every office of the distribution licensee and downloadable from its website
 - b) The distribution licensee shall publish the guaranteed standards of performance along with compensation structure, information on procedure for filing of complaints, in the bills for month of January and July. If it is not possible to publish the same at the back of the bills, the distribution licensee shall publish it on a separate hand out and distribute it along with the bills.
 - c) The distribution licensee shall arrange to give due publicity through media, TV, newspaper, website and by displaying in boards at consumer service related

offices to bring awareness of consumer rights, standards of performance, compensation provisions, grievance redressal, measures for energy efficiency and any other schemes of the distribution licensee.

- d) The distribution licensee shall arrange to display feeder wise outage data, efforts made for minimising outages, prevention of theft or unauthorised use of electricity or tampering, distress or damage to electrical plant, electric lines or meter and results obtained during the year, on its website.
- e) Whenever the existing meters are to be replaced by any new technology meters, the distribution licensee shall take adequate measures to create consumer awareness regarding the advantages of such replacement. Distribution licensee shall issue a public notice in at least four daily newspapers. Such information shall also be displayed in conspicuous manner on the distribution licensee's website and the distribution licensee shall indicate the area wise schedule of dates for replacement of such meter.

5. Reliability Indices

5.1. The Distribution Licensee shall calculate the reliability of its distribution system on the basis of number and duration of sustained interruptions in a reporting period, using the following Indices:-

- a. System Average Interruption Frequency Index (SAIFI);
- b. System Average Interruption Duration Index (SAIDI); and

Provided that while calculating the above indices, the following types of interruptions shall not be taken into account:-

- a. Scheduled outages;
- b. Momentary outages of a duration not more than three (3) minutes;
- c. Outages due to the failure of the grid;
- d. Outages due to the reasons described in Regulation 7.1 below.

5.2. The Distribution Licensee shall maintain data on the reliability indices specified in Regulation 5.1 above for each zone/circle/division/sub-division on a monthly basis as well as for Urban and Rural area separately.

5.3. The Distribution Licensee shall put up, at the end of each month, such monthly information on reliability indices, on website of the Distribution Licensee and shall submit such report quarterly to the Commission as per Annexure III.

5.4. The Distribution Licensee shall make concentrated efforts to achieve the standards of reliability fixed by the Commission from time to time.

5.5. Method of computing Reliability Indices—

The Indices shall be computed for the distribution licensees for each month for all the 11kV and 33kV feeders in the supply area, and then aggregating the number and duration of all interruptions in that month for each feeder. The Indices shall be computed using the following formulae:

$$SAIFI = \frac{\sum_{i=1}^N A_i * N_i}{N_t}$$
$$SAIDI = \frac{\sum_{i=1}^N B_i * N_i}{N_t}$$

Where,

A_i = Total number of sustained interruptions (each longer than 3 min) on i th feeder for the month;

B_i = Total duration in minutes of all sustained interruptions (longer than 3 min) on i th feeder for the month;

N_i = Number of Customers on i th feeder affected due to each sustained interruption;

N_t = Total number of customers served by the Distribution Licensee in the supply area;

n = number of 11kV and 33kV feeders in the licensed area of supply;

5.6. The distribution licensee shall maintain the reliability on monthly basis within the limits specified in table below:

5.7. The Distribution Licensee shall capture data directly from the feeder monitoring system where automated system is in place and there should not be any manual intervention as far as possible.

Provided that such automation system shall be put in place within One (1) year of notification of these Regulations.

5.8. It shall be obligatory for the Consumer to maintain the average power factor of its load at levels in accordance with the relevant orders of the Commission:

Provided that the Distribution Licensee may charge penalty or provide incentives for low / high power factor, in accordance with relevant Orders of the Commission.

6. Determination of Compensation

6.1. The compensation to be paid by the Distribution Licensee to the affected person is specified in Annexure 'I' of these Regulations.

6.2. The Distribution Licensee shall be liable to pay to the affected person, such compensation as provided in Annexure 'I' of these Regulations.

Provided that in the event of failure of Distribution Licensee to meet the standards

of performance, the compensation shall be payable automatically by the Distribution Licensee to all the affected person/Consumers, without requiring a claim to be filed by the affected person/Consumer, for the parameters as per Annexure 'I' which can be monitored remotely and when it can be successfully established that there is a default in performance of the distribution licensee.

Provided further that the automatic compensation mechanism shall be implemented within six (6) months from the date of notification of these Regulations;

Provided further that any person who is affected by the failure of the Distribution Licensee to meet the Standards of Performance specified under these Regulations for the parameters not entitled for automatic compensation as per Annexure 'I' and who seeks to claim compensation shall file his claim with such a Distribution Licensee within a maximum period of Sixty (60) days from the time such a person is affected by such failure of the Distribution Licensee to meet the Standards of Performance;

Provided further that the compensation shall be payable as per Annexure 'I' to only those affected person/Consumers who have paid all their bills to the Distribution Licensee within the due dates of each bill without any delay in last One (1) year or in cases where supply has been provided for a shorter period, such shorter period shall be considered and there is no outstanding amount to be paid to the licensee except for current bill which is not due;

Provided further that the affected person/Consumer who have paid the bills, though not within due date but with delayed payment charges, in last One (1) year or in cases where supply has been provided for a shorter period, such shorter period shall be considered and there is no outstanding amount to be paid to the licensee except for current bill which is not due, such affected person/Consumer who seeks to claim compensation shall file his claim with such a Distribution Licensee within a maximum period of Sixty (60) days from the time such a person is affected by such failure of the Distribution Licensee to meet the Standards of Performance and such affected person/Consumer shall only be entitled for Compensation of half the amount specified in Annexure 'I';

Provided further that the Distribution Licensee shall compensate the affected person(s) within a maximum period of Ninety (90) days from the date of filing his claim from the previous months billing cycle and the payment of such compensation shall be paid or adjusted in the Consumer's future bills;

Provided further that a confirmation message shall also be sent to the Consumer informing about the Compensation paid by the Distribution Licensee.

- 6.3. If the affected person is aggrieved by non-payment of automatic compensation by the Distribution Licensee for failure to meet standards of performance as specified

under these Regulations or wants to file the claim for compensation, such a person can register his complaint electronically/digitally through SMS, online registration, web-chat facility and mobile application (in person or through toll free telephone numbers) before the concerned Distribution Licensee within a maximum period of Sixty (60) days from the time automatic compensation was payable by the Distribution Licensee.

Explanation: If Distribution Licensee fails to meet the standard of performance in April, automatic compensation is payable within Ninety (90) days i.e. up to July. If automatic compensation is not paid until July, affected person shall file the claim for manual compensation within Sixty (60) days thereafter i.e. up to September.

Provided that the Distribution Licensee shall resolve the grievance of the affected person and compensate the affected person(s) within a maximum period of Thirty (30) days from the date of filing his claim:

- 6.4. In case the Distribution Licensee fails to pay the compensation or if the affected person is aggrieved by non-redressal of his grievances, he/she may make a representation for the redressal of his grievance to the concerned Consumer Grievance Redressal Forum in accordance with the provisions of Assam Electricity Regulatory Commission (Redressal of Consumer Grievances) Regulations, 2016 including any amendment thereto as in force from time to time.

Provided that in case the claim for compensation is upheld by the Consumer Grievances Redressal Forum, the compensation specified by the Commission in Annexure 'I' to these Regulations will be implemented by the Forum or by the Ombudsman, in case of an appeal filed against order of the Forum before him and is to be paid by the concerned Distribution Licensee.

Provided further that in case the claim for compensation is upheld by the Consumer Grievances Redressal Forum or Ombudsman, the same shall be payable along with interest.

Provided further that such compensation shall be based on the classification of such failure as determined by the Commission under the provisions of Section 57 of the Act and the payment of such compensation shall be paid or adjusted in the Consumer's future bills (issued subsequent to the award of compensation) within Ninety (90) days of a direction issued by the Forum or by the Ombudsman, as the case may be.

- 6.5. The compensation paid by the Licensee shall not be allowed to be recovered in the Annual Revenue Requirement (ARR) of the Licensee.

7. Exemptions

- 7.1. Nothing contained in these Regulations shall apply where, in the opinion of the Commission, the Distribution Licensee is prevented from meeting his obligations under these Regulations by—
- a. force majeure events such as cyclone, floods, storms, war, mutiny, civil commotion, riots, lightning, earthquake, pandemic, lockout, go-slow, bandh or other industrial disturbances not instigated by any party;
 - b. acts of public enemy, wars (declared or undeclared), blockades, insurrections, riots, revolution, sabotage, vandalism and civil disturbance;
 - c. precautionary disconnection of supply, unavoidable accident, including but not limited to fire, explosion, radioactive contamination and toxic dangerous chemical contamination;
 - d. outages due to generation failure or transmission network failure;
 - e. 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;
 - f. or other occurrences beyond the control of the Distribution Licensee:
- 7.2. The Commission may, by general or special order, exempt the Distribution Licensee from any or all of the standards specified in these Regulations for such period as may be specified in the said Order.

8. Quality of Power Supply

The Guaranteed Standards for quality of power supply by the licensee in his area of supply shall be as specified in the AERC Regulations and its subsequent amendments from time to time.

Subject to availability of supply at inter-connection points with the transmission system, the Distribution Licensee shall ensure the quality of power supply to meet the specified minimum guaranteed standards.

The Licensee shall be liable for payment of compensation to consumers as determined in the AERC (Power Quality) Regulations, 2021 for failure to meet the specified quality indicators.

9. Provision relating to safety of electricity supply

The Distribution Licensee shall observe measures relating to safety in electricity supply as specified by the CEA (Measures Relating to Safety and Electric Supply)

Regulations, 2010 and amendments thereof.

The Distribution Licensee shall develop its Safety Manual taking into consideration the safety requirements for the construction, operation and maintenance of electrical plants and electric lines. The Safety Manual shall be updated by the Licensee based on the safety requirements for the construction, operation and maintenance of electrical plants and electric lines as specified by the Central Electricity Authority under Clause (c) of Section 73 of the Act.

The Distribution Licensee shall designate suitable control persons as specified in Grid Code for coordination of safety procedures before work is taken up, during work, and after work is completed till the concerned system component is energized, both inside its own Distribution System and across a control boundary between Distribution System and that of any user.

The Distribution licensee shall be liable for payment of compensation as specified in the AERC (Compensation to Victims of Electrical Accidents) Regulations, 2018 and subsequent amendments from time to time for any loss of human life or injury to a person or animal as a consequence to an electrical accident, provided that the electrical accident is attributable to the fault/ negligence of the licensee.

10. Information regarding Level of Performance

10.1. The Distribution Licensee shall submit the information to the Commission on the matters covered under clauses (a) and (b) of sub-section (1) of Section 59 of the Act on quarterly basis, within a period of Thirty (30) days from the end of the quarter in the forms shown in Annexure II to Annexure IV and also upload such information on the website of the Distribution Licensee, within a period of Thirty (30) days from the end of the quarter.

10.2. The Distribution Licensees shall also submit an annual report on the matters covered under clause (a) and (b) of sub-section (1) of Section 59 of the Act to the Commission, within a period of Thirty (30) days from the end of the financial year;

Provided that the information shall be with respect to the total number of cases of failure to meet each of the standards specified in these Regulations;

Provided further that the Distribution Licensee shall separately state the total number of cases where compensation has been paid by it without dispute and the total number of cases where compensation has been paid in compliance with an order or direction of the Forum or Ombudsman, along with the total amount of compensation in each category;

10.3. The Commission may authorize its officers or any independent agency to conduct annual checks, in order to monitor the compliance of the standards of performance by the Distribution Licensee(s) and submit a report to the Commission.

11. General Provisions

- 11.1. The Distribution Licensee shall provide all services such as application submission, payment of bills etc. to senior citizens at their door-steps:

Provided that such service will be provided only to those senior citizens having connection in their own name and such Consumers who have submitted the proof of their age to the Distribution Licensee.

