

PUNJAB STATE ELECTRICITY REGULATORY COMMISSION

Notification

The 13th Aug., 2012

No. PSERC/Secy./Reg- 70- In exercise of the powers conferred under Section 181 of the Electricity Act, 2003 (Central Act 36 of 2003) and all other powers enabling it in this behalf, the Punjab State Electricity Regulatory Commission hereby makes the following Regulations to amend the Punjab State Electricity Regulatory Commission (Electricity Supply Code and Related Matters) Regulations, 2007 as amended vide Notification dated 29th June, 2007 and Notification dated 24th May, 2010 namely:-

(1) Short title, Commencement and Interpretation

- 1.1 These Regulations may be called the Punjab State Electricity Regulatory Commission (Electricity Supply Code and Related Matters) (3rd Amendment) Regulations, 2012.
- 1.2 These Regulations shall come into force on the date of their publication in the official gazette of the State.

(2) Amendment to Regulation 5 “Duty of Licensee to supply on request “

The following proviso after sub clause 5.2 shall be added :

However, in case of applicants having load more than 100 KW, 25% of initial security (inclusive of EMD deposited at the time of feasibility clearance) be deposited at the time of registration of A & A form and remaining initial security be deposited at the time of compliance of demand notice.

The sub-clause 5.6 shall be substituted as under:

Feasibility clearance will be granted by the licensee within 60 days of the receipt of such a request. Where such clearance is likely to take more than 60 days, the licensee will, within 30 days of the receipt of an application, seek the approval of the Commission for extending the period in which the clearance would be granted. On receipt of feasibility clearance, the applicant may submit an application for adjusting the amount of earnest money towards initial security.

In the event it is not technically feasible to release the demand/additional demand then the earnest money will be refunded in full without any interest. Where the demand/additional demand can not be released within the period stipulated in Regulation 6.3 or the time frame for its release does not match the commissioning schedule, the applicant may withdraw the request for feasibility clearance and seek

refund of earnest money. The Commission will thereafter decide whether or not earnest money is to be refunded.

(3) Amendment to Regulation 9 “Power to recover expenditure”

The proviso below clause 9.1.2(i)(c) shall be substituted as under:

Provided that where a HT/EHT consumer having a sanctioned load/contract demand exceeding 500 KW/500 KVA who has paid the actual cost of HT or EHT service line or feeder, requests for additional load and such load can be fed from the same line without any augmentation, then the HT consumer would be liable to pay only the proportionate cost of HT main and feeding sub-station. An 33000 volts or EHT consumer would be liable to pay only the proportionate cost of back up/common line (33000 volts or above) upto the feeding sub station including bay. However the charges payable for the additional load as above shall not be less than those computed on per KW/KVA basis for the total load (as applicable at the time of sanction of load) less charges already paid for the existing load.

(4) Amendment to Regulation 31 “Payment of electricity bills”

A second proviso after sub clause 31.5, shall be added as under:-

Provided secondly that the consumers having grace period of 15 days or more for payment of bill shall make the payment by local cheque wherever applicable, by at least two working days prior to the due date as per Regulation 31.1 above.

(5) Amendment to Annexure 1 “Minimum Standard of Performance”

The sub clauses 1.2 and 1.4 under clause 1 “Restoration of Supply” shall be substituted as under:-

Sub Clause 1.2 - Break down of over head lines

In case of failure of supply on account of LT/HT line breakdown (not including breaking/uprooting of poles) or failure of supply from a service main, the Licensee will restore supply within 8 hours of receiving a complaint in urban areas and 12 hours in rural areas. Where disruption of supply is on account of breakage/uprooting of poles, restoration of supply will be undertaken within 12 hours in urban areas and 24 hours in rural areas. The Licensee will, wherever technically feasible, make arrangements for effecting supply from alternative sources within 2 hours in the case of LT and 4 hours in the case of HT supply.

However in case of failure of supply on account of 66/132/220 KV line breakdown, the Licensee will restore supply;

- (a) Within 12 hours in case of normal fault such as disc insulator failure etc.
- (b) Within 24 hours in case of major fault viz. conductor breakdown etc.

Sub Clause 1.4 - Distribution Transformer failure

In case of failure of a distribution transformer, the Licensee will ensure replacement of the transformer within 24 hours in urban areas and 48 hours in rural areas of receiving the complaint.

However, the Licensee will make arrangement to effect supply from alternative sources within 4 hours, wherever technically feasible.

(6) Amendment to Annexure 5

Ref No. 1.2 and 1.4 of the table under the head “Compensation payable to consumers in case of violation of minimum standards of Performance” shall be substituted as under:

Ref.No.	Complaint classification	Standard	Compensation payable in the of violation of standard	
			Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to each consumer if the event affects more than one consumer
1.2	Overhead Line breakdowns			
(a)	Cities and towns/urban area	Within 8 hours	Rs. 50/- in each block of 8/12 hrs	Rs. 25/-
(b)	Rural areas	Within 12 hours		
1.4	Distribution Transformer failure			
(a)	Cities and towns/urban area	Within 24 hours	Rs. 100/- in each block of 24/48 hrs.	Rs. 50/-
(b)	Rural areas	Within 48 hours		

The clauses 1, 2 and 3 under the head “**Manner of Payment of Compensation**” shall be substituted, as under:-

1. The Licensee will register every complaint made by a consumer telephonically, verