



## A CONSUMER GUIDE TO STANDARDS OF PERFORMANCE

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Every consumer who hires the services after paying a price expects the service to be of a particular standard. In other words consumers have a right to a minimum level of quality and quantity compatible to the price he or she pays. It is the duty of the service providers to ensure that the service they provide is of a particular standard.

In relation to public utility services such as electricity a minimum level of standard of quality is essential for various reasons. Firstly, consumers need electricity power throughout the day. Electricity is such an essential commodity that it is required even while the consumer is asleep. Secondly, electricity should be of a particular quality. For example unless the electricity is of a particular voltage, the consumer may not be able to use it. Thirdly, a consumer would like to get his grievances solved within a specified time. In case the electricity supply company is unable to provide these services, the consumer is to be compensated suitably.

Keeping the above requirements of consumers in view the Karnataka Electricity Regulatory Commission (KERC) has framed the KERC (Licensees' Standards of Performance (SOP)) Regulations-2004. The Regulations deal with the minimum SOP to be adhered to by the Licensee and the amount to be paid to consumers if the standards are not met. It also specifies the Overall Standards of Performance of the Licensee. This Guide is intended to explain the salient features of the SOP.

The SOP Regulations is issued under Section 181(za) and (zb) and also under Section 86(1)(i) read with Sections 57 and 59 of the Electricity Act 2003. It has been published in the Karnataka Gazette on 10<sup>th</sup> June 2004 and has come into effect from that date. For the purposes of this Regulation SOP means the minimum standard of service with reference to quality, continuity and reliability of service that a licensee (Electricity Supply Company/ESCOM) shall achieve in the discharge of his obligations as a licensee.

In case of Low Tension agriculture category (IP) sets the obligation on the part of the ESCOM shall be limited to the number of connections that can be covered within the target fixed for the year for release of agricultural connections. The Regulations specify certain circumstances when the Commission can keep SOP in abeyance.

### ***What if SOP is not adhered to?***

In case the Licensee (ESCOMS) fail to adhere to the SOP the ESCOM shall pay a specified amount to the consumer. The amount varies for each of the SOP. (Details given in Schedule I) However the payment is not made in cash but by way of adjustment against existing, current and/or future bills.

### ***How to claim the amount?***

The consumer has to bring to the notice of the ESCOMS that the SOP has been violated and claim the amount. The consumer has to submit a claim in the prescribed format (Form A) given at

the end of this guide. The ESCOMS shall register every complaint at the designated office and intimate the complaint number to the consumer. An acknowledgement will also be given to the consumer.

***When will the amount be paid/Adjusted?***

The ESCOMS shall take a decision on the amount of the claim and if found liable shall pay/adjust within NINETY days from the date of receipt of complaint.

***What to do when there is delay in payment?***

If the ESCOM does not pay the amount within NINETY days the consumer can make an application with the Consumer Grievance Redressal Forum and thereafter to the Ombudsman, established by the ESCOMS in terms of Section 42 of the Electricity Act 2003.

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FORM – A

APPLICATION FOR CLAIMING STANDARD AMOUNT BY THE AFFECTED CONSUMER

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1. Name of the consumer
2. Address
3. RR Number
4. Nature of complaint in brief
5. Date and time of lodging the complaint
6. Date and time the complaint is attended to by the ESCOM
7. Standard time within which the complaint is to be attended to as per the SOP
8. Actual time taken to attend to the complaint
9. Standard amount to be received as per SOP

Date:

Place:

Signature

Acknowledgment (To be given by the ESCOM)

Claim No.

Date:

Name of the consumer

RR Number

Claim for standard amount received on (Date)

Signature of the official of the  
ESCOM with name and date

**STANDARDS OF PERFORMANCE AND AMOUNT TO BE PAID TO CONSUMERS FOR**

**DEFAULT IN EACH CASE**

Nature of Service	Cities & Towns	Rural Areas	Amount payable to affected consumer
Normal Fuse Off	Within 6 hours	Within 24 Hours	Rs.50 each case of default
Line Breakdowns	Within 6 hours (10 hours if poles are broken)	Within 24 hours	Rs.50 each affected consumer
Distribution Transformer failure	Within 24 hours	Within 72 hours	Rs.50 to each affected consumer
<u>Scheduled outages</u>			
Maximum duration in a single stretch	Not to exceed 12 hours	Not to exceed 12 hours	Rs.50 to each affected consumer
Restoration of supply	By 6 PM on any day	By 6 PM on any day	Rs.50 to each affected consumer
<u>Voltage Variations</u>			
Where no expansion or enhancement of network is involved	Within 7 days	Within 7 days	Rs.50 in each case of default
Where up-gradation of distribution system is required	Within 120 days	Within 120 days	Rs.50 in each case of default
Opening of neutral and neutral voltage exceeding 2 % of supply voltage	Within 6 hours	Within 24 hours	Rs.50 in each case of default
<u>Meter Complaints</u>			
Inspect & check correctness	Within 7 days	Within 7 days	Rs.50 in each case of default
Replace slow, creeping or stuck meters	Within 10 days	Within 10 days	Rs.50 in each case of default
Replace burnt meters if cause not attributable to consumer	Within 7 days of receipt of complaint	Within 7 days of receipt of complaint	Rs.50 in each case of default
Replace burnt meters in all other cases	Within 24 hours of payment of charges by consumer	Within 24 hours of payment of charges by consumer	Rs.50 in each case of default

<u>Application for new connection/additional load</u>			
Release of supply where service is feasible from existing network	Within one month of receipt of application	Within one month of receipt of application	Rs.200 for each day of default
Release of supply where network expansion/enhancement required	As specified by KERC	As specified by KERC	Rs.50 for each day of default in case of LT and Rs.500 for HT and EHT
IP sets	Within 30 days after attaining seniority	Within 30 days after attaining seniority	Rs.50 for each day of default
Transfer of ownership and conversion of service, change of category	Within 7 days of receipt of application	Within 7 days of receipt of application	Rs.50 for each day of default
Conversion of LT to HT etc.	Within 30 days from the date of payment of charges	Within 30 days from the date of payment of charges	Rs.50 for each day of default
Resolution of complaints on bills (if no additional information is required)	Within 24 hours of receipt of complaint	Within 24 hours of receipt of complaint	Rs.50 for each day of default
If additional information is required	Within 7 days of receipt of complaint	Within 7 days of receipt of complaint	Rs.50 for each day of default
Reconnection of supply following reconnection	On the same day	Within 24 hours of receipt of payment from consumer	Rs.50 for each day of default
Refund of deposits	Within 60 days after receipt of request	Within 60 days after receipt of request	Rs.50 for each day of default
Issue of certificates	On the same day of receipt of request	On the same day of receipt of request	Rs.50 for each day of default
<u>Payment of solatium in case of electric accidents:</u> Cases where it is established beyond doubt that the accident is not due to the fault of the victim	Within 7 days without waiting for the report from Chief Electrical Inspector to	Within 7 days without waiting for the report from Chief Electrical Inspector to	Rs.50 for each day of default

In other cases	Government (CEIG)  Within 30 days after receipt of report from CEIG	Government (CEIG)  Within 30 days after receipt of report from CEIG	Rs.50 for each day of default
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The above is intended as a general guide to the consumer. For details the relevant regulations may be referred to.

***For more information contact:***

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