- 11.2. The Distribution Licensee shall implement reasonable security standards that it determines are necessary, but no less than industry standards to protect the Consumer database, operating systems and software applications.
- 11.3. The details of scheduled power outages shall be informed to the consumers. In case of unplanned outage or fault, immediate intimation shall be given to the consumers through SMS or by any other electronic mode along with estimated time for restoration. This information shall also be available in the call center of the distribution licensee.
- 11.4. The Distribution Licensee shall arrange to give due publicity through social media, electronic media, website and by displaying boards at Consumer service-related offices to bring awareness of Consumer rights, Standards of Performance, compensation provisions, grievance redressal, measures for energy efficiency and any other schemes of the Distribution Licensee.
- 11.5. The Distribution Licensee shall take adequate measures to create general Consumer awareness through print/electronic/social media regarding the advantages of replacing the existing meters by any new technology meters.
- 11.6. The Distribution Licensee shall arrange to display feeder wise outage data, efforts made for minimizing outages, prevention of theft or unauthorized use of electricity or tampering, distress or damage to electrical plant, electric lines or meter and results obtained during the year, on its website.

12. Issue of Orders and Directions

Subject to the provisions of the Act, the Commission may from time to time issue orders and directions in regard to the implementation of these Regulations.

13. Power to Relax

The Commission may, by general or special order, for reasons to be recorded in writing and after giving an opportunity of hearing to the parties likely to be affected, relax or waive any of the provisions of these Regulations on its own motion or on an application made to it by any interested person.

14. Power to Amend

The Commission may, at any time, vary, alter, modify or amend any provisions of these Regulations.

15. Power to Remove Difficulties

If any difficulty arises in giving effect to the provisions of these Regulations, the Commission may, by general or specific order, make such provisions not inconsistent with the provisions of the Act, as may appear to be necessary for removing the difficulty.

Place: Guwahati
Date: October, 2021

(Manoj Kumar Deka)
Secretary,
Assam Electricity Regulatory Commission.

**Annexure - I: Level of Compensation Payable to Consumer
for failure to meet Standards of Performance**

| Supply Activity/Event | Area | Standard | Compensation Payable | Automatic/ Manual |
|--|--|--|--|----------------------|
| 1. Provision of Supply | | | | |
| (1) | Time period for provision of supply from the date of receipt of completed application and payment of charges: | | | |
| - in case connection is to be from existing network without any augmentation | Urban Areas | 15 (Fifteen) days | Rs 100 per week of delay or part thereof subject to maximum of twice the service connection charges applicable for the Consumer category | Automatic |
| | Rural Areas | 30 (Thirty) days | | |
| - where extension of distributing mains | Urban/ Rural | 2 (Two) months for LT & HT consumers and 6 (Six) months for EHT consumers. | | Automatic |
| - augmentation/ installation of transformer capacity is required | Urban/ Rural | 3 (Three) months for LT & HT consumers and 6 (Six) months for EHT consumers. | | Automatic |
| - where commissioning of new sub-station forming a part of the distribution system is required | Urban/ Rural | 1 (One) year | | Automatic |
| (2) | Temporary Connection (from the date of remittance of expenditure & advance charges, and provided there is no outstanding dues from the consumer applying for temporary connection) | | | |
| - where supply can be provided from the existing network | Urban/ Rural | 3 days | Rs 50 per week of delay or part thereof subject to the maximum of Rs 500 for LT consumer and Rs 1000 for HT consumer. | Automatic |

| Supply Activity/Event | | Area | Standard | Compensation Payable | Automatic/ Manual |
|---|--|------------------------|---|---|----------------------|
| | - where supply can be provided after extension of service line or enhancement of capacity of transformer | Urban/ Rural | 30 days for LT connection and 90 days for HT connection | | Automatic |
| <p>Note: Provided the above provisions are applicable only for residences and settlements which are constructed/established in accordance with the relevant laws of the land. The distribution licensee is not obliged to supply power to illegally constructed residences/ settlements.</p> | | | | | |
| <p>2. Restoration of Supply</p> | | | | | |
| (i) | Fuse off call | Urban Areas | 4 (Four) hours | Rs 50 per consumer per hour of delay subject of maximum of Rs 250 for LT Consumer and Rs 100 per consumer per hour of delay subject to maximum of Rs 500 for HT Consumer. | Manual |
| | | Rural Areas | 24 (Twenty Four) hours | | Manual |
| (ii) | 33kV/11kV/400 V Overhead line breakdown | Urban Areas | 8 (Eight) hours | | Manual |
| | | Rural Areas | 24 (Twenty-Four) hours | | Manual |
| | (i) where replacement of pole is not required | Urban Areas | 8 (Eight) hours | | Manual |
| | | Rural Areas | 24 (Twenty-Four) hours | | Manual |
| (ii) where replacement of pole is required | Urban Areas | 24 (Twenty Four) hours | Manual | | |
| | Rural Areas | 48 (Forty-Eight) hours | Manual | | |
| (iii) | Underground cable fault / Bus Riser fault | Urban Areas | 24 (Twenty-Four) hours | | Manual |
| | | Rural Areas | 48 (Forty-Eight) hours | | Manual |
| (iv) | Replacement of failed distribution transformer | Urban Areas | 24 (Twenty Four) hours | Manual | |
| | | Rural Areas | 72 (Seventy Two) hours | Manual | |
| (v) | Replacement of damaged service line | | | | |
| | Replacement at consumer's cost (fault in consumer's | Urban/ Rural | 24 (Twenty-Four) hours from deposit of applicable cost | | Manual |

| Supply Activity/Event | | Area | Standard | Compensation Payable | Automatic/ Manual |
|-----------------------|--|---------------|--|--|----------------------|
| | installation) | | | | |
| | Replacement required at licensees' cost (normal wear & tear) | Urban/ Rural | 48 (Forty-Eight) hours of receipt of complaint | | Manual |
| 3. | Permanent Disconnection on Consumer's Request | | | | |
| | Permanent disconnection and Refund of security deposit | Urban / Rural | 7 days from the date of payment of final bill | Rs 50 per day of delay. | Automatic |
| 4. | Reconnection | | | | |
| | Reconnection of a consumer in case disconnection was done on account of non-payment of past dues, the licensee shall reconnect the consumer's installation after receipt of past dues and other charges as applicable. | Urban / Rural | 6 (Six) hours | Rs 50 per day of delay. | Automatic |
| 5. | Shifting of meter / Existing Connection | | | | |
| i) | Shifting of meter | Urban/ Rural | 7 days from the date of payment of charges | Rs 50 per week of delay or part thereof. | Automatic |
| ii) | Shifting of LT lines | Urban/ Rural | 20 days from the date of payment of charges | | Automatic |
| iii) | Shifting of HT lines | Urban/ Rural | 45 days from the date of payment of charges | | Automatic |
| iv) | Shifting of transformer | Urban/ Rural | 45 days from the date of payment of charges | | Automatic |

| Supply Activity/Event | | Area | Standard | Compensation Payable | Automatic/ Manual |
|---|--|--------------|--|--|----------------------|
| 6. Change in Consumer Category | | | | | |
| Change in Consumer Category | | Urban/ Rural | Within 7 days of payment of charges and other formalities | Rs 50 per week of delay or part thereof. | Automatic |
| 7. Change in Consumer Load | | | | | |
| i) Enhancement of Connected Load / Contract Demand | | | | | |
| a) | If no addition or alteration to the system including new/ alternate metering arrangement is required | Urban/ Rural | Within 7 days of receipt of payment of charges, if any and completion of formalities. | Rs 50 per week of delay or part thereof. | Automatic |
| b) | If the system needs any alteration, addition/up gradation of system voltage | | | Rs 50 per week of delay or part thereof. | Automatic |
| | Conversion from LT single phase to LT three phase or vice-versa | Urban/ Rural | Within forty 45 (five) days from the date of payment of necessary charges by the consumer | | |
| | Conversion from LT to HT or vice-versa | Urban/ Rural | Within 60 (sixty) days from the date of payment of necessary charges by the consumer | | |
| | Conversion from HT to EHT or vice-versa | Urban/ Rural | Within 120 (one hundred and twenty) days from the date of payment of necessary charges by the consumer | | |
| ii) | Reduction of Connected Load / Contract Demand | Urban/ Rural | Within 7 days or notice period for termination of agreement as | Rs 50 per week of delay or part thereof. | Automatic |

| Supply Activity/Event | | Area | Standard | Compensation Payable | Automatic/ Manual |
|-----------------------|---|---------------------|---|---|----------------------|
| | | | specified in the agreement whichever is later from the date of receipt of application. | | |
| 8. | Change in consumer's name and other details | | Within two billing cycles. | Rs 50 per week of delay or part thereof. | Automatic |
| 9. | Meters | | | | |
| (i) | Meter inspection in case of consumer complaint | Urban Areas | 4 (Four) days | Rs 50 per week of delay or part thereof. | Automatic |
| | | Rural Areas | 12 (Twelve) days | | Automatic |
| (ii) | Replacement of Defective/ Stopped /Burnt meter | Urban Areas | 24 (Twenty Four) hours | Rs 100 per week of delay or part thereof subject to maximum of Rs 500/- per LT consumer and Rs 250 per week of delay or part thereof subject to maximum of Rs 2500 per HT consumer. | Automatic |
| | | Rural Areas | 72 (Seventy Two) hours | | Automatic |
| 10. | Consumer Bills | | | | |
| (i) | Regarding non receipt of bill or inadequate time for payment. | Urban / Rural Areas | Within 24 hours of receipt of complaint. | Rs 100 per week of delay or part thereof. | Automatic |
| (ii) | In case of other complaints. | Urban / Rural Areas | During subsequent billing cycle | Rs 100 per week of delay or part thereof. | Automatic |
| 11. | For scheduled outages | Urban / Rural Areas | Within 12 hours from the scheduled start of outage or restoration by 6 PM of the day, whichever is earlier. | Rs. 50 per hour per consumer for the first two hours of default. Thereafter, Rs. 100 per hour per consumer. | Manual |
| 12. | Cumulative interruptions to a consumer in a month | Urban Areas | 72 hours | Rs.50/- per hour beyond the specified limits. | Manual |
| | | Rural Areas | 120 hours | | Manual |

Annexure II- Standards of Performance for Distribution Licensee

Format for Quarterly Report to be submitted to the Commission by the Distribution Licensee

| Sr. No. | Parameters | A r e a | Pending complaint nos. (previous Quarter) | Complaints in current Qtr. | Total complaints | No. of complaints addressed | | | Pending complaints at end of Qtr. |
|---------|---|------------------|---|----------------------------|------------------|---------------------------------|---------------------------|----------------------------|-----------------------------------|
| | | | | | | Within Standards of performance | More than Stipulated time | Total complaints redressed | |
| | | | | | | A | B | C | |
| 1 | New connection where supply is from existing line. | Urban | | | | | | | |
| | | Rural | | | | | | | |
| 2 | New connection where supply is provided after extension of distribution mains. | All | | | | | | | |
| 3 | New connection where supply is provided after augmentation of trans. capacity/ installation of new transformer. | All | | | | | | | |
| 4 | New connection where supply is provided after commissioning of sub-station. | All | | | | | | | |
| 5 | Temporary connection from existing network | All | | | | | | | |
| 6. | Temporary connection after extension of service line /enhancement of transformer | All | | | | | | | |

| Sr. No. | Parameters | Area | Pending complaint nos. (previous Quarter) | Complaints in current Qtr. | Total complaints | No. of complaints addressed | | | Pending complaints at end of Qtr. |
|---------|---|-------|---|----------------------------|------------------|---------------------------------|---------------------------|----------------------------|-----------------------------------|
| | | | | | | Within Standards of performance | More than stipulated time | Total complaints redressed | |
| | A | B | C | D | E=C+D | F | G | H=F+G | I= E-H |
| 7. | Fuse off call | Urban | | | | | | | |
| | | Rural | | | | | | | |
| 8. | Overhead line breakdown where replacement of pole is required | Urban | | | | | | | |
| | | Rural | | | | | | | |
| 9. | Overhead line breakdown where replacement of pole is not required | Urban | | | | | | | |
| | | Rural | | | | | | | |
| 10. | Underground Cable fault /BusRiser Fault | Urban | | | | | | | |
| | | Rural | | | | | | | |
| 11. | Replacement of failed distribution transformer | Urban | | | | | | | |
| | | Rural | | | | | | | |
| 12. | Replacement of damaged service line at consumer's cost | All | | | | | | | |
| 13. | Replacement of damaged service line at licensee's cost | All | | | | | | | |
| 14. | Permanent disconnection on request from consumer | All | | | | | | | |

| Sr. No. | Parameters | Area | Pending complaint nos. (previous Quarter) | Complaints in current Qtr. | Total complaints | No. of complaints addressed | | | Pending complaints at end of Qtr. |
|---------|--|-------|---|----------------------------|------------------|---------------------------------|---------------------------|----------------------------|-----------------------------------|
| | | | | | | Within Standards of performance | More than stipulated time | Total complaints redressed | |
| | A | B | C | D | E=C+D | F | G | H=F+G | I= E-H |
| 15 | Reconnection | All | | | | | | | |
| 16 | Meter Inspection | Urban | | | | | | | |
| | | Rural | | | | | | | |
| 17 | Replacement of defective meter | Urban | | | | | | | |
| | | Rural | | | | | | | |
| 18 | Shifting of meter/ existing connection | All | | | | | | | |
| 19 | Change in consumer category | All | | | | | | | |
| 20 | Enhancement of consumer Load | All | | | | | | | |
| 21 | Reduction of consumer load | All | | | | | | | |
| 22 | Change in consumer's name | All | | | | | | | |
| 23 | Billing complaint | All | | | | | | | |
| 24 | Scheduled Power Outages | All | | | | | | | |
| 25. | No. of monthly interruptions | Urban | | | | | | | |
| | | Rural | | | | | | | |

Annexure-III-Report of Individual Complaints where Compensation has been paid

Format for quarterly return to be submitted to the Commission by the Distribution Licensee

| Sr. No. | Complaint No | Date of Filing Complaint/Automatic Compensation | Consumer No | Name and address of Consumer | Nature of Complaint | Reference Standard of Performance | Amount of Compensation (Rs) | Date of payment of Compensation (DD/MM/YYYY) |
|----------------|---------------------|--|--------------------|-------------------------------------|----------------------------|--|------------------------------------|---|
| (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) | (9) |
| 1 | | | | | | | | |
| 2 | | | | | | | | |
| 3 | | | | | | | | |
| 4 | | | | | | | | |
| 5 | | | | | | | | |
| 6 | | | | | | | | |
| 7 | | | | | | | | |
| 8 | | | | | | | | |
| 9 | | | | | | | | |

NOTE - The report shall be prepared as per category of item for which the compensation is paid for non-observance of Standards of Performance.

Annexure-IV- Performance Report regarding Reliability Indices.

Formats for Quarterly returns to be submitted to the Commission by the Distribution Licensee

1) System Average Interruption Duration Index (SAIDI)

| Sr. No. | Month | Ni = Number of Consumers who experienced a sustained interruption on ith feeder. | Ri= Restoration time for each interruption event on ith feeder | Nt=Total number of Consumers of the distribution Licensees area. | Sum. (Ri*Ni) for all feeders excluding agri. Feeders) | SAIDI=(6)/(5) |
|----------------|--------------|--|--|---|--|----------------------|
| (1) | (2) | (3) | (4) | (5) | (6) | (7) |
| | Total | | | | | |

2) System Average Interruption Frequency Index (SAIFI)

| Sr. No. | Month | Ni = Number of Consumers who experienced a sustained interruption on ith feeder. | Sum of Consumers of i feeders which had experienced interruptions =Sum Ni | Nt=Total number of Consumers of the distribution Licensees area. | SAIFI=(4)/(5) |
|----------------|--------------|--|--|---|----------------------|
| (1) | (2) | (3) | (4) | (5) | (6) |
| | Total | | | | |

3) Customer Average Interruption Duration Index (CAIDI)

| Sr. No. | Month | SAIDI | SAIFI | SAIDI / SAIFI |
|----------------|--------------|--------------|--------------|----------------------|
| (1) | (2) | (3) | (4) | (5) |
| | Total | | | |