

**Standard of Performance of  
Distribution Licensees,  
Period for Giving Supply and  
Determination of Compensation  
Regulations, 2010**

# BACK GROUND

- Standard of Performance, 2005 published on 20-1-2005.
- In view of amendments to Electricity Act 2003 in June, 2007 draft for amendments to SOP was hosted on web site in November, 2008 for calling of comments .
- Model SOP were published by FOR in November, 2009 which are considered.
- Draft for repeal of existing SOP-05 by new SOP-10 is prepared.

# Model SOP by FOR

Salient Features –

- Guidelines for minimum standards to be achieved by licensee as guaranteed standards.
- SOP may be different across the area of licensee based on the concentration of population & local conditions which is to be get approved from Commission.
- Overall Standards of Performance which the Licensee shall seek to achieve in discharge of his obligations are also defined.

# Model SOP by FOR

## Salient Features –

- Failure by Distribution Licensee to maintain the specified guaranteed standards of performance shall render Distribution Licensee for payment of compensation as specified.
- Compensation paid by Licensee for failure in maintaining guaranteed standards is allowed to recover compensation amount partly/fully in the revenue requirement of Licensee to the extent of achieving the Overall Standards of Performance.
- Compensation amount to be recovered by licensee in ARR is based on Level of Performance observed after auditing and grading on audit results.

# Model SOP by FOR

Issues covered –

- Compensation mechanism.
- Complaint handling mechanism.
- Submission of various reports for monitoring & audit purpose.
- Schedule revised for Guaranteed Standards.
- New schedule for Overall Standards.
- Various reporting forms are standardized.

# **New Draft SOP Regulation 2010**

Objectives of FOR model are included in sections.

- Period of giving supply.
- Quality & system of supply.
- Restoration of supply.
- Metering.
- Complaint registration & handling.
- Consumer charter.
- Determination of compensation.
- Level of Performance.

# Period of giving supply.

Supply system	Urban	Rural
New Supply- Inspection	7 days	10 days
Intimation of charges (from existing network)	15 days	20 days
Intimation of charges (where augmentation / substation requires & for Dedicated feeder-New)	30 days	30 days
Release of supply from existing network	1 month	1 month
Release of supply by extension, augmentation	3 month	3 month
Release of supply by providing new substation	1 year	1 year
Shifting meter / service line (intimation of estimate)	7 days	10 days
Temporary Supply - KVA	10 -5 days	25 -10 days
	50- 20 days	Above 50-30 days
Reconnection after clearing dues	24 hours	48 hours
Transfer of ownership / Change of category / Conversion of LT 1 ph to 3 ph & vice versa	2 <sup>nd</sup> billing cycle	2 <sup>nd</sup> billing cycle
Conversion from LT to HT & vice versa	3 <sup>rd</sup> billing cycle	3 <sup>rd</sup> billing cycle

# Quality & System of supply

## ➤ Quality of supply-

Voltage variation- LV/MV-10%, HV-+6% & -9%,  
EHV-+10% & -12.5%

## ➤ System of supply-

- 1ph. 230 volt- 40 Amp.
- 3ph.- Old- all areas 80kW & Corp. 150 KW  
New- 480 KW & if bus bar- 1200 KW
- 11 KV- Old- 1500 KVA New- 5000 KVA
- 22 KV- Old- 3000 KVA New- 10000 KVA
- 33 KV- Old- 5000 KVA New- 20000 KVA
- EHV - Old- above 5000 KVA New- above 20000 KVA



# Metering

- Maintain meter card in consumers premise.
- Meter Reading-at least once in 2 months in Urban & once in 3 months in Rural.
- Replace faulty / burnt meter- 5 days (urban) & 10 days (Rural).
- Recovery of meter cost if burnt on consumer part- notice in 7 days & replace in 15 days.
- Meter testing (minimum)– 1ph LT-5 years, 3 ph- 3 years, HT- each year.

# **Complaint registration and handling**

- **Establishment of call centre(s)**
- **Operation of call centre(s)**
- **Process of handling complaints**
- **Complaints about Consumer's Bills**
- **Complaint regarding meter working**
- **Complaints regarding Voltage fluctuation**

# Consumer Charter /Service

- Manual of practice for handling consumer complaints
- Consumer service day per month
- Availability of copies of different Rules & Regulations
- Uploading of Rules & Regulations in downloadable format on the Distribution Licensee's internet website.

# Information - Level of Performance

- Reporting details of performance achieved and compensation paid.
- Review of relevant records and data by Commission or agency authorised by Commission.
- Grading of the audit report
  - a) Reliability grading
  - b) Accuracy grading
- Percentage of compensation to be recovered through Annual Revenue Requirement based on accuracy grading.

# Appendix & Reporting Forms

## ➤ Appendix

- **Appendix A: Guaranteed Standards of Performance**
- **Appendix B: Overall Standards of Performance**

## ➤ Forms-

- **Guaranteed Standards-Performance Level by Licensee**
- **Reporting Performance of Operation of Call Centre(s)**
- **Report of individual Complaints where Compensation has been paid.**
- **Report of Overall Standards achieved.**
- **Report of Overall Standards achieved.**
- **Report of action on Faulty Meters.**
- **Performance report regarding Reliability Indices.**
- **Complaint Register.**

**THANK YOU**