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JAMMU AND KASHMIR STATE ELECTRICITY REGULATORY COMMISSION

(DISTRIBUTION PERFORMANCE STANDARDS) REGULATIONS

Notification

No.---/JKSERC/2006 Jammu dated March 2006

In exercise of the powers conferred by Sections 8(1) (d) and 36 of the Jammu and Kashmir State Electricity Regulatory Commission Act 2000, the Jammu and Kashmir State Electricity Regulatory Commission, makes the following Regulations:-

CHAPTER I

PRELIMINARY

1. SHORT TITLE AND COMMENCEMENT

I. These Regulations may be called "Jammu and Kashmir State Electricity Regulatory Commission (Distribution Performance Standards) Regulations,2006.

II. These regulations shall be applicable to all utilities/licensees engaged in distribution of electricity in the State of Jammu and Kashmir.

III. These regulations extend to the whole of the State of Jammu and Kashmir.

IV. They shall come into force on the date of their publication in the official Gazette.

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CHAPTER II

DEFINITIONS AND OBJECTIVES

2. DEFINITIONS

2.1 In these standards, unless the context otherwise requires:

"Act" means the Jammu and Kashmir State Electricity Regulatory Commission Act 2000.

"Applicant" means a person, company, firm or establishment who makes an application for supply of electricity, increase or reduction in contract demand / sanctioned load, change of name, disconnection or restoration of supply or termination of agreement, as the case may be, in accordance with the provisions of the J & K Elect Act of Svt 1997 and the rules and regulations made there under;

"Authority" means Central Electricity Authority.

"Authorised Representative" refers to all officers, staff or representatives of the Distribution utility/licensee, discharging functions under the general or specific authority of the Distribution utility/licensee;

"Area of supply" means the area within which a utility/licensee is authorized by his license to supply electricity;

"Call Centre" or "Complaint Center" Means the place or office setup by the distribution licensee to register complaints.

"Cities and Towns" means area or areas having a Municipal Corporation or a Municipal Committee or a Town Area Committee.

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“Control Center” means a center established for compilation, evaluation ranking and analyzing the performance of Responsibility Centers established at the headquarters of the distribution utility/ licensee.

"Commission" means Jammu and Kashmir State Electricity Regulatory Commission;

"Consumer" means any person who is supplied with electricity for his own use by a utility/licensee or the Government or by any other person engaged in the business of supplying electricity to the public under the J & K Electricity Act of Svt 1997 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 utility/licensee, the government or such other person, as the case may be;

“Conservation” means any reduction in consumption of electricity as a result of increase in the efficiency in supply and use of electricity.

“Distribution Utility/Licensee” means a Utility/Licensee authorized to operate and maintain a distribution system for supplying electricity to the consumers in his area of supply.

“Distribution Mains” means the portion of any main with which a service line is or is intended to be immediately connected.

“Distribution System” means the system of wires and associated facilities between the delivery points on the transmission lines or the generating station connection and the point of connection to the installation of the consumers;

“Electrical Inspector” means a person appointed as such by the State Govt. under section 35 of the J & K Electricity Act of Svt 1997

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"EHV/EHT" means Extra High Voltage/Extra High Tension (voltage level above 33,000 volts);

"Electricity" means electrical energy;
a) generated, transmitted, supplied or traded for any purpose; or
b) used for any purpose except the transmission of a message;

"Electricity Supply Code" means the Jammu and Kashmir State Electricity Supply Code, approved and amended from time to time by the Commission;

"Fuse-off call" refers to a complaint on account of any reason including blowing of HT/Drop Out (DO) /LT fuse at distribution transformer/ Miniature Circuit Breaker (MCB) trouble or due to loose connections at meter, MCB or service line, with regard to an individual consumer and involving restoration of supply.

"Grievance" means a complaint filed by the affected person.

"Grid Code" means the J & K State Electricity Grid Code specified by the Commission.

"Harmonics" means a component of a periodic wave having frequency that is an integral multiple of the fundamental power line frequency of 50 Hz causing distortion to pure sinusoidal waveform of voltage or current, and as governed by IEEE STD 519-1992, namely "IEEE Recommended Practices and Requirements for Harmonic Control in Electrical Power Systems" and corresponding standard as may be Specified.

"HV/HT" means High Voltage/High Tension (voltage level above 650 volts but does not exceed 33,000 volts);

"IEGC" means the Indian Electricity Grid Code .

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"IEEE" means Institute of Electronics and Electrical Engineers.

"Licensee" means a person licensed under part-II of the Jammu & Kashmir Elect. Act, 1997 (Act No. XIV of 1997 SVT/1940 AD) to supply energy or a person who has obtained sanction under section 28 of that Act to engage in the business of supplying energy;

"LT" means Low Tension (voltage does not exceed 650 volts under normal conditions);

"Person" shall include any company or body corporate or association or body of individual, whether incorporated or not, or artificial juridical person.

"Responsibility Centre" means a circle unit of the distribution utility/licensee headed by an officer not below the rank of Superintending Engineer.

"Rules" means the J & K Electricity Rules, 1978.

"Rural areas" means any area or areas other than "towns and cities".

"State" means the State of Jammu and Kashmir.

"SLDC" means State Load Despatch Centre already functioning in the State of Jammu and Kashmir having its control room at Jammu, an apex body to ensure integrated operations of the power system in the state;

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"State Transmission Utility" means The Utility or any Government Company specified as such by the State Government.

"User" Any person having electrical interface with, or using the distribution system of the distribution utility/licensee to whom this code is applicable. Any other distribution utility/licensee or generating unit connected to the distribution system are also included in this term.

"Utility" means any person or entity engaged in generation, transmission, sale, distribution or supply as the case may be, of energy.

Words and expressions used and not defined in these Regulations shall have meaning respectively assigned to them in the Jammu and Kashmir Electricity Act Svt. 1997, or the Jammu and Kashmir Electricity Duty Act 1963 or the Jammu and Kashmir Sate Electricity Regulatory Commission Act. 2000.Expressions used herein but not specifically defined in these Regulations or in these Acts but defined under any law passed by the State legislature and applicable to the electricity industry in the State shall have the meaning assigned to them in such law. Expressions used herein but not specifically defined in the Regulations or in these Acts or any law passed by the State legislature shall have the meaning as is generally assigned in the electricity industry.

(ii) Interpretation

In the interpretation of these Regulations, unless the context otherwise requires:

a) words in the singular or plural term, as the case may be, shall also be deemed to include the plural or the singular term, respectively;

b) the terms "include" or "including" shall be deemed to be followed by "without limitation" or "but not limited to"

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regardless of whether such terms are followed by such phrases or words of like import;

c) references herein to the "Regulations" shall be construed as a reference to these Regulations as amended or modified by the Commission from time to time in accordance with the applicable laws in force;

d) the headings are inserted for convenience and may not be taken into account for the purpose of interpretation of these Regulations; references to the statutes, Regulations or guidelines shall be construed as including all statutory provisions consolidating, amending or replacing such statutes, Regulations or guidelines, as the case may be, referred to.

2.2 OBJECTIVE

These standards lay down the guidelines to maintain certain critical distribution system parameters within the permissible limits. These standards shall serve as guidelines for Distribution utility/Licensee to operate their Distribution System for providing an efficient, reliable, coordinated and economical system of electricity distribution and retail supply. The objectives of these performance standards are:

(a) To ensure that the Distribution System performance meets a minimum standard which is essential for the Users' installation to function properly.

(b) To enable the Users to design their systems and equipment to suit the electrical environment that they operate in.

(c) To enhance the quality of standards of the Distribution System and services to meet acceptable standards in the short term and gradually moving towards improved standards in the long term,

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(d) to lay down standards of performance, to measure consumer centric initiatives undertaken by the distribution utility/licensee in providing services, computerized call centers, mobile vans for fault attendance, comprehensive information database, infusion of technology like pre-paid meters and un-manned substations and,

(e) to introduce engineering resource management concept to rationalize staff deployment in construction and operation and management functions and to initiate resource planning functions at circle levels.

CHAPTER III

INFORMATION

3. Information with respect to level of Performance:

3.1 For Guaranteed Standards, each Utility/Licensee shall furnish to the Commission, in a quarterly report and in a consolidated annual report, the following information:

The levels of performance achieved by the Utility/Licensees with reference to those specified in this regulation on the following points ;

(i) The number of instances in the quarter when the particular event has occurred.

(ii) Number of cases in which achievement is with in prescribed limits.

(iii) Number of cases in which achievement is not with in prescribed limits.

(iv) Number of consumers who were affected due to failure in meeting the standards.

(v) The number of cases in which compensation was made and the aggregate amount of the compensation.

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(vi) The measures taken by the utility/licensee to improve performance in the areas covered by Guaranteed Standards and utility's/licensee's assessment of the targets to be imposed for the ensuing year.

3.2 For Overall Standards, each Utility/Licensee shall furnish to the Commission, in a report for every quarter and in a consolidated annual report, the following information:

(a) The level of performance achieved with reference to 'Overall Standards of Performance specified in Chapter XVI of this Regulation; and,

(b) The measures taken by the utility/licensee to improve performance in the areas covered by Overall Standards of performance and utility's/licensee's assessment of the targets to be imposed for the ensuing year.

3.3 The last date of submission of each report shall be 30 days from the end of the reporting quarter. The Commission may impose penalty for non-submission of reports by the utility/licensee.

3.4 The Commission shall, at such intervals as it may deem fit, arrange for the publication of the information furnished by utilities/licensees under these Regulations.

3.5 **Annual Review of Performance standards**.

An Annual Review Committee shall be formed by the Distribution Utility/ Licensee and its recommendation shall be submitted to the Commission for approval. The Commission may modify, upgrade the requirement from time to time.

3.6. **Use of Information:** The Commission shall have the right to use the information received under these Regulations as it deems fit and publishing it or placing it on the Commission's website and/ or directing the utility/licensee to display the information on the utility's/licensee's website and also for initiating action.

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CHAPTER IV

SAFETY

4.1 The construction, operation and maintenance of the distribution lines shall be carried out strictly in accordance with the J & K Electricity Rules, 1978 and other safety standards as may be in force from time to time .

4.2 The Utility/Licensee shall take all necessary actions to spread awareness among the consumers for safe usage of the electricity.

4.3 The grounding provided for the equipment and lines and earthing grid for substations shall be in accordance with IS: 3043 - Code of Practice for Earthling.

4.4 It is not enough to have a good earth connection at the time of construction, but it should also be maintained in a sound and healthy state at all times. The Utility/Licensee shall take all necessary steps for testing of the same and maintain the record of each test.

The utility/licensee shall ensure that no live parts of any overhead line or Distribution transformer are so exposed as to cause danger. The utility/licensee shall follow the provisions under Rules. The licensee shall also adhere with the provisions regarding clearances of overhead lines with respect to ground, trolley wires and buildings etc. In chapter viii of the J & K Electricity Rules- 1978 the minimum permissible clearances are specified.

In certain areas, streets/lanes are very narrow and the bare conductor(s) is (are) very near to the walls/windows of buildings. In all such cases where clearances are less than permissible, corrective measures should be taken up immediately and where it

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is not possible to obtain minimum permissible clearances, the utility/licensee should use insulted conductor/cables. Utility/Licensee should survey, identify places where clearances are less than the permissible limits and take-up corrective measures immediately without loss of time.

4.6 Leakage current means difference between phase current and return path. The Utility/Licensee shall take necessary steps to measure leakage current at various points in the system.

4.7 The earth wires and the earth electrodes provided in the Distribution System shall be maintained in good condition to ensure instantaneous operation of the Protective Equipment, either a Fuse or a Circuit Breaker as the case may be, in case of accidental snapping of conductor. In case of failure in the operation of the protective system during any accidental snapping of conductors, the circuit shall be de-energised manually immediately after it comes to the notice of the concerned employee of the Distribution Utility/Licensee. A detailed investigation shall be done to determine the cause for non-operation of the protective system and remedial measures shall be taken promptly.

4.8 The records of all the fatal electrocution accidents shall be maintained along with the investigation report of the Chief Electrical Inspector (CEI). A copy of the action taken report with regard to the procedure prescribed by the CEI for safety measure for avoiding recurrence of such fatal accidents shall be submitted to the Commission as per Annexure IV enclosed every six months i.e by 25 th October and 25 th April of each financial year .

4.9 Distribution Utility/Licensee may disconnect supply to such consumer, in the event of any consumer's non-compliance which persists even after due notice, of any specific condition or

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direction if such non-compliance can reasonably be expected to affect system operations and safety,. In cases of emergency, disconnection may be effected immediately in the interest of system operations and safety. The connection should be immediately restored as soon as the originating causes leading to the disconnection are removed or rectified.

CHAPTER V

HANDLING OF COMPLAINTS

5.0 **Customer Complaint Centre/ Customer Call Cantre**.

I. The utility/licensee shall setup Customer Complaint Centre/ Customer Call Centers across its area of supply to address the Customer Complaints and Grievances. The time frame for setting up the Call Centers has been outlined in the table 'A' below: -

II. The Customer Call Center functions should be encompassing:

(a) Receiving and registering complaints- The complaints may range from supply related, new service requests, meter related, billing related, disconnection related, or even general queries.

(b) Despatch of the complaints to relevant utility/licensee offices- The complaints should be dispatched through emails, telephones, SMS or even through wireless to Mobile Breakdown Vans, Section Offices or field Personnel.

(c) Tracking and Monitoring of the Complaints- The call center should keep a track of the registered complaints and ensure closure of the same within the stipulated time set by the specified standards

(d) Close the complaints loop or escalate it to higher officials- If the complaints are not resolved within the specified time, the same should be escalated to higher officials.

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Table-A

Nature of service/ Standards	Maximum time limit for rendering service
Establishment of Consumer Call Centres with appropriate Communication and Technology backbone along with appropriate staffing of the same with following coverage area	
At least one sub division covered Per Circle	With in 6 months
At least one sub division covered per division	Within 12 Months
All Sub-Divisions	Within 24 months
First response against a Consumers Call	2 Minutes
Registration of Consumer Call	5 Minutes
Issue of Docket No.	5 Minutes
Intimation to consumer after attending call	

5.1 The utility/licensee is required to maintain standards of performance for supply of electricity to all consumers in the manner prescribed hereinafter. The limits prescribed in these standards refer to the maximum time permissible for performance of different activities of consumer services. It shall be the endeavour of the utility/licensee to provide the best possible services well within the time limits specified in these Regulations.

5.2 The utility/licensee shall register every complaint made by a consumer, either verbally or in writing, regarding failure/interruption of power supply, quality of power supply, meters/meter boxes/metering system's, service line, payment of bills and other services relating to power supply, in a register / registers or in electronic format to be maintained for this purpose. **A unique number shall be allotted to each complaint.**

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This complaint number shall be conveyed to the consumer except in the case of postal complaints received. However the consumer may, subsequent to the delivery of postal complaint, inquire regarding the complaint number/ status telephonically or in person. The number shall be communicated to the complainant in such a case. In case of major failure of supply due to tripping of EHV or failure of upstream power systems, the reason needs to be communicated to the consumer in addition to the likely restoration time. The utility/licensee shall ensure redressal of all complaints promptly.

5.3 Complaints in respect of supply of electricity covering metering, billing and payment, shall be made at specified offices (Complains Centres/Call Centres) of the utility/licensee. Utility/Licensee shall convey information of the name of office(s), address(s) and telephone numbers where the consumer can lodge complaints, by printing it on the electricity bills and also display it at the sub-division offices or equivalent distribution unit designated by whatever name. If the phone services for recording complaints, if outsourced by the utility/licensee, the phone numbers of such call centre shall be displayed in electricity bills and sub-divisional offices. The utility/licensee shall also endeavour to publicise these contact details through local newspapers/TV/Radio.

5.4 The office where a complaint is registered shall dispose it of and if any instruction/sanction is to be obtained from a higher authority, it shall be obtained by the utility's/licensee's staff/Officers. The complainant is not required to approach such higher authority. Similarly, in case an outsourced phone service is engaged for registering the complaints, such centre itself shall forward the complaints to the concerned officer. The utility/licensee shall ensure proper compliance by the outsourced service by arranging visits of its officers to such canters to streamline responses.

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5.5 Grievances regarding non-registration of complaints and failure to perform within the time limits and/or to meet the performance targets, as specified in these Regulations, shall be made to the concerned officer in-charge of the division or to equivalent distribution unit designated by any other name.

In case of unsatisfactory disposal of grievances/complaint a reference should be made to the officer in-charge of the circle or equivalent similar functionary by whatever name designated.

5.6 In case a consumer is not satisfied with the disposal of complaint even after taking the issue at the level of division head / circle head, he can approach the complaint redressal committee as indicated in sub clause below.

5.7 The utility/licensee shall hold regular grievance redressal meetings with consumers. These meetings shall be open to all consumers. The consumers can also register their complaints in these meetings. These meetings shall be held in the office of the head of the sub-division or equivalent distribution unit designated by whatever name on 10th of every month and in the office of the head of the circle or equivalent similar functionary by whatever name designated on 20th of the same month. If 10th or 20th of a month falls on a Sunday or a public holiday or a holiday in the State due to any other reason, the meeting shall be held on the next working day. The schedule of the redressal committee meetings should be displayed at sub-division/circle/section/zonal offices. Minutes of the sub-division/section level meeting and action taken report should be available to the head of the circle/zone at the time of meeting to be held on 20th of the same month. The redressal committee shall as far as practicable dispose of the matter within not more than three meetings

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5.8. Channel for redressal of complaints and grievances:-

The various channels available for a consumer to address his complaints and grievances shall be as under:-

S.No.	Channel	Eligibility	Exceptions
1.	Utility's/Licensee's Complaint center Division Head Circle Head	Any consumer who is aggrieved Any consumer who is aggrieved by non redressal of his grievance by complaint center. Any consumerwho is not satisfied by the redressal of his grievance by the lower authority.	(i) SOP complaints involving compension (ii) Matters subjudice before the Commission, any other Court, Tribunal/ tatutory body. -do-
2.	Grievance Redressal Committee	Any consumer who is aggrieved by non redressal of his grievance by utility/ licensee Any consumer who is not satisfied by the redressal of his grievance by the utility/ licensee.	
4.	J&K State Electricity Regulatory Commission	SOP complaints involving compensation	

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CHAPTER VI

INTERRUPTION IN POWER SUPPLY

6.1 **Normal Fuse-off Cal**l: The utility/licensee shall restore power supply in the case of normal fuse-off calls on account of any reason including blowing of HT/Drop Out (DO) /LT fuse at distribution transformer/ Miniature Circuit Breaker (MCB) trouble or due to loose connections at meter, MCB or service line, and shall restore power supply, if not due to line fault or distribution and/or power transformer(s) failure within six hours on all working and non working days in towns and cities i.e. urban area and 24 hours in rural areas, if notified by the consumer to the utility's/licensee's fuse-off call centre between 8 A.M to 8 PM. If the consumer notifies the utility/licensee outside these times, the call shall be treated as if the utility/licensee has received it at the start of the next working day. Individual fuse-off calls at consumer premises, wherever the fault is of such nature that it requires shutting down the power supply affecting other consumers also, shall not be attended to between 06:00PM and 08:00AM except in case of essential services like water supply, hospitals etc., and other important Government services and in cases which are otherwise very important from point of electrical safety.

LT Line Breakdown

6.2 Within one hour of receipt of complaint, utility/licensee shall find out whether it is due to line fault/ cable fault, failure of distribution transformer or power transformer and/or its switchgear. For any subsequent complaint or enquiries, the utility/licensee shall inform the consumer of this fact and likely time by which the power supply will be restored.

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6.3 In case of restoration of supply on account of LT Line Breakdowns , the utility/ licensee shall restore the power supply to the consumer within time period noted below:

Towns and Cities

where replacement of pole is not required------ within 24 hours
Where replacement of pole is involved --------- within 48 hours.

Rural

where replacement of pole is not required------ within 2 days.
where replacement of pole is involved --------- within 3 days.

6.4 **In case of snapping of HT** wire, the utility/licensee shall de-energise the line in case it is not de-energised automatically, immediately on receipt of the information and restore the power supply to the consumer as noted below:

Towns and Cities

where replacement of pole is not required------ within 24 hours
where replacement of pole is involved --------- within 48 hours.

Rural

where replacement of pole is not required------ within 2 days.
where replacement of pole is involved --------- within 3 days.

6.5 **In case of falling of trees on HT** overhead lines, the utility/licensee shall de-energise the line in case it is not de-energised automatically, immediately on receipt of the information and restore the power supply to the consumer as noted below:

Towns and Cities

where replacement of pole is not required------ within 24 hours
Where replacement of pole is involved --------- within 48 hours.

Rural

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where replacement of pole is not required------ within 2 days.
where replacement of pole is involved --------- within 3 days.

6.6 **In case of failure of distribution transformer** (i.e.11/0.4 KV or 33/0.4 KV as applicable), the utility/licensee shall ensure replacement of transformer and restoration of power supply within 1 day of receiving the complaint/ information in cities/towns and within 7 days of receiving the complaint/ information in rural areas. However for the consumers covered by single transformer supplying to single consumer having outstanding overdues, the time limits shall be counted from the date of settlement of such dues.

6.7 In case of failure of power transformer or associated switchgear, the utility/licensee shall repair / replace it within 7 days of receipt of complaint/information. Efforts shall be made by the utility/licensee to restore the supply within 2 days, where it is technically feasible and meets with safety requirements.

6.8 In case of failure of service main, both overhead and under ground, the utility/licensee shall restore power supply within 24 hours through temporary arrangement of receiving the complaint/ information in urban areas. In case of rural area, the electricity shall be restored within 48 hours of receiving the complaint/ information. The utility/licensee shall rectify the underground cable within 3 days of receiving the complaint/ information.

The time limits are applicable from the receipt of permission from the competent authority for road opening etc for underground cables.

6.9 Information about receipt and disposal of various complaints shall be registered, compiled and maintained at the Complaint Centre in accordance with Annexure-1A and 1B.

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6.10 Period of Schedule Outages

Interruption in power supply due to scheduled outages for duration of more than one hour shall be notified by the utility/licensee at least 24 hours in advance and shall not exceed 12 hours interruption in a single stretch. In each such event, the utility/licensee shall ensure that the supply is restored by 06:00PM in all cases except under delays of unavoidable nature where supply is to be restored by 08.00PM.

CHAPTER VII

QUALITY OF SUPPLY

7.1

(a) The utility/licensee shall attend to consumer complaints in respect of the following conditions within the time specified here below.

(i) Neutral voltage exceeding 2% of the supply voltage.
(ii) Voltage variation
(iii) Harmonics

As most of the consumers may not be able to precisely measure and lodge complaint about above matters, it shall be the prime responsibility of the utility/licensee to comply with the Regulations and provide sample compliance tests to the Commission.

In case rectification is not feasible within the time specified, consumer shall be informed, within three days in case of cities/towns and within seven days in case of rural area, of likely time by which it will be accomplished. In case, installation of the consumer/ any other consumer or a group of consumers is causing these conditions and if any installation is

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unsafe to life or equipment, utility/licensee shall advise consumer / other consumer / group of consumers to effect rectification or isolate the faulty installation immediately. The utility/licensee may disconnect supply till faulty installation is rectified or isolated as the case may be. In case an installation of utility/licensee becomes unsafe, the same shall be guarded, isolated or disconnected, as may be necessary:

The complaint of neutral voltage should be attended to immediately as it can endanger life.

Voltage Variations

(a) The utility/licensee shall maintain the voltages at the point of commencement of supply to a consumer within the limits stipulated hereunder, as per J & K Elect. Rules- 1978 with reference to declared voltage:

(i) In the case of Low Voltage, +5% and -5%;

(ii) In the case of High Voltage, +12.5% and –12.5%; and,

(iii) In the case of Extra High Voltage, +12.5% and –12.5%. (In case of 400kV the allowed voltage variation is +5% and –10% as per IEGC)

The above standards are applicable subject to voltage availability at transmission-distribution interfaces are within specified limits.

(b) On receipt of a voltage variation complaint, the utility/licensee shall verify if the voltage is varying outside the limits specified in sub-clause (a) above and if confirmed, the utility/licensee shall resolve the complaint within 10 days in case no expansion / enhancement of network is involved and within 180 days or such longer period as the Commission may approve on request of the utility/licensee in such cases where Up gradation of network is involved.

(c) (i) Voltage unbalanced is defined as :

Deviation between voltage of highest and lowest pahses

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Average voltage of 3 phases

(ii) The voltage unbalanced as defined at (i) above shall n ot exceed the following limits

At 33 KV	:	3.0%
At 11 KV	:	3.5%

7.2 Harmonics

7.2.1 Utility/Licensee shall monitor harmonics at regular interval at strategic points in respect of HT consumers, which it considers prone to harmonic voltage generation and ask the user to comply with the specified standards.

7.2.2 The harmonic currents drawn by various consumers shall be measured and its records shall be maintained. The following is a non-exhaustive list of harmonic generating equipment:

a) Salient pole synchronous generating units
b) Transformers operated with core saturation
c) Rolling mills
d) Induction furnaces
e) Welding equipment
f) Static power loads incl. computers & television sets
g) Inverters/Power Rectifiers
h) Railway Traction Loads

7.2.3 The Distribution utility/licensee shall follow the Voltage and Current Harmonics distortion limit as specified by the Authority in the Grid Connectivity Standards applicable to the Distribution Systems from such date these standards become applicable and till such date the IEEE recommendations shall apply.

7.2.4. As per IEEE recommendations, the total harmonic content in the supply voltage for sensitive loads shall not exceed 5 %, with any single harmonic content not exceeding 3%. The respective user responsible for generating harmonic and affect the distribution system shall be responsible for corrective action.

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CHAPTER VIII

RELIABILITY OF SYSTEM

8.1 Reliability Indices

The following reliability/outage indices are prescribed by the Institute of Electrical and Electronics Engineers (IEEE) Standard 1366 of 1998. The utility/licensee shall compute and **report the monthly values of these indices** for each half-year ending March and September to the Commission:

(a) System Average Interruption Frequency Index (SAIFI): The utility/licensee shall calculate the value as per the formula and methodology specified below.

(b) System Average Interruption Duration Index (SAIDI): The utility/licensee shall calculate the value as per the formula and methodology specified below.

(c) Momentary Average Interruption Frequency Index (MAIFI): The utility/licensee shall calculate the value as per the formula and methodology specified below.

8.2 Method to compute Distribution System Reliability Indices:

The Indices **shall be computed for the Distribution Utility/Licensee as a whole** by stacking, for each month all the 11KV feeders emanating from 33/11 KV sub station in the supply area,excluding those serving predominantly agricultural loads, and then aggregating thenumber and duration of all interruptions in that month for each feeder. The Indices would then be computed using the following formulae:

$$SAIFI = \sum_{i=1}^{n}(Ai \times Ni) / Nt$$

Where,

Ai = Total number of sustained interruptions (each longer than 5 minutes) on i^{th} feeder for the month

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Ni = Connected load of itsh feeder affected due to each interruption

Nt = Total connected load at 11kV in the Distribution utility's/licensee's supply area

n = Number of 11kV feeders in the utility's/licensee's supply area (excluding those serving predominantly agricultural load)

$$SAIDI = \sum_{i=1}^{n} (Bi \times Ni) / Nt$$

Where,

Bi = Total duration of all sustained interruptions (each longer than 5 minutes) on i^{th} feeder for the month.

Ni = Connected load of ith feeder affected due to each interruption

Nt = Total connected load at 11kV in the Distribution utility's/licensee's supply area

n = Number of 11kV feeders in the utility's/licensee's supply area (excluding those serving predominantly agricultural load)

$$MAIFI = \sum_{i=1}^{n} (Ci \times Ni) / Nt$$

Where,

Ci = Total number of momentary interruptions (each less than or equal to 5 minutes)

on ith feeder for the month

Ni = Connected load of ith feeder affected due to each interruption

Nt = Total connected load at 11kV in the Distribution utility's/licensee's supply area

n = Number of 11kV feeders in the utility's/licensee's supply area (excluding those serving predominantly agricultural load)

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8.3 Note:

a) The feeders must be segregated into rural and urban and the value of the indices for all Divisional head quarters, District head quarters and industrial growth centres must be computed separately for each month and reported by the utility/licensee by the end of December 2006 in first phase and the monthly value of indices for 11 KV feeders of remaining areas shall be computed and reported to the Commission by March 2007.

b) The utility/licensee shall compute the value of these indices separately for feeders serving predominantly agricultural loads. The methodology for computation of indices shall remain the same as in the case of other feeders.

c) The indices shall be calculated separately for unscheduled outages (trippings, breakdowns and unscheduled load shedding).

d) Minutes without Power supply: The indices for scheduled outages (load rostering and planned maintenance), outages due to failure of Grid and other reasons described in sub clause 17.1.1 of this Regulation shall be calculated separately to compute the minutes without power supply. Overall indices of each month for the area of operation of the utility/licensee taking all type of interruption into account shall be computed and reported to the Commission which shall publish this information in such manner as it deems fit.

Based on the information provided by the utilities/licensees, the Commission would notify the target levels for these indices annually.

The Distribution utility/licensee shall maintain data on the reliability indices as mentioned above for each circle / area of utility's/licensee's operation on a monthly basis.

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CHAPTER IX

COMPLAINTS ABOUT METERS

9.1 The utility/licensee shall inspect and check the correctness of the meter within the time period as specified under Table B. If the meter is not working (stuck up, running slow, fast or creeping), the utility/licensee shall replace the meter within 30 days in case of rural areas and within 15 days in case of urban areas, counting the time from the time of lodging of complaint.

9.2 The utility/licensee shall replace burnt out meters within the time period as specified in Table B, if the burning of meter is not due to causes attributable to the consumer like tampering, defect in consumer's installation, meter getting wet, connecting unauthorized additional load by consumer etc. If the meter is burnt due to causes attributable to the consumer, the utility/licensee shall serve a notice to the consumer for recovery of cost of the meter within 7 days of detection, and shall replace the meter within the time period as specified in Table B below.

Table B

Inspect and check correctness	Within 7 days in cities/towns and within 15 days in rural areas from the receipt of complaint.
Replace slow, fast, creeping or stuck up meters	Within 30 days in case of rural areas and within 15 days in case of urban areas after the receipt of complaint.
Replace burnt meters if cause not attributable to consumer	Within 15 days in case of rural areas and within 7 days in case of urban areas after the receipt of complaint.
Replace burnt meters in all other cases	Within 15 days in case of rural areas and within 7 days in case of urban areas after the receipt of payment.

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9.3 Faulty meters: The utility/licensee shall maintain the percentage of defective meters to the total number of meters in service, at a value lesser than 1.5% for urban areas and 3% for rural areas.

9.4.1 The utility/ licensee shall conduct periodical inspection/testing of the meters as per the following schedule:

(a) Single phase meters: at least once every five years

(b) LT 3 phase meters: at least once every 3 years

(c) HT meters including MDI: at least once a year.

Wherever practicable, CT and PT shall also be tested along with meters.

9.4.2. Utility/Licensee shall setup adequate facilities for testing of meters

CHAPTER X

RELEASE OF NEW CONNECTIONS/ADDITIONAL LOAD

10.1 Every application to a distribution utility/licensee for a new electric connection for general purpose (Light, fan and small appliances) shall be allotted a priority number. The utility/ licensee shall issue demand note after receipt of complete application and site inspection for consumer contribution, security deposit and service connection charges, if any, as per provisions of the J & K Electricity Act of Svt 1997 (Schedules--IV, V, VI, VII and VIII) and J & K Electricity Rules 1978 (model form of draft conditions). Receipt of all amounts paid by consumers to the utility/licensee by cheque shall be deemed paid on realization of the cheque. The utility/licensee shall ensure that the cheque shall be deposited within one (1) working day in the utility's/licensee's Bank. The requisite formalities shall also include access to land for installation of transformer / circuit breakers, if required, and meters.

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10.2 The application shall be dealt in time bound manner for all the cases as specified below:

S. No.	Licensee Services	Time Limit for Rendering the Service
1	**LT connection**	
a)	Notice of inspection on receipt of complete application	Within 3 days
b)	Inspection after sending the notice	
	a) Urban areas	7 working days
	b) Rural areas	10 working days
c)	Issue of demand note	
	(i) to the applicant for payment of estimated charges (if the extension work is not required and the connection is to be given from the existing network)	
	c) Urban areas	3 working days
	d) Rural areas	3 working days
	(ii) to the applicant for payment of estimated charges if any, under rules (if the extension work or enhancement of transformer capacity is required)	
	e) Urban areas	15 working days
	f) Rural areas	30 days
d)	Serving of power availability notice for commencement of supply/ Commencement of supply in areas where licensee's	

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	distribution system exists	
	(i) After payment of necessary charges if any under rules (if the connection is required to be given from existing network)	10 working days
	g) Urban areas	14 working days
	h) Rural areas	
	(ii) After payment of necessary charges (if extension work or enhancement in transformer capacity is required)	60 days
	i) All connections excluding agriculture	90 days (if full cost of extension is paid)
	j) Agricultural connection during season when clear access to fields is available	180 days (if full cost of extension is paid)
	k) Agricultural connection during season when no clear access is available	
2.	**High Tension Connection**	
a)	Informing feasibility after receipt of the application	15 working days
b)	Issue of demand note of estimated charges (after issue of notice of feasibility)	30 days
c)	Serving of power availability notice for commencement of supply/ Release of connection after receipt of estimated charges subject to receipt of clearance from Electrical Inspector	
	l) If extension up to 100	30 days

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	meters work is involved m) If extension beyond 100 meters work is involved	90 days
3. a) b) c)	**Extra High Tension Connection** Informing feasibility after receipt of the application Issue of demand note of estimated charges after issue of notice of feasibility Serving of power availability notice for commencement of supply/ Release of connection after receipt of estimated charges	 15 working days 60 days 180 days (Since it will involve extension of line) (Subject to receipt of clearance from Electrical Inspector

CHAPTER XI

COMPLAINTS ABOUT CONSUMER BILLS

11.1 The utility/licensee shall acknowledge in writing the consumer's complaint immediately, if received in person and in case of postal complaints the receipt shall be issued by the next working day. The utility/licensee shall resolve the complaint regarding electricity bills on the same day of its receipt, if no additional information is required to be collected. If additional information is required the grievance should be resolved in 7 days in towns/cities and within 10 days in rural areas in the following cases:

(a) HT consumers who dispute their bills.

(b) LT consumers who dispute their bills excluding cases where the disputed amount is due to arithmetical or clerical errors.

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11.2 The utility/licensee shall ensure that bills prepared after two consecutive meter-reading cycles, are neither wrong nor based on average. In case the utility/licensee finds the meter is not accessible for reading when the meter reader visits the premises, it shall take necessary steps as specified in J & K Electricity Rules 1978.

11.3 Whenever a bill is revised owing to a mistake in the bill, the consumer shall be entitled to receive from the utility/licensee an acknowledgement of the mistake and if the consumer comes across or faces this problem more than twice in any financial year, the consumer will be entitled for compensation.

11.4 Billing mistakes: The utility/licensee shall maintain the percentage of bills requiring modifications following complaints to the total number of bills issued, at a value not greater than 1%.

11.5 Response to consumer query:

The response to any query by the consumer about status of his current bill or dues should be made by the utility within five days time from the date of the query. The correct information should be posted to the consumer. The letter should be responded cogently by the utility/licensee.

CHAPTER XII

RECONNECTION OF SUPPLY FOLLOWING DISCONNECTION DUE TO NON-PAYMENT OF BILLS

12.1 The utility/licensee shall restore power supply to a consumer, whose supply has been disconnected due to non-payment of electricity bills, within the time period as specified below after

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deposit of due payment (including reconnection charges) and production of receipt;

a) Within 6 hours in Towns and cities if the disconnection period does not exceed six months and the service line is found laid safely.
b) Within 48 hours in rural areas if the disconnection period does not exceed six months and the service line is found laid safely.
c) On termination of the agreement, the utility/ licensee shall be entitled to remove the service line and other equipment of the utility/licensee for supply of power from the premises of the consumer. After permanent disconnection, if the consumer wishes to revive the connection, then it would be treated as an application for new connection and would be entertained only after all outstanding dues have been cleared by the consumer. However, the utility/licensee shall make the utmost efforts to reconnect the supply at the earliest without waiting for deadlines prescribed.

CHAPTER XIII

TEMPORARY SUPPLY

13.1 Any person requiring power supply for purpose that is temporary in nature, for a period of less than one year may apply for temporary power supply in the manner as prescribed in J & K Electricity Rules 1978. Requisition for temporary supply shall normally be given seven days before the day when supply is required for loads up to 10 KW and 30 days before for higher loads.

13.2 The utility/licensee shall release the supply within 3 days of payment of charges and compliance of other requirements by the consumer for loads up to 10 KW and within 15 days in other

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cases where extension of distribution mains is not required. Where extension of distribution mains is required, the supply shall be released with in 60 days in case of LT consumers, 90 days for HT consumers and 180 days for EHT consumers.

13.3. The time limit for release of connection is subject to the condition that connection is technically feasible and will meet with safety requirements. This duration excludes time attributable to the consumer/local authority.

CHAPTER XIV

OTHER MISCELLANEOUS PERFORMANCE STANDARDS

14.1 Transfer of Ownership and Conversion of Services

The utility/licensee shall give effect to transfer of ownership, change of category and conversion of the existing services from Low Tension to High Tension and vice-versa within the time period as specified below;

a) (i) Title transfer of ownership (ii) Change of category	Within 10 days after completion of formalities
b) Conversion from Low Tension single phase to Low Tension 3-phase and vice-versa or conversion from LT to HT category or vice-versa	Within 30 days from the date of payment of necessary charges and submission of test report by the consumer or Within 90 days, in case of extension of line is required

14.2 Recovery of Dues: The utilty/licensee shall have to disclose the recovery against current dues and arrears separately and the under performance of the recovery shall lead to a penalty being imposed on utility/licensee by way of reduction in ARR. The

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Utility/Licensee shall submit the quarterly information on recovery against current dues and arrears in the proforma enclosed as Annexure-VII.

14.3 Information for Consumer Awareness / Tariff card and conditions of service:

A Tariff card should be made available to each consumer soon after introduction of revised tariff rates giving details of applicable tariff and a gist of Performance standards. This Tariff card shall also be provided to all persons seeking new connection from the utility/licensee.

Every Authorised representative of the Distribution utility/licensee shall visibly display his nametag and, if so required by such consumer, produce for scrutiny, photo identity card for the purpose of any interaction with the consumer.

14.4 Regular Inspection by Licensee's Officers:

The Utility/Licensee should establish and follow a procedure of regular inspection by its own officers for the Utility's/Licensee's equipment, particularly Distribution Transformers. The inspection note should be duly submitted to the respective reporting authorities.

14.5 Transformer Failure Rate :

The utility/licensee shall adhere with at least quarterly routine maintenance schedule of all the power transformers and at least half yearly routine maintenance schedule in case of all Distribution transformers. The records about the maintenance of all power and Distribution transformers shall be maintained at all appropriate offices/substations. A circle wise half yearly report regarding inspection and maintenance of Transformers shall be submitted to the Commission by the utility/licensee in Annexure V-(A) enclosed with these Regulations.

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14.6 Consumer Indexing :

The utility/licensee shall complete the work of consumer indexing for all consumers being fed by the respective 11KV line and 33/11KV substations. The work of consumer indexing shall be done in electronic format also. The work of consumer indexing regarding all consumers except agricultural consumers shall be completed on first priority.

14.7. Metering.

14.7.1 Metering of consumer Installations.

i. An applicant for new connection shall not be connected to the distribution system unless the installation is provided with an energy meter.

ii. All existing consumer installation should be provided with energy meters within two years.

14.7.2. Metering of Feeders.

i. No new feeder (excepting LT feeders for the time being) shall be commissioned without appropriate energy meter (trivector type).

ii. All existing feeders (excepting LT feeders for the time being) shall be provided with energy meters (trivector type).

14.7.3. Utility/Licensee shall setup adequate meter testing facilities at least one in each Responsibility Center and for trivector meters at least one at Jammu and one at Srinagar.

14.8. Energy Audit

1. The Distribution Utilty/Licensee shall establish and maintain a system for segregation of technical and commercial losses

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through energy audits within twelve (12) months of notification of these Regulations. Interface meters capable of data retaining capacity of at least 45 days shall be installed for all the incoming/outgoing feeders for each such unit. Cent percent energy accounting at four monthly interval and declaration of its results at each sub-division, division and circle levels shall be mandatory for Distribution Utility/Licensee not later than 1st April 2007.

2. The energy audit for total system shall be carried out by compiling the data and analysis carried out in each responsibility centre. . The energy received from each substation shall be measured at the 11 kV / 22kV terminal switchgear of all the outgoing feeders installed with appropriate energy meters such that the energy supplied to the each feeder is accurately available. It shall be compared with the corresponding figures of monthly energy sales and the distribution loss for each feeder shall be worked out. In case the Distribution Licensee has adopted ring main system at 11kV and 22 kV and there is difficulty in determining the distribution losses for each feeder, then the Distribution Licensee shall work out distribution losses for the overall area of supply.

3. An action plan for reduction of the losses with adequate investments and suitable improvements in governance should be drawn up and shall be submitted to the Commission annually along with Annual Revenue Requirement Filing.

4. Standards for reliability and quality of supply and the loss levels shall also be specified by the Distribution Licensee separately for urban and rural area on 1 st April each year. Standards for reliability and quality of supply and the loss levels should be brought in line with international practices by year 2012.

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14.9 Database.

i. The utility/licensee shall computerize the consumer data and create a dependable database.

ii. Utility/licensee shall computerize the billing system.

iii. The utility/licensee shall work towards the introduction of electronic delivery system for transmitting the electricity bills to the consumer.

iv. The utility/licensee shall submit report on the above point every year along with ARR.

14.10 HR Development and Training

The Distribution Licensee shall impart necessary training to its officers/staff in distribution system operation and maintenance practices/ Computer Operation/Database/New Technologies for metering and meter reading etc. so as to implement the provisions of this Code. The Distribution Licensee shall make appropriate arrangements for imparting training in both cold line and hot-line work to workmen and supervisory staff, incorporating up-to-date techniques of distribution system design, construction and maintenance. Suitable syllabus shall be framed for this purpose.

The utility/licensee shall draw a detailed programme for imparting training to staff and submit to the Commission every year along with ARR.

14.11. GIS/ GPS based information system

The Distribution Licensee shall employ *GIS/GPS* based Geographical Facilities Information System for planning operation and maintenance of distribution system. The Geographical Information System shall be -utilized for mapping

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the all important elements of distribution system which includes lines, transformers, sub-stations, generating stations, all unit locations and shall eventually cover all consumers. The GIS shall be linked to active relational database management system (RDBMS) and Global Position Satellite (GPS) shall be utilized for time synchronization.

The utility/licensee shall frame programme for implementation of GIS/GPS information system and submit to the Commission.

14.12 Information on Web Site:

The utility/licensee shall display all such information on its web site as directed by the Commission from time to time and the same shall be updated every three months..

14.13 Information to the Commission:

The utility/licensee shall submit the monthly information on various performance parameters in the proforma enclosed as Annexure VI for all Circles in its area of operation through E-mail to Commission's E-mail address and in hard copy also. This information should be submitted to the Secretary of the Commission by 5th of every month.

CHAPTER XV

COMPENSATION IN CASE OF UNDER PERFORMANCE

15.1 If a utility/licensee fails to meet the standards specified in these Regulations, without prejudice to any penalty, which may be imposed, he shall be liable to pay such compensation to the affected consumer through a rebate in the bill. This rebate shall be admissible at a rate determined by the Commission in **Appendix A and Appendix-B** to such consumers as have

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regularly paid their bills. The Distribution utility/licensee shall compensate the person (s) affected not later than ninety days.

15.2 Failure by the Distribution utility/licensee to pay the compensation in accordance with Regulation 15.1 shall constitute a Grievance, which shall be dealt with by the Commission.

15.3 All payments of compensation shall be made by way of adjustment against bills for supply of electricity.

15.4 The compensation determined shall be paid by the concerned utility/licensee within ninety days .

15.5 The compensations shall be payable to a consumer only in such cases where such consumer has paid in full, the last amount billed to him by the utility/licensee. In case of disputes on the last amount billed and if the consumer attention is found correct then the consumer shall be eligible for receiving compensation.

15.6 The utility/licensee shall not be liable to pay compensation if it gets delayed in providing due services to the consumer due to non-accessibility of the premises and the utility/licensee proves that it had served due notice, to the consumer, as per the procedure provided in the J & K Electricity Rules 1978.

15.7 Appendix-A

Guaranteed standards of performance and level of compensation .

Nature of service	Maximum time limit for rendering service	Compensation to be Levied
Establishment of Consumer Call Centres with appropriate Information, Communication and Technology backbone along with appropriate staffing of the same with following coverage area		
Atleast one sub division covered per Circle	Within 6 months	Rs. 100/- per day for Circles not covered beyond 3 months after expiry of the specified time

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Atleast one sub division covered per Division	Within 12 months	Rs. 100/- per day for Division not covered beyond 6 months after expiry of the specified time
All Sub-Divisions	Within 24 months	Rs. 100/- per day for not covered beyond 12 months after expiry of the specified time
First response against a Consumer Call	2 Minutes	At the end of each month, average response time is to be analyzed and any delay in average response time beyond standard time allowed shall be subject to compensation at Rs. 10/ per minute delay for that Call Centre .
Registration of Consumer Call	5 Minutes	At the end of each month, average time taken in registration of Consumer Call is to be analyzed and any delay beyond standard time allowed shall be subject to compensation at Rs. 10/ per minute delay for that Call Centre .
Issue of Docket No.	5 Minutes	At the end of each month, average time taken in issue of Docket to be analyzed and any delay beyond standard time allowed shall be subject to compensation at Rs. 10/per minute delay for that Call Centre .
Intimation to consumer after attending call		After attending the call, Call center has the responsibility to intimate the consumer about the status of his complaints.

15.8 Appendix-B

Guaranteed standards of performance and level of compensation payable to consumers for default.

Service area	**Standard (Refer corresponding chapter also for details)**	**Compensation payable to affected consumer**	Targeted Level of Std. of performance
(i). Responding to Normal Fuse-off Call and Rectifications			
Cities and towns	Within 6 hours on all working and non working days.	Rs 5 per affected consumer for each hour (or part thereof) of delay in rectification of complaint subject to a maximum of Rs.100.	At least 95% of fuse off fault complaints received should be resolved
Rural areas .	Within 24 hours	Rs. 20 per affected consumer per day of delay subject to a max. of Rs.100	
(ii). Restoration of supply on account of Line Breakdowns			

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Cities and towns	Within -24 hours where replacement of pole is not required. Within 48 hours where replacement of pole is involved.	Rs. 5 per affected consumer for each hour (or part thereof) of delay in restoration of supply subject to a maximum of Rs.100/- .	At least 95% of complaints received should be resolved
Rural areas	Within 2 days where replacement of pole is not required. Within 3 days where replacement of pole is involved		At least 85% of complaints received should be resolved
(iii). Distribution Transformer failure			
Replacement and restoration of supply in Cities and Towns	Within I day.	Rs 25 for each day (or part thereof) of delay in replacement of Distribution transformer or restoration of supply subject to a maximum of Rs. 100/-	At least 95 % of No. of transformers reported failed should be replaced.
Replacement and restoration of supply in Rural areas	Within 7 days		
(iv). Period of scheduled outages (not exceeding four times a year)			
Service area	Standard (Refer corresponding chapter also for details)	Compensation payable to affected consumer	
Maximum duration in a single stretch	Not to exceed 12 hours	Nil	Utility shall achieve standard of performance in at least 95% of the cases.
(v). Meter Complaints			

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Testing and checking for correctness of meter. Cities/Towns Rural Areas	 Within 7 days Within 15 days.	Rs 20 per day (or part thereof) of delay subject to a maximum of Rs.200/-	At least 98.5 % cases in cities/towns and 97% in rural areas should be resolved within time limit.
Replace slow, fast creeping or stuck up meters.	Within 30 days in case of rural areas and within 15 days in case of urban areas from the receipt of complaint..	Rs. 20 per day (or part thereof) of delay subject to a max. of Rs. 200.	
Replace burnt meters if cause not attributable to consumer.	Within 15 days in case of rural areas and within 7 days in case of urban areas from the receipt of complaint	Rs. 20 per day (or part thereof) of delay subject to a max. of Rs. 200.	
Replace burnt meters in all other cases.	Within 15 days in case of rural areas and within 7 days in case of urban areas after the date of payment of charges by consumer.	Rs. 20 per day (or part thereof) of delay subject to a max. of Rs. 200.	

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H.T. Consumers Replacement not attributable to consumer	Within 7 days provided meter is available with utility/licensee, otherwise within one month.		
Replacement where cost is recoverable from the consumer	Within 7 days after receipt of payment, provided meter is available with utility/licensee, otherwise within one month.	Rs. 200/- per for delay beyond specified period subject to maximum of Rs. 2000 per consumer.	
Where consumer is required to supply the metering equipment.	7 days after delivery of metering equipment to the utility/licensee office.		
(vi). Application for new connection/additional load			
Deviation from target in case of LT	As notified under Chapter X of this Regulation	Rs 20 per day (or part thereof) of delay subject to maximum of Rs. 100	100 % cases should be resolved within time limit.
Deviation from target In case of HT and EHT	As notified under Chapter X of this Regulation	Rs 20 per day (or part thereof) of delay subject to maximum of Rs. 100	
(vii). Transfer of ownership and conversion of service			
Title transfer of ownership	As notified under clause 14.1 of this Regulation.	Rs 20 per day (or part thereof) of delay subject to maximum of Rs. 100	At least 98 % of cases received should be

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Change of category	Within 10 days after completion of formalities		resolved within time limit.
Conversion from L T I-ph *to* L T 3-ph and VIce-versa	Within 30 days from the date of payment of charges and submission of test report and within 90 days if extension of line is required.		
(viii). Resolution *of* complaints on consumer's bills			
If no additional information is required	Same day of its receipt.	Rs 20 per day (or part thereof) of delay subject to maximum of Rs. 100	At least 99 % of case received should be resolved within time limit
If additional information is required *to* be collected	Within 7 days in case of cities and towns and 10 days in case of Rural areas after receipt of complaint		
(ix). Reconnection *of* supply following disconnection			
Towns and cities Rural Areas	Within 6 hours of receipt of due payment from consumer Within 48 hours of receipt of due payment from consumer	Rs 20 per day (or part thereof) of delay subject to a maximum of Rs. 100/-	
x. Release of Temporary connection			

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LT Consumers	As notified under 13.1 & 13.2 of this Regulation	Rs. 20 per day of delay subject to max. of Rs. 100/-	100 % of cases received should be resolved within time limit
HT and EHT consumers	As notified under 13.1 & 13.2 of this Regulation	Rs. 20 per day of delay subject to max. of Rs. 100/-	

15.9 Considering the first year of implementation as a transition period, the Commission permits moratorium on payment of compensation by utilities/licensees to consumers during such period in respect of standard of performance noted in Appendix-A and Appendix-B. The Commission will monitor the efforts of the utilities/licensees for improvement of their system and services during the transition period. The moratorium period will end on 31-03-2007.

15.10 TECHNICAL STANDARDS:

The utility/licensee shall draw a scheme for ensuring voltage reliability in a phased manner in his area of operation. This scheme shall be submitted and got approved by the Commission with in twelve (12) months. The Commission may consider a voltage reliability charge from the consumers. The compensation on account of voltage variations and Harmonics shall be applicable after a year from the date of notification of this Regulation. Thereafter, the Commission may consider relating the compensation to the damage suffered by the consumer's equipment on the basis of verification by the third party.

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CHAPTER XVI

OVERALL STANDARDS OF PERFORMANCE

16.1 **Normal fuse-off calls:** The utility/licensee shall ensure rectification of fuse-off calls rectified within the time limits prescribed in this regulation. The utility/licensee shall achieve this standard of performance in at least 95% of the cases.

16.2 **Line Breakdowns:** In case of line breakdowns, the utility/licensee shall ensure restoration of power supply within the time period as specified in this regulation. The utility/licensee shall achieve this standard of performance in at least 95% of the cases in cities/towns and in at least 85% of the cases in rural area.

16.3 **Response to consumer query:** The response to any query by the consumer about status of his dues or supply interruption should be made by the utility/licensee within five days time from the date of the query. The letter should be responded cogently by the utility/licensee. The utility/licensee shall achieve this standard of performance in at least 99% of the cases.

16.4 **Distribution Transformer Failures:** The utility/licensee shall maintain the percentage of distribution transformers replaced within the time period as specified in chapter VI in at least 95% cases.

16.5 **Period of scheduled outages:** Interruption in power supply due to scheduled outages have to be notified in advance and shall not exceed such number of hours in a day as specified in Chapter VI and the utility/licensee has to ensure that the supply is restored by such time as specified in the same schedule. The utility/licensee shall achieve both of these standards of performance in at least 95% of the cases.

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16.6 **Street light faults :** The utility/licensee shall as soon as possible, attend to complaints relating to non working of street lights or not operating properly, to the extent the matter lies within the purview of the licensee.

16.7 **Billing mistakes:** At least 99% of the cases related to billing mistakes should be resolved within time limits.

16.8 **Faulty meters :** At least 98.5% cases in urban areas and 97% cases in rural areas should be resolved within time limits.

16.9 **Time taken for releasing New connections/Temporary supply/Additional load:**

All cases (100%) related to time taken in releasing new connection, temporary supply and additional load on application by the applicant/consumer should be resolved within time limits.

16.10 **Transfer of ownership and conversion of service:** At least 98% of the cases related to transfer of ownership and conversion of service should be resolved within time limits.

CHAPTER XVII

MISCELLANEOUS

17.1 Exemption

17.1.1 The standards of performance specified in these regulations shall remain suspended during Force Majeure condition such as war, mutiny, civil commotion, riot, terrorist strike, flood, cyclone, lighting, earthquake or other force and strike,

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lockout, fire affecting the licensee's installations and activities. All Force Majeure conditions should be reported to the Commission within 30 days from the date on which such condition first occurred.

17.1.2 The Commission may by a general or special order issued for the purpose and after hearing the Utility/Licensee and the affected consumer group release the Utility/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 Utility/Licensee and further that the utility/Licensee has otherwise made efforts to fulfill his obligations.

17.2 Issue of orders and practice directions

Subject to the provisions of the J & K Electricity Act of Svt 1997 and J & K State Electricity Regulatory Commission Act 2000 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.

17.3. **Implementation Arrangements**.- (1) Each operation Circle Unit of the distribution licensee shall be treated as a Responsibility Centre for overall performance of standards specified under these regulations. The officer heading the responsibility centre shall have total accountability and associated responsibility and authority for managing the actions and performance of the Responsibility Centre. In cases of centralized or specialized functions, the identified Responsibility Centers alongwith nodal officers have to be furnished by the distribution licensee within 90 days of these regulations coming into force.

(2) The operational head of the distribution licensee shall have overall responsibility for implementation of standards of

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performance and he shall, to bring in the sense of ownership and competition set the performance parameters as well as benchmarks for improvement for each responsibility centre. The operational head of the distribution licensee shall establish one control centre at the head office under the officer not below the rank of Superintending Engineer for compilation, evaluation, ranking and analyzing the performance of Responsibility Centre.

(3) Immediately after the commencement of these regulations, and under intimation to the Commission, but not later than 30 days the control centre shall develop uniform formats for data collection, compilation and evaluation of performance of the responsibility centres. The control centre shall prepare and circulate the procedures for compilation and computation of various standards and performance indicators alongwith uniform definitions and explanations of terms used for unambiguous interpretation by all the responsibility centers.

(4) The control centre shall monitor, evaluate, rank the circles and advise the responsibility centres for corrective measures. A monthly report for progressive monthly improvement made by the responsibility centre shall be prepared by the control centre.
Explanation: For the purpose of this sub-regulation the expression "operational head" shall mean and include the officer heading the distribution wing of the licensee.

(5) Monitoring and Enforcement of Standard of Performance- In order to ensure proper and due enforcement of the Standards of Performance, the Commission shall monitor the compliance thereof and may on being satisfied that distribution Licensee has failed to maintain and discharge his obligations in relation to the Standards of Performance under these regulations or has failed to furnish information in time or has furnished inadequate or incorrect information under sub-regulation 9. (1) by order, in writing, direct the Secretary or

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officers, not below the rank of the gazetted officer, or Consultant or any other person, specified in the order, to investigate and to report to the Commission.

(2) If the report under sub-regulation(1) or information obtained under regulation 9 or any part thereof is proposed to be relied upon by the Commission in forming its opinion and satisfaction, the distribution Licensee shall be given a reasonable opportunity for filing objections and making submissions on the report or information.

(3) The Commission may direct, that the expenditure incurred in conducting the investigations in sub-regulation (1) be borne by distribution Licensee.

17.4 Power to remove difficulties

If any difficulty arises in giving effect to any of the provisions of these regulations, the Commission may, by general or special order, do or undertake or direct the utilities/licensees to do or undertake things, which in the opinion of the Commission are necessary or expedient for the purpose of removing the difficulties.

17.5 Power to Amend

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

17.6 Partial invalidity and overriding effects

If any of these Regulations or parts thereof should become void or be declared illegal for any reason, the validity of all other Regulations or parts thereof shall not be affected. Nothing contained in these Regulations shall have effect in so far as it is inconsistent with the provisions of the Act.

17.7 Repeal and Savings

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17.7.1 Nothing in these Regulations shall be deemed to limit or otherwise affect the inherent power of the Commission to make such orders as may be necessary to meet the ends of justice or to prevent abuses of the process of the Commission.

17.7.2 Nothing in these Regulations shall bar the Commission from adopting in conformity with the provisions of the Act a procedure, which is at variance with any of the provisions of these Regulations, if the Commission, in view of the special circumstances of a matter or class of matters and for reasons to be recorded in writing, deems it necessary or expedient for dealing with such a matter or class of matters.

17.7.3 Nothing in these Regulations shall, expressly or impliedly, bar the Commission dealing with any matter or exercising any power under the J & K State Electricity Regulatory Commission Act. 2000 and for which no Regulations have been framed, and the Commission may deal with such matters, powers and functions in a manner it thinks fit.

17.7.4 Nothing in these regulations shall affect the rights and privileges of the consumers under any other law including the Consumer / Specify Protection Act No. XVI of 1987 amended upto date.

By order of the Commission

Sd/-
Chairperson
J & K State Electricity Regulatory Commission

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ANNEXURE – 1(A)

Format for registering the complaints at complaint centers and offices of Junior Engineer/ Assistant Engineer

NAME OF OFFICE _____

S. No	Time & Date	Name, Address, & S/c. No. of the complainant	Unique No. of complaint	Complaints classification		Time & Date of redressal of grievance	Time taken (in Hrs/ mts)	No. of consumers affected .
				Nature of Complaints	Complaint Classification & its no.			
1	2	3	4	5	6	7	8	9

INSTRUCTIONS:

(i) Separate register shall be maintained for complaints for Type-A & other than Type-A.

(ii) Compilation will be made every month. Unattended complaints may be brought forward after each interval, so that a true picture of the pendency is reflected.

CLASSIFICATION OF COMPLAINTS:

(A) Interruption in power supply:

(i) Loose connections from pole.

(ii) Interruption due to line breakdown.

(iii) Interruption due to failure of transformer.

(B) Quality of power supply:

(i) Ordinary case, which requires no augmentation.

(ii) Where augmentation is required.

(C) Meters

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(i) Stopped/ Defective Meters.

(ii) Billing on average basis for more than two bills.

(D) Overhead lines

(i) Loose Wires.

(ii) Inadequate ground clearance.

(E) Bills

(i) For current bills where no additional information is required.

(ii) Where additional information relating to correctness of reading etc. is required.

(F) Service connections (Domestic & Non Domestic)

(i) Where extension of mains is not required.

(ii) Where extension of mains is required.

(iii) Modification in connected load.

(iv) Name change/ reconnection.

(G) Others

ANNEXURE 1(B)

REGISTER FOR COMPILING THE COMPLAINTS CLASSIFICATION WISE

MONTH:……

NAME OF OFFICE: ……

Classification	Pending complaints of previous month.	Complaints received during the month	Total Complaints	No. of complaints redressed during the month					Balance Complaints to be redressed (4) - (9)
				In stipulated time		Beyond stipulated ime		Total (5) to (8)	
				Within 50% of stipulated time	Within stipulated time	Up to double the stipulated time	More than double the stipulated time		
1	2	3	4	5	6	7	8	9	10
A(i)									
A(ii)									

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A(iii)									
B(i)									
B(ii)									
C(i)									
C(ii)									
D(i)									
D(ii)									
E(i)									
E(ii)									
F(i)									
F(ii)									
F(iii)									
F(iv)									
G									

ANNEXURE III: QUARTERLY METER READING REPORT FOR LT CONSUMERS

Sr No	Name of Circle	Total No. of LT Consumers	No. of meter readers	* Monthly average number of meters read	No. of stopped/ defective meters	Stopped/Defective meters reported by the meter reader	Premises reported locked

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								reported till date (prior to the quarter) by the meter reader but not rectified up to the end of reporting quarter		during the quarter			
		In urban area	In rural area	Depart mental	On Contract	In urban area	In rural area	In urban area	In rural area	In urban area	In rural area	In urban area	In ru ar

Intention is to find out how many premises are visited by meter reader 3

Annexure-IV

HALF YEARLY REPORT ON FATAL ELECTRICAL ACCIDENTS

Name of Division	Name of Distribution Centre/ Sub-Div.	Date and Time of Accident	Place of Accident			System and Voltage of Supply		Details of Victim		
			Village/ Town	Tehsil/ Thana	District	HV/LV	Line/ Substation	Name/s	Whether victim's) is/are employee's) of supplier	Whether victim's) is/are employee's of a licensed contractor

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Annexure V (A)

REPORT ON ROUTINE MAINTENANCE OF POWER AND DISTRIBUTION TRANSFORMERS

(To be submitted by 20th October and 20th April every year)

(A) Name of Distribution Utility/Licensee:
(B)

(C) Total No. of Distribution Transformers..... No. as on ....., Total Capacity in MVA.....

(D) Total No. of Power Transformers..... No. as on....., Total Capacity in MVA.....

Name of Circle	Power Transformers			Distribution Transformers		
	Total No. of Transformers	No. of transformer for which quarterly routine maintenance done	No. of transformers for which half yearly routine maintenance done	Total No. of Transformers	No. of transformer for which quarterly routine maintenance done	No. of transformers for which yearly routine maintenance done

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Annexure - V (B)

HALF YEARLY REPORT ON FAILURE RATE OF TRANSFORMERS

(To be submitted by 20th October and 20th April every year)

Name of Circle	Distribution Transformers			Power Transformers		
	Total No. of Distribution Transformer installed	Total No. of Distribution Transformers failed during	Percentage failure	Total No. of Power Transformer installed	Total No. of Power Transformers failed during	Percentage failure

ANNEXURE II : QUARTERLY REPORT ON DISTRIBUTION PERFORMANCE STANDARDS

NAME OF DISTRIBUTION UTILITY/LICENSEE:……..

Report for quarter ending:……. Date of submission:……

Details of guaranteed standard of performance	**Area (urban or rural)**	**Total no. of instances occurred**	**No. of cases* in which achievement is within prescribed limit**	**No. of cases* in which achievement is not within prescribed limit**	**No. of cases in which rectification not done even in double**	**No. of in whi compe has be made.**

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						the time limits.	
1		**2**	**3**	**4**	**5**	**6**	**7**
Clause Reference	Particulars of Events						
1	Normal fuse of calls	Urban					
		rural					
2	Line breakdowns	Urban					
		rural					
3	Distribution Transformer failure	Urban					
		rural					
4	Meters complaints	Urban					
		rural					
5	Application for new connection/additional load.	Urban					
		rural					
6	Transfer of ownership and conversion of service.	Urban					
		rural					
7	Billing mistakes	Urban					
		rural					
8	Reconnection of supply following disconnection	Urban					
		rural					
9	Voltage variations						
10	Release of Temporary supply	Urban & Rural					
11	Harmonics						

12 * Before filling the information in column 4 and 5, please go through all the conditions for each event prescribed in respective

13 clause of the Regulation to provide authentic numbers of events.

14 The Distribution Utility/Licensee shall maintain the base data like Log Sheet, Complaint Registers, Fuse-off Call Register, Interruption Register, 15

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15 Acknowledgement Slips regarding receipt of complaints or their rectifications etc. at the respective offices.

16 For compilation of quarterly report at circle level, base data of sub-stations shall be used.

17 The consolidated report for whole Distribution Utility/Licensee shall be based on circle-wise compilation.

PERFORMANCE DATA FOR THE MONTH OF								Ar VI
NAME OF CIRCLE……								
S.NO.	**PARTICULARS**	**PERFORMANCE/ PRESENT STATUS**		**S.NO**	**PARTICULARS**	**PERFORMANCE/ PRESENT STATUS**		
1	Name of incumbant circle Incharge			17	**Categorywise stop/ defective meters**	**Nos of stopped defective meters**	**%to total connections in category**	
2	Date since Incharge				a. Domestic			
3	Revenue collection percentage against current month's demand				b. Non-domestic			
4	Arrears against HT consumers (Rs in lacs)				c. Industrial			
5	Total arrears (HT+LT) (Rs in Lacs)				d. Water works			
6	HT arrears equivalent days of HT revenue				e. Street lights			
7	Total arrears equivalent days of HT+ LT revenue				f. Agriculture			
8	collection % of best 5 D/Centres	Name of D/centre	% collection of revenue		g.Others			
	1				h. Total			
	2			18	Meters not read over six months			
	3			19	Bills revised during the current year	……nos.	Rs….. Lacs	
	4			20	Bills revised during	……nos.	Rs….. Lacs	

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					preceding year			
	5			21	No. of consumers with arrears over 90 days equivalent			
9	collection % of worst 5 D/Centres			22	% no. of meter readings checked by officers not below level of JE during current year (9.20)			
	1			23	% no. of meters for which periodical inspection / testing conducted during the year (8.15)			
	2			24	**Defective Transformers**	**Reported defective during past 12 months**	**Replaced during past 12 months**	**%c w.r cat wis**
	3				a. 25kva			
	4				b.63 kva			
	5				c.100kva			
10	Loss % during the month of …….				d.200kva			
11	Loss % during the month of April'04				e.315kva			
12	Loss % during the month of April'03				Total			
	STOP/ DEFECTIVE METERS	**LT**	**HT**	**Total**	25	**Maintenance of transformer**		
13	No. of stop/defective meters					a. Total no. of transformers		
14	% of stop/ defective meters to total					b. Total no. of transformer checked & maintenance done by JE during past one year		
15	No. of stop/defective meters in urban					c. Total no. of transformer checked & maintenance done by AE during past one year		
16	No. of stop/defective meters in rural							
26	Employee strength	Sanctioned		filled up	30	Bill complaints	Total received	settled
	a. No. of officers					For past 12 months		

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	b. No. of ministerial staff			31	Cases of assessment	During the year	During preceding year	% In de
	c. No. of technical staff				a. No. of connections checked			
	d. Total				b. No. of cases where assessment done			
	e. Ratio of no. of consumers per employee				c. Amount of assessment (Rs in Lacs)			
27	Pending consumer grievances up to end of reporting month				d. Amount recovered against above (Rs in Lacs)			
	a In forum(nos)				e. No. of new connections released as a result of checking & assessment			
	b. Internal executive redressal mechanism (nos)							
28	**Status of meteringcategorywise**	**BPL**	**dome stic**	**Nondomestic**	**Agricul ture**	**Industrial**	**Others**	**To**
	a. Total no. of consumers							
	b. no.of metered connections							
	c. no. of unmetered connections							
	d. Metered during past six months							
	e. Expected date for 100% metering							
29	Status of DTR Metering	25kva	63kva	100kva	200kva	315kva	others	
	a.Total no. of DTRs							
	b.no. of DTRs having over 50% unmetered consumers							
	c. no. of DTRs out of above provided with DTR level meters							
	d. no. of DTRs having less than 50% but above 25% unmetered consumers							
	e. no. of DTRs identified for metering							
	f. Expected date of metering of all identified DTrs							

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	Last up dated on							

Annexure-VII

For the quarter ending

Name of Discom:-

Name of Circle	**Total amount due at the beginning of the quarter** **(Rs. Laks)**	Total Current Demand raised during the quarter (Rs. Lakh)			**Amount realized against demand raised in Column 3** **(Rs. Lakh)**			Amount received a in column (2)	
1	2	3			4			5	
		HT Consumers	LT Consumers	Total amount	HT Consumers	LT Consumers	Total amount	HT Consumers	LT Consu

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