ANDHRA PRADESH ELECTRICITY REGULATORY COMMISSION

Second Amendment to Andhra Pradesh Electricity Regulatory Commission (Licensees' Standards of Performance) Regulation, 2004 [Regulation No.7 of 2004]

Regulation No.9 of 2013

Introduction

Whereas the Andhra Pradesh Electricity Regulatory Commission (hereinafter referred to as "the Commission") notified the Andhra Pradesh Electricity Regulatory Commission (Licensees' Standards of Performance) Regulation, 2004 (Regulation No.7 of 2004) in A.P. Extraordinary Gazette dated 22nd June, 2004.

And whereas the said Regulation contained, Guaranteed Standards of Performance, being the minimum standards of service that a distribution licensee shall achieve to individual consumers, and Overall Service Standards which the licensee shall seek to achieve in the discharge of his obligation as a licensee. In the said Regulation, vide Schedule–II, the Commission also has

prescribed the compensation payable and manner of payment of compensation to consumers for non-compliance of the Standards in terms of the provisions of section 57 of the Electricity Act, 2003.

Whereas in recent times, the Commission has been receiving several suggestions/demands from Consumers Associations and Consumer activist groups had been emphatically demanding that compensation fixed in the year 2004 lost its deterrent effect due to low monitory value of compensation. In the public hearings held on ARR Filings of DISCOMs, FSA proposals of DISCOMs several objectors are contending that the present Standards of Performance (SOP) Regulation and compensations payable have been issued in the year 2004 and requested the Commission to initiate proceedings for enhancement of compensation payable.

Accordingly, Commission published a draft Regulation duly seeking comments/suggestions and conducted a public hearing on the draft regulation, on 5th June, 2013.

The Commission considered the comments & suggestions received on draft regulation from public and DISCOMs. In exercise of the powers vested with it under section 181 (za) and (zb) read with sections 57 and 59 of the Electricity Act, 2003 and all other powers enabling it in that behalf, the Andhra Pradesh Electricity Regulatory Commission makes the following Second amendment to Licensees' Standards of Performance Regulation namely:

1. Short title, commencement and interpretation

(i) This Regulation may be called the Andhra Pradesh Electricity Regulatory Commission (Licensees' Standards of Performance) Second Amendment Regulation, 2013.

(ii) This Regulation shall come into force on the date of its publication in the Andhra Pradesh Gazette.

2. Following sub-clause added as fourth provision to clause 5 of principal regulation subtitled "Information on Standards of Performance"

(4) Non-Compliance of Overall Standards of Performance mentioned at Schedule-III of the Regulation, and providing no service or inadequate

services to support the compliance of performance standards, by any Distribution Licensee (including Deemed Licensees & Exemptees) shall be treated as a contravention of provisions of the Act or rules or regulations made there under, or any direction issued by the Commission.

The Commission is at liberty to initiate any proceedings in pursuant to the provisions of the Act, to levy penalty on the Licensees for violation of overall performance standers set by the Commission, after giving a reasonable opportunity of being heard. The income accrues on account of such penalties, can be utilized for the purpose of Consumer Advocacy (CA) by the Commission,

3. Amendment to Schedule-II of Principal Regulation.

Schedule–II of the principal regulation is replaced and substituted as per the enclosure.

(BY ORDER OF THE COMMISSION)

Hyderabad
07-08-2013

M.D.Manohar Raju
Commission Secretary

SCHEDULE –II

GUARANTEED STANDARDS OF PERFORMANCE AND COMPENSATION TO CONSUMERS IN CASE OF DEFAULT

Sl. No.	Service Area	Time Standard	Compensation payable in case of violation of Standard	
			Compensation payable to individual consumer if the event affects a single consumer	**Compensation payable to individual consumer if the event affects more than one consumer**
I	**Normal Fuse-off**			
i	Cities and towns	Within 4 working hours	Rs.100 in each case of default	Rs.50 to each consumer affected
ii	Rural areas	Within 12 working hours		
II	**Overhead Line/cable breakdowns**			
i	Cities and towns	Within 6 hours	Rs.100 in each case of default	Rs. 50 to each consumer affected
ii	Rural areas	Within 24 hours		
III	**Underground cable breakdowns**			
i	Cities and towns	Within 12 hours	Rs.100 in each case of default	Rs.50 to each consumer affected
ii	Rural areas	Within 48 hours		
IV	**Distribution Transformer failure**			
i	Cities and towns	Within 24 hours	Rs.200 in each case of default	Rs.100 to each consumer affected
ii	Rural areas	Within 48 hours		
V	**Period of Scheduled Outage**			
i	Maximum duration in a single stretch	Not to exceed 12 hours	Rs.200 in each case of default	Rs.100 to each consumer affected
ii	Restoration of supply	By not later than 6:00 PM		
VI	**Voltage fluctuations**			
i	No expansion/ enhancement of network involved	Within 10 days	Rs.100 for each day of default	Rs.50 to each consumer affected for each day of default
ii	Up-gradation of distribution system required	Within 120 days	Rs.200 for each day of default	Rs.100 to each consumer affected for each day of default
iii	Erection of Substation	Within the time period as approved by the Commission	Rs.500 for each day of default	Rs.250 to each consumer affected for each day of default
VII	**Meter complaints**			
i	Inspection and replacement of slow, fast/creeping, stuck-up meters	Inspection within 7 days in towns and cities and within 15 days in rural areas and replacement within 15 days thereafter.	Rs.100 for each day of default	Not Applicable
ii	Replace burnt meters if cause attributable to Licensee	Within 7 days		
iii	Replace burnt meters if cause attributable to consumer	Within 7 days of receiving payment from consumer		

Sl. No.	Service Area	Time Standard	Compensation payable in case of violation of Standard	
			Compensation payable to individual consumer if the event affects a single consumer	**Compensation payable to individual consumer if the event affects more than one consumer**
VIII	**Processing of application & intimation of relevant charges payable for new connection/sanction of additional load /Demand**			
i	**All Cases - If Connection feasible from existing network** for release of supply	Within 3 working days of receipt of application	Rs.100 for each day of default	Not Applicable
ii	**If Network expansion/enhancement required to release supply**			
a	Release of supply - Low Tension	Within 7 days of receipt of application	Rs.100 for each day of default	Not Applicable
b	Release of Supply - High Tension 11 kV	Within 15 days of receipt of application	Rs.500 for each day of default	
c	Release of Supply - High Tension 33 kV	Within 30 days of receipt of application		
d	Release of Supply - Extra High Tension	Within 45 days of receipt of application		
IX	**Release of new connection/additional load upon payment of all charges**			
i	**All Cases - If Connection feasible from existing network** for release of supply	Within 30 days of receipt of application (along-with prescribed charges)	Rs.100 for each day of default	Not Applicable
ii	**Network expansion/enhancement required to release supply**			
a	Release of supply - Low Tension	Within 30 days of receipt of prescribed charges	Rs.100 for each day of default	Not Applicable
b	Release of Supply - High Tension 11 kV	Within 60 days of receipt of prescribed charges	Rs.500 for each day of default	
c	Release of Supply - High Tension 33 kV	Within 90 days of receipt of prescribed charges		
d	Release of Supply - Extra High Tension	Within 180 days of receipt of prescribed charges		
e	Erection of substation required for release of supply	Within the time period approved by the Commission	Rs.1000 for each day of default	
X	**Transfer of ownership and conversion of services**			
i	Title transfer of ownership	Within 7 days along-with necessary documents and prescribed fee, if any	Rs.100 for each day of default	Not Applicable
ii	Change of category	Within 7 days along-with necessary documents and prescribed fee, if any		
iii	Conversion from LT 1-ph to LT 3-ph and vice-versa	Within 30 days of payment of charges by the consumer		
iv	Conversion from LT to HT and vice-versa	Within 60 days of payment of charges by the consumer	Rs.200 for each day of default	

Sl. No.	Service Area	Time Standard	Compensation payable in case of violation of Standard	
			Compensation payable to individual consumer if the event affects a single consumer	**Compensation payable to individual consumer if the event affects more than one consumer**
XI	**Resolution of complaints on consumer's bill**			
i	If no additional information is required	Within 24 working hours of receipt of complaint	Rs.50 for each day of default	Not Applicable
ii	If additional information is required	Within 7 working days of receipt of complaint		
XII	**Reconnection of supply following disconnection due to non-payment of bills**			
i	Cities and Towns	Within 4 working hours of production of proof of payment by consumer	Rs.100 in each case of default	Not Applicable
ii	Rural Areas	Within 12 working hours of production of proof of payment by consumer		
XIII	**Wrongful disconnection of Service Connection / levy of reconnection charges without disconnection.**			
i	Wrongful disconnection of service connection even after payment of electricity charges due		Rs.100 in each case of default	Not Applicable
ii	Levy of reconnection charges without actual physical disconnection.			

Manner of payment of compensation amount:

1. The Licensee shall register every complaint of a consumer regarding various service parameters as mentioned in the above schedule, at the customer service centers of each Sub-Division office, centralized customer service centers at Towns/Cities, Fuse-off–call offices wherever available and intimate the unique complaint identification (UCI) number to the consumer.

2. Once the complaint is rectified/addressed, the Distribution Licensee shall arrange a SMS message to the registered mobile number of the Consumer or the number from which complaint has been made. The time of sending of such message from the licensee shall be treated as time of rectification of the complaint for the purpose of reckoning compliance to the Service Standard.

3. The Licensee shall maintain consumer-wise records regarding the guaranteed standards of performance in order to give a fair treatment to all consumers and avoid disputes regarding violation of standard.

4. Consumer will be required to make a claim for compensation towards non-compliance of a Guaranteed Standard, within 30 days of violation of such service standard by the Licensee, to a senior officer as may be designated by the Licensee for this purpose, who is based at the headquarters of the Licensee. The same officer is responsible for monitoring compliance of the Regulation and submitting periodical reports to the Commission, as may be required.

5. All payments of compensation shall be made by way of adjustment against current and/or future bills for supply of electricity, but not later than 90 days from the date of violation of a Guaranteed Standard.

6. If the Licensee, however, fails to dispense the compensation amount as laid out in paragraphs above the aggrieved consumer(s) can approach the Forum for Redressal of Grievances of Consumers (CGRF) to seek such compensation.

7. Any consumer, who is aggrieved, by non-redressal of his grievance by the Forum, may make a representation to the Vidyuth Ombudsman appointed by the Commission, in accordance with the provisions of the Act.