

# **THE MEGHALAYA STATE ELECTRICITY REGULATORY COMMISSION**

## **The Meghalaya State Electricity Regulatory Commission (Standards of Performance) Regulations, 2006.**

(Published in the Gazette of Meghalaya issue dated 7<sup>th</sup> December 2006)

### **NOTIFICATION**

**No. MSERC/Regn 8/2006.** In exercise of the regulatory powers conferred under subsection (2) of section 181 read with sections 57 and 59 of the Electricity Act, 2003 and all powers enabling it in that behalf the Meghalaya State Electricity Regulatory Commission hereby makes the following regulations the same having been previously published in the Gazette of Meghalaya of issue dated October 19, 2006 (Part IIA pages 192-95), namely –

#### **1.Short title and commencement**

1. These regulations may be called the Meghalaya State Electricity Regulatory Commission (Standards of Performance) Regulations, 2006.
2. They shall come into force on the date of their publication in the Gazette of Meghalaya.

#### **2.Definitions**

- (a) “Act” means the Electricity Act, 2003;
- (b) “Commission” means the Meghalaya State Electricity Regulatory Commission;
- (c) “licensee” means a person who has been granted a license to distribute electricity under the Act;
- (d) “regulations” means the Meghalaya State Electricity Regulatory Commission (Standards of Performance) Regulations, 2006;
- (e) “rural areas” means the areas notified as such from time to time by the Commission;
- (f) “Schedule” means the schedule appended to these regulations; and
- (g) “standards of performance” means the performance required of a licensee under regulation 3;

### **3. Standards of Performance**

1. A licensee is required to achieve at least the minimum standards of performance specified in Schedule I.
2. For failing to achieve the standards of performance set out in column 2 of Schedule I a licensee will be liable to pay to the consumer the amount specified in column 3.

### **4. Relaxation of the standards of performance**

The standards of performance in the Schedule I may be relaxed by general or special order of the Commission in case of war, civil commotion, flood, cyclone, lightning, strike, lockout or circumstances beyond the control of the licensee.

### **5. Complaints**

- (1) A person affected by any shortfall in the standards of performance may make a complaint to the licensee through a written note, personal contact, telephone call or otherwise and the licensee shall arrange to acknowledge the complaint and record it serially noting the date and time of its receipt, the nature of the complaint and the approximate time for the defect to be set right.
- (2) If there is a shortfall in the performance of the licensee, the affected person may make a claim to the licensee in Form A for the amount specified in Schedule I.

### **6. Levels of performance**

A licensee shall in the month of January furnish to the Commission information for the previous year in the form prescribed in Schedule II specifying the number and nature of complaints received during the preceding calendar year, and the extent and time which the complaint have been attended to and set right and the amounts paid for cases of shortfall in performance.

### **7. Power to remove difficulties**

- (1) If the Commission is satisfied that there are genuine difficulties in the implementation of any of the provisions of these regulations it may relax the provisions to such extent and subject to such conditions as it may decide.

(2) Any matter relating to but not adequately covered under these regulations shall, if necessary, be referred to or taken up by the Commission and its decision thereon shall be final.

## SCHEDULE I

[Regulations 3, 4 and 5 (2) of the MSERC (Standard of Performance)  
Regulations 2006]

Nature of service.	Time schedule for setting the fault or breakdown right/disposing of the applications.	Amount payable for not adhering to the time schedule to be counted immediately after the last hour.
(1)	(2)	(3)
<u>Defects</u>		
(i) Fuse break downs	Within 6 hours (T/A)* Within 24 hours (R/A)**	Rs. 20 per hour
(ii) Supply line break downs.	Within 10 hours (T/A) Within 48 hours (R/A)	Rs. 20 per hour
(iii) Transformer failure	Within 24 hours (T/A) Within 72 hours (R/A)	Rs. 20 per hour
(iv) Metering defects	Within 10 days (T/A) Within 30 days (R/A)	Rs. 20 per hour
(v) Billing defects	Within 5 days (T/A) Within 10 days (R/A)	Rs. 20 per day
<u>Applications</u>		
(vi) for new supply connection	Within 7 days (T/A) Within 14 days (R/A)	Rs 100
(vii) for additional supply connection	Within 5 days (T/A) Within 10 days (R/A)	Rs 100
(viii) for changing phase of service connection	Within 5 days (T/A) Within 10 days (R/A)	Rs 100
(ix) for change of name of consumer	Within 3 days (T/A) Within 7 days (R/A)	Rs 20 per day
(x) erection of transformers/substations	Within 30 days (T/A) Within 60 days (R/A)	Rs 500 per day

\* Town area, \*\* Rural area.

## **SCHEDULE II**

(Information relating to levels of performance)

[Regulation 6 of the MSERC (Standards of Performance) Regulations, 2006]

1. Period of the information : From 1.1.\_\_\_\_\_ to 31.12\_\_\_\_\_
2. Total number of complaints received : (Town areas) \_\_\_\_\_Nos
3. Total number of complaints attended to : (Rural areas \_\_\_\_\_Nos
4. Amount paid due to shortfall in performance.
5. Categories of complaints or applications.

Categories	In Town Areas	In Rural Areas	Time taken to set right the breakdown or to dispose of the application
<u>Defects</u> (i) Fuse breakdowns.  (ii)Supply line breakdowns.  (iii) Transformer failures.  (iv) billing defects.			
<u>Applications</u> (v) for new supply connection (vi) for additional supply connection (vii) for changing phase service connection (viii) for change of name of consumer.			

FORM 'A'

Application for claiming amount for shortfall in performance

[Regulation 5 (2) of the MSERC (Standards of Performance) Regulations, 2006]

1. Name and address of the Consumer :
2. Consumer number :
3. Complaint number :
4. Nature of complaint :
5. Date and time of lodging the complaint :
6. Standard time set for the fault to be set  
right/for the application to be disposed of :
7. Actual time taken by the licensee vis-a-vis  
time set as per item 6 :
8. Amount claim for shortfall in the performance  
of service by the licensee :
9. Name and address of the licensee :

Signature of the consumer

To

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ACKNOWLEDGMENT BY THE LICENSEE

Received from \_\_\_\_\_(Name and address),  
Consumer Number \_\_\_\_\_, application No \_\_\_\_\_  
dated \_\_\_\_\_ claiming amount of Rs. \_\_\_\_\_ only  
for shortfall in the performance of service by the licensee.

Licensee  
(with seal)