

**JOINT ELECTRICITY REGULATORY COMMISSION
(For the State of Goa and Union Territories)**

DRAFT NOTIFICATION

Gurugram, 2023

**DRAFT OF THE AMENDMENT IN THE JOINT ELECTRICITY
REGULATORY COMMISSION FOR THE STATE OF GOA AND UNION
TERRITORIES (STANDARD OF PERFORMANCE FOR DISTRIBUTION
LICENSEES) REGULATIONS, 2015**

No. JERC.....-In exercise of the powers conferred by Section 181(1) and 181 (2) (za & zb) read with Section 57 (1), 57(2) and 86 (1) (i) of the Electricity Act, 2003 (36 of 2003), the Joint Electricity Regulatory Commission (for the State of Goa & Union Territories) hereby makes following amendments in the Joint Electricity Regulatory Commission for the State of Goa and UT's (Standards of Performance for Distribution Licensees) Regulation,2015 (hereinafter referred to as the Principle Regulation).

1) Short Title, Commencement and Extent

- a) These Regulations may be called the Joint Electricity Regulatory Commission for the State of Goa and Union Territories (Standard of Performance for Distribution Licensees) (First Amendment) Regulations, 2023.
- b) These Regulations shall come into force from the date of their publication in the Official Gazette.
- c) These Regulations shall extend to the State of Goa and the Union Territories of Andaman & Nicobar Islands, Lakshadweep, Dadra & Nagar Haveli and Daman & Diu, Puducherry and Chandigarh.

2) Amendment in Regulation 4 of the Principle Regulation:

Definitions

(i) Following shall be inserted after Regulation 4.1 (g):

“g(a) Customer Average Interruption Duration Index (CAIDI) means the average interruption duration of the sustained interruptions for those who experienced interruptions during the reporting period, as specified by the Commission”.

“g(b) Customer Average Interruption Frequency Index (CAIFI) means the average interruption frequency of the sustained interruptions for those who experienced

interruptions during the reporting period, as specified by the Commission”.

(ii) Following shall be inserted after Regulation 4.1 (l):

“l(a) Momentary Average Interruption Frequency Index (MAIFI) means the average number of momentary interruptions per consumer occurring during the reporting period, as specified by the Commission”

(iii) Following shall be inserted after Regulation 4.1 (p):

“p(a) System Average Interruption Duration Index (SAIDI) means the average duration of the sustained interruptions per Consumer occurring during the reporting period, as specified by the Commission.”

“p(b) System Average Interruption Frequency Index (SAIFI) means the average frequency of the sustained interruptions per Consumer occurring during the reporting period, as specified by the Commission.”

3) Amendment in Regulation 8 of the Principle Regulation:

Compensation Mechanism

(i) Regulation 8.1 shall be substituted as under:

“If the licensee fails to meet the guaranteed standards of Performance as specified in Schedule - I, the licensee shall pay compensation to the affected person automatically. Affected consumers will not be required to make a claim for payment of compensation to the distribution licensee.”

(ii) Regulation 8.3 shall be substituted as under:

“The payment of compensation shall be made as per the rates prescribed and decided by the Commission in Regulation No. 17 (schedule III) of these Regulations. In all cases of compensation, the compensation shall be made by way of adjustment against current and/or future bills for supply of electricity, but not later than 90 days from the date of violation of guaranteed standards.”

(iii) Following shall be inserted after Regulation 8.3:

“**8.3a** In case, the licensee, fails to dispense the compensation amount as laid down in Schedule III of these regulations the aggrieved consumer(s) can approach the respective Consumer Grievances Redressal Forum (CGRF) for redressal of grievances of consumers to seek such compensation. In such event, additional penalty may be levied by CGRF depending upon the gravity of the complaint on the licensee for not faithfully implementing the regulations on case to case basis. Additional penalty as may be levied shall be remitted by the licensee to the Commission.”

“8.3b Consumer shall be automatically compensated for those parameters which can be monitored remotely when it can be successfully established that there is a default in performance of the distribution licensee.”

“8.3c The distribution licensee shall establish a mechanism, within six months from the notification, for automatic payment of compensation amount determined under the provisions of sub-section (2) of section 57 of the Act within six months from the notification of these rules.”

“8.3d The Commission shall oversee that the distribution licensee designs and maintains its distribution system in such a way that there is a gradual increase in the list of parameters, which can be monitored remotely and for which automatic compensation can be made to the consumer.”

“8.3e The standards of performance for which the compensation is required to be paid by the distribution licensee include, but are not limited to, the following, namely:-

- (i) no supply to a consumer beyond a particular duration, to be specified by the Commission;
- (ii) number of interruptions in supply beyond the limits as specified by the Commission;
- (iii) time taken for connection, disconnection, reconnection, shifting;
- (iv) time taken for change in consumer category, load;
- (v) time taken for change in consumer details;
- (vi) time taken for replacement of defective meters;
- (vii) time period within which bills are to be served;
- (viii) time period of resolving voltage related complaints; and
- (ix) bill related complaints.”

“8.3f The distribution licensee, within six months from the date of notification of the regulations by the Commission under sub-rule (2), shall create an online facility on which consumers may register and claim the compensation amount. The information in this regard shall be widely circulated among consumers through appropriate means including mass media, bills, SMS, e-mails or by uploading on licensee’s website.”

4) Amendment in Regulation 9 of the Principle Regulation:

Complaint Handling Mechanism

(i) Following shall be inserted after Regulation 9.5:

“9.5a “The licensees shall endeavour to provide all services through a common Customer Relation Manager (CRM) System to get a unified view of all the services requested, attended and pending, at the backend for better monitoring and analytics.”

“9.5b “The CRM shall have facilities for SMS, email alerts, notifications to consumers and officers for events like receipt of application, completion of service, change in status of application, etc; online status tracking and auto escalation to higher level, if services are not provided within the specified time period.”

(ii) Following shall be inserted at the end of Regulation 9.6:

“The distribution licensee shall arrange to give due publicity through media, TV, newspaper, website and by displaying in boards at consumer service related offices to bring awareness of consumer rights, standards of performance, compensation provisions, grievance redressal, measures for energy efficiency and any other schemes of the distribution licensee.”

(iii) Following shall be inserted after Regulation 9.7

‘9.8 “The distribution licensee shall make available manual of procedure for providing common services and handling customer grievances for reference of consumers at every office of the distribution licensee and downloadable from its website”

‘9.9 “The distribution licensee shall arrange to display feeder wise outage data, efforts made for minimising outages, prevention of theft or unauthorised use of electricity or tampering, distress or damage to electrical plant, electric lines or meter and results obtained during the year, on its website.”

‘9.10 “Whenever the existing meters are to be replaced by any new technology meters, the distribution licensee shall take adequate measures to create consumer awareness regarding the advantages of such replacement. Distribution licensee shall issue a public notice in at least four daily newspapers. Such information shall also be displayed in conspicuous manner on the distribution licensee’s website and the distribution licensee shall indicate the area wise schedule of dates for replacement of such meter.”

5) Amendment in “Schedule–II Overall Standards of Performance” of the Principle Regulation:

(i) Following shall be inserted after clause 14:

‘15a “The distribution licensee shall supply 24x7 power to all consumers. However, the Commission may prescribe lower hours of supply for some categories of consumers like Agriculture in Business Plan/Tariff Order.”

(ii) Regulation 15 shall be substituted as under:

‘15b The Commission shall impose a uniform system of recording and reporting of distribution system reliability performance. The same reliability indices shall be imposed on all licensees. The performance target levels set by the Commission shall be unique to each licensee to be based initially on the historical performance of licensee and the same shall be set in the Business Plan.”

(iii) Following shall be inserted after clause 17

‘17.1 “The distribution licensee shall put in place a mechanism, preferable with automated tools to the extent possible for monitoring and restoring outages.”

(iv) Following shall be inserted after clause 18

‘19 “In view of the increasing pollution level particularly in the metros and the cities with a population 100,000 and above, the distribution licensee shall ensure 24x7 uninterrupted power supply to all the consumers, so that there is no requirement of running the diesel generator sets and accordingly, the State Commission shall give trajectory of system average interruption frequency index and system average interruption duration index for such cities”

‘20 “The State Commission may consider the customer average interruption duration index, customer average interruption frequency index and momentary average interruption frequency index as additional indicators of reliability of supply and the minimum interruption time for calculation of additional reliability indicators shall be as specified by the State Commission and in case the interruption time is not specified by the State Commission, three minutes shall be considered as interruption time for calculating the additional reliability indicators.”

‘21 “The State Commission shall have an online mechanism for reviewing and monitoring of reliability indices of distribution licensees and such Commission may consider a separate reliability charge for the distribution company, if they require funds for investment in the infrastructure for ensuring the reliability of supply to the consumers”

‘22 “The consumers, who are using the diesel generator sets as essential back up power, shall endeavour to shift to cleaner technology such as renewable energy with battery storage and the like in five years from the date of commencement of these rules or as per the timelines given by the State Commission for such replacement based on the reliability of supply in that city covered under area of supply of the distribution licensee.”

‘23 “The process of giving temporary connections to the consumers for construction activities or any temporary usage and the like shall be simplified by the distribution licensee and given on an urgent basis and not later than forty eight hours and within seven days in case augmentation of the distribution system is required and this shall avoid any use of diesel generator sets for temporary activities in the area of the distribution licensee.”

‘24 “The temporary connection shall be through a prepayment meter or through consumer meters as defined in the Central Electricity Authority (Installation and Operation of Meters) Regulations as amended from time to time.”