

KERALA STATE ELECTRICITY REGULATORY COMMISSION

No.KSERC/2010/XVIII

February 17, 2010

NOTIFICATION

KERALA STATE ELECTRICITY REGULATORY COMMISSION (LICENSEES STANDARDS OF PERFORMANCE) (FIRST AMENDMENT) REGULATIONS, 2009

STATEMENT OF OBJECTS AND REASONS

In exercise of powers conferred under 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 to amend Kerala State Electricity Regulatory Commission (Licensees Standards of Performance) Regulations, 2006, hereinafter referred to as the “Principal Regulations” namely.-

1. Short title and commencement.- (1)These Regulations may be called Kerala State Electricity Regulatory Commission (Licensees Standards of Performance) (First Amendment) Regulations, 2009.

(2) These regulations shall be deemed to have come into effect from the date of publication in the official Gazette.

2. In Chapter II Clause 5 the following shall be added.-

“ (3) In the case of Kerala State Electricity Board the first year of implementation shall be (2009-10). An abstract of this regulation showing nature of service, standards of performance and amount payable to affected consumer shall be prominently displayed in the reception area of the premises of distribution section offices of the licensee apart from giving publicity through media and the official website of KSEB.”

3. Amendment to Schedule I STANDARDS OF PERFORMANCE AND AMOUNT TO BE PAID TO CONSUMERS FOR DEFAULT IN EACH CASE. Insert the following in the principal regulation deleting the existing words.

Nature of Service	Standards of Performance (Indicative Maximum time Limit for rendering service)	Amount payable to affected consumer
(1)	(2)	(3)

1. “Normal Fuse- off Call * (A power failure complaint of an individual consumer of an area not attributable to a problem of line and transformers affecting group of consumers or a large area.)

Urban	Within 6 hours of recording of complaints with licensee	Rs 25 in each case of default
Town	Within 8 hours of recording Of complaints with the licensee	Rs 25 in each case of default

(1)	(2)	(3)
Rural	Within 24 hours of recording of complaints with licensee	Rs 25 in each case of default
Remote / Hilly	Within 36 hours of recording of complaints with licensee	Rs 25 in each case of default
Punja	Within 48 hours of recording of complaints with licensee	Rs 25 in each case of default
2. Line Breakdowns. *		
Urban	Within 12 hours	Rs 25 to each affected consumer
Town	Within 16 hours	Rs 25 to each affected consumer
Rural	Within 24 hours in all cases	Rs 25 to each affected consumer
Remote / Hilly	Within 36 hours in all cases	Rs 25 to each affected consumer
Punja	Within 48 hours in all cases	Rs 25 to each affected consumer
3. Distribution Transformer failure.*		
Urban	Within 24 hours of reporting of failure of transformers	Rs 25 to each affected consumer
Town	Within 38 hours of reporting of failure of transformers	Rs 25 to each affected consumer
Rural	Within 48 hours of reporting of failure of transformers	Rs 25 to each affected consumer
Remote / Hilly	Within 60 hours of reporting of failure of transformers	Rs 25 to each affected consumer
Punja	Within 60 hours of reporting of failure of transformers	Rs 25 to each affected consumer
4. Period of Scheduled outages		
Maximum duration In a single stretch	Not to exceed 12 Hrs	Rs 25 to each affected consumer
Restoration of Supply	By 9 pm on any day	Rs 25 to each affected consumer

(1)	(2)	(3)
5. Meter Complaints		
Inspect and check correctness	Within 30 days	Rs 10 in each case of default
Replace slow, creeping or stuck meters	Within 30 days	Rs 10 in each case of default
Replace burnt meters if cause not attributable to consumer	With 7 days of receipt of complaint	Rs 10 in each case of default
Replace burnt meters In all other cases	Within 48 hours of payment of charges by Consumer	Rs 10 in each case of default
6. Application for new connection/additional load		
Release of supply where service is feasible from existing line without system Deviation. (Weatherproof connection only)	Within one month of receipt of application in complete shape and Remittance of CD & connection charges. As per Kerala Electricity Supply Code, 2005.	Rs 50 for each day of default
Release of supply where, extension of line, Network expansion/enhancement required for providing connection	As specified by the Commission in the Kerala Electricity Supply Code, 2005	Rs 50 for each day of default in case of LT and Rs. 50 for each day of default in case of HT.
7. Erection of substation for release of supply		
	As specified by the Commission in the Kerala Electricity Supply Code, 2005. This will be applicable in the case of applicants who have remitted cost as per Section 46 of the Electricity Act.	Rs 100 for each day of default
8. Transfer of ownership and Change of category		
	Within 14 days of receipt of application in complete shape	Rs 50 for each day of default
9. Conversion of LT single phase to LT three phase service connections		
	Within 30 days from the date of payment of charges if no additional line or substation is involved	Rs 50 for each day of default
10. Conversion from LT to HT if HT line is involved, if transformer substation is involved.		
	As per Kerala Electricity Supply Code, 2005	Rs 50 for each day of default

(1)	(2)	(3)
11. Resolution of complaints on consumers' Bills if no additional information is required	Within 24 hours of receipt of complaint	Rs 25 for each day of default
If additional information is required	Within 7 days of receipt of complaint	Rs 25 for each day of default
12. Reconnection of supply following disconnection		
Urban	Within 24 hours	Rs 50 for each day of default
Town	Within 24 hours	Rs 50 for each day of default
Rural	Within 24 hours	Rs 50 for each day of default
Remote / Hilly	Within 24 hours	Rs 50 for each day of default
Punja	Within 24 hours	Rs 50 for each day of default
13. Payment of Exgratia in case of electric accidents		
Cases where it is established beyond doubt that the accident is not due to the fault of the victim	Within 30 days without waiting for the report from CEIG	Rs 50 for each day of default
In other cases	Within 30 days after receipt of report from CEIG	Rs 50 for each day of default
14. Refund of Deposits	Within 60 days after receipt of request and deposit receipt	Rs. 50 for each day of delay

* For calculation of compensation 6pm to 8 am on the next day will not be considered as delay."

**SCHEDULE II
OVERALL STANDARDS OF PERFORMANCE**

Nature of Service	Standards of Performance (Indicative Maximum time Limit for rendering service)	Overall Standards of Performance
(1)	(2)	(3)

1. "Normal Fuse- off Call * (A power failure complaint of an individual consumer of an area not attributable to a problem of line and transformers affecting group of consumers or a large area.)

Urban	Within 6 hours of recording of complaints with licensee	95%
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(1)	(2)	(3)
Town	Within 8 hours of recording Of complaints with the licensee	95%
Rural	Within 24 hours of recording of complaints with licensee	95%
Remote / Hilly	Within 36 hours of recording of complaints with licensee	95%
Punja	Within 40 hours of recording of complaints with licensee	95%
2. Line Breakdowns. *		
Urban	Within 12 hours	90%
Town	Within 16 hours	90%
Rural	Within 24 hours in all cases	90%
Remote / Hilly	Within 36 hours in all cases	90%
Punja	Within 40 hours in all cases	90%
3. Distribution Transformer failure.*		
Urban	Within 24 hours of reporting of failure of transformers	90%
Town	Within 38 hours of reporting of failure of transformers	90%
Rural	Within 48 hours of reporting of failure of transformers	90%
Remote / Hilly	Within 56 hours of reporting of failure of transformers	90%
Punja	Within 60 hours of reporting of failure of transformers	90%

(1)	(2)	(3)
4. Period of Scheduled outages		
Maximum duration In a single stretch	Not to exceed 12 Hrs	98%
Restoration of Supply	By 6 pm on any day	98%
5. Voltage Variations		
Where no expansion or enhancement of network is involved	Within 7 days	90%
Where up-gradation or distribution system is required	Within 120 days	90%
6. Meter Complaints		
Inspect and check corre- ctness	Within 30 days	95%
Replace slow, creeping or stuck meters	Within 30 days	95%
Replace burnt meters if cause not attributable to consumer	With 7 days of receipt of complaint	95%
Replace burnt meters In all other cases	Within 24 hours of payment of charges by Consumer	95%
7. Application for new connection/additional load Connection feasible from existing network		
Release of supply	Within 30 days of receipt of application along with prescribed charges	95%
8. Network expansion/ Enhancement required for providing connection		
Release of supply (LT)	As specified in the Kerala Electricity Supply code, 2005	95%
Release of supply (HT) 11KV supply	As specified in the Kerala Electricity Supply code, 2005	95%
9. Erection of substation for release of supply	Within the time period as approved by the Commission	95%

(1)	(2)	(3)
10. Transfer of ownership and conversion of service		
Title transfer of ownership Change of category	Within 14 days of receipt of application	95%
11. Resolution of complaints on consumers' Bills		
If no additional information is required	Within 24 hours	99%
If additional information is required	Within 7 days	99%
12. Reconnection of supply following disconnection		
Urban	Within 24 hours	99%
Town	Within 24 hours	99%
Rural	Within 24 hours	99%
Remote / Hilly	Within 24 hours	99%
Punja	Within 24 hours	99%
13. Payment of Exgratia in case of electric accidents		
Cases where it is established beyond doubt that the accident is not due to the fault of the victim	Within 30 days without waiting for the report from CEIG	98%
In other cases	Within 30 days after receipt of report from CEIG	95%
14. Refund of Deposits	Within 60 days	95%
15. Billing Efficiency		99% of the consumers to be Billed during the billing cycle
16. Collection Efficiency Metered Installations		95%
17. Distribution Transformer Failure		
Urban	Within 24 hours of reporting of failure of transformers	Shall not exceed 5% p.a.

Town	Within 38 hours of reporting of failure of transformers	Shall not exceed 5% p.a.
Rural	Within 48 hours of reporting of failure of transformers	Shall not exceed 12% p.a.
Remote / Hilly	Within 56 hours of reporting of failure of transformers	Shall not exceed 12% p.a.
Punja	Within 60 hours of reporting of failure of transformers	Shall not exceed 12% p.a.
18. Faulty Meters		Shall not exceed 2.5%p.a. Of metered installations

19. Reliability Indices

City	99.5
Town	99.5
Rural areas	99

* For calculation of compensation 6pm to 8 am on the next day will not be considered as delay.”

Sd/-
Member (F)

Sd/-
Member (E)

Sd/-
Chairman

By Order of the Commission

Sd/-
(K.S.PREMACHANDRA KURUP)
Secretary