

STANDARD OF PERFORMANCE REGULATION

Restoration of Supply Interruption failure of Power Supply: Subject to the provision of force majeure of clause 9.1 ESC. Normal fuse Off: Overhead Line/Cable Breakdowns: Underground Cable Breakdown: Distribution Transformer Failures: Rural Areas Major failure involving Power Transformer (33 kV and above) Quality Of Supply— Voltage fluctuations in case no expansion; augmentation of network required and includes fault identified to a local problem on the transformer. Voltage fluctuations in case expansion/augmentation of network required. Voltage fluctuations in case erection of substation required Voltage Variation— LV +6% and HV and EHV and -12.5% New connection/ additional load! temporary connection for Consumers— LT Connection where pole exists LT Connection where new pole required For HT Connection Where works are required: For Loads at 400 volts For Loads at 11 kV For Loads at 33 kV For Loads at 132 kV For Un-electrified areas: Where augmentation from newly existing work is possible Where a new work or grid needs to be laid In case of Isolated Consumer New connection/ additional load where supply can be provided from existing network. 50 day 100 / day 100/ day 150 / day 50 (day 100 'day 250 / day • 50 / day 50 / day 50 / day 50 day 50 / day 50 day 50 / day 50 / day 50/ day 50 / day , 50 / day 50 100 / day 1622 1623 16.24 16.3-3 (a) 16-3.3 16.3 A O v rhcad Line,' Cable k d owns, Underg cable break Di b ution peri o f scheduled Voltage uctuati Ot'S Case fault is identified to a local transformer, fluctuations ion augmentation of network V oltagc fluctuations c spam ion atatio n of network required, V oltagc fluctuations Of sub n required class-I Citi 5 Class-I Class-I Citi% 16.42 16.43 164.5, 165.1. 163.2 16.6.' 16.64, 16.71. Reading. Meter Ins-pectujn. Meter Rep of gumt Shifting Of Connection supply provided existing supply can be em tension,'dug mentation of net" O tk. of Station supply. Title, transfer Of Change of Class-I Cities Class-I Cities Rural. Class-I 168.1 16,9.1 16.10.' 16.11.1 Issue of rary Complaint Disconnection o Supply. of supply payment of Class-I Cities Class-I Cities Class-I Llrban 19, I With respect to the call centres following format shall be used by Licensee for reporting the quarterly performance Guaranteed standard Reference 16.1.1 16.1.2 Guaranteed standard par-a meter First response against consumer Registration Of Consumer Call and issue of dockel number. Response to the calls (no.) Within stipulated time More than Stipulated time 19.2 The quarterly information regarding the compensation shall be submitted by Licensee to the Commission in the following format for individual complaints Where compensation has been SL Complaint 2 Date of filing of Name and Nature of of dddæSOf Complaint Corttpensation t of 20. Annexure-II (Reporting Formats-overall Standards): 20.1 Licensee shall furnish the information with to the overall standards every quarter to the Commission in the following format: stmdads 17.1 17.2 17.3 174 17.3 17.6 17.7 17.9 Of C ample in ts the of Total of ntS filed this Of Total no. of Complaints within stipulated for Overall complaints penir,g at end of Norrm l ruse off Overh Line; B reakdowns Underground cable B downs. Transforme r Reconnection of sup following disconnection due to non- bills. Period of Shifting Of servi ce New load. Transfer of Change C f Class-I Cities urban Clagg—l Class-I Cities Class.' Cities class.' Rural. 17.11 17.12 17.14 17.15 Discon lection Of supply. Faulty Mete Billing s Load Shidding power Supply 20.2 The quarterly information regarding faulty meters shall submitted by Licensee in the following format: No.of faulty meters at the start of the overall stan dards 17.12 No-of faulty rneters added during the quarter Total no-of No. of meters rectified' faulty replaced No.of faylty rneters bnding at end of the quaner 20.3 The for submission of quarterly report on reliability indices shall be as follows: Month . Total Month Total lead Of ith feeder affected for each NizConnec ted lead of ith feeder affected for each interruption Ai—Total number of sustained interruptions (each longer than minuted) on ith feeder for the month ai=Total number Of sustained interruptions (each longer than 5 rzmutes) on ith feeder for the month Nt=Total connected load at 11 kV in Lice n see area of supply (I) Nt—Total connected load at I kV in Licensee area Of supply (I) -E(Ai'Ni) for all 11 kV feeders agriculture feeders (2) for all 11 kV feeders excluding agriculture feeders (2) SA IFI-SAIDI=