

Standards of Performance

(Kerala State Electricity Regulatory Commission (Standards of Performance of Distribution Licensees) Regulations, 2015)

A. Guaranteed Standards of Performance

S .No	Nature of Service	Standards of Performance (Indicative maximum time limit for rendering service)
1	Restoration of supply in the case of normal fuse-off calls.	within six hours from the time of registration of complaint
2	Restoration of supply in the case of breakdowns of underground cable	within twenty four hours from the time of occurrence of breakdown
3	Restoration of supply in the case of failure of distribution transformer	within twenty four hours from the time of occurrence of breakdown
4	Period of scheduled outages other than load shedding	Shall be notified at least twenty four hours in advance and such interruption shall not exceed ten hours in a day.
5	Voltage levels for LT, HT supply and permissible variations	Voltage levels shall not vary from specified voltage levels beyond permissible limits (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; To Ensure that the voltage is brought within the specified permissible limits, within seven days of the complaint
6	Information to the Consumer	Shall intimate the consumer, within two hours of registration of the complaint regarding restoration of supply ,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.
7	Adherence to time schedules by 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.
8	Inspection, checking the correctness of meter and rectification of defects relating to meter except replacement	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.
9	Replacement of defective LT meter owned by licensee	(i) within seven working days from the date of detection of the defect. (ii) If compatible CT is not readily available, additional) within thirty days can be availed for procurement of CTs
10	Replacement of defective HT meter owned by licensee	(i) within seven working days from the date of detection of the defect. (ii) 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
11	Average Service Availability Index	shall maintain its distribution system so efficiently that the consumer is ensured in each year, the Average Service Availability Index (ASAI) at 98% (urban areas)

B. Overall standards of Performance

S. No	Guaranteed standard of performance	Overall performance
1	Restoration of supply in the case of normal fuse-off Calls within the period of six hours	95%
2	Restoration of supply in the case of breakdowns of underground cables within twenty four hours	90%
3	Restoration of supply in the case of failure of distribution transformer within twenty four hours	90%
4	Rectification of voltage variations within seven days where no expansion or enhancement of network is involved	90%
5	Inspection, checking and rectification of defects of meter except replacement within five working days of the receipt of complaint	95%

6	Replacement of defective LT meter owned by licensee within seven working days of the detection of defect	95%
7	Replacement of defective HT meter owned by licensee within seven working days of the detection of defect	95%
8	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%
9	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%
10	Average Service Availability Index in each year	98%

Schedule 1-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 underground cable	4 (4))Rs 25 in each case of default
3	Failure to restore supply in the case of failure of distribution transformer	4(5)	Rs 25 in each case of default
4	Exceeding the maximum duration of scheduled outage	4(7)	Rs 25 in each case of default
5	Failure to rectify voltage fluctuations	4(8)	Rs 25 for each day of

	in case no expansion / augmentation of network required and includes fault identified to a local problem on the transformer		default
6	Failure to rectify voltage fluctuations in case expansion / augmentation of network required	4(8)	Rs 25 for each day of default
7	Failure to rectify voltage fluctuations in case erection of substation required	4(8)	Rs 25 for each day of default
8	Failure to adhere to time schedule for giving new connection where supply can be provided from existing distribution system	4 (13)(a)	Rs 50 foreach day of default
9	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
10	Failure to adhere to time schedule for giving temporary connection/seasonal connection	4 (13) (b) and (c)	Rs 100 for each day of default
11	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
12	Failure to adhere to time schedule for transfer of service connection	4(13)(e)	Rs 50 for each day of default
13	Failure to adhere to time schedule for conversion to service connection	4(13)(f)	Rs 50 for each day of default
14	Failure to adhere to time schedule for shifting of service lines / electrical plant	4(13)(g)	Rs 25 for each day of default
15	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
16	Failure to adhere to time schedule for change of category	4(13)(i)	Rs 50 for each day of default
17	Failure to adhere to time schedule for resolution of grievance relating to disputed bill	4(13)(j)	Rs 50 for each day of default
18	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
19	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
20	Failure to adhere to time schedule for	4 (13) (m)	Rs 50 for each day of

	refund of security deposit etc.		default
21	Failure to inspect and rectify defects of meter within time line	4(14)	Rs. 25 for each day of default
22	Failure to replace faulty LT meter within the time schedule	4(15)	Rs 25 for each day of default
23	Failure to replace faulty HT meter within the time schedule	4(16)	Rs 50 for each day of default
24	Failure to ensure Average Service Availability Index in each year	5	Rs. 100 for each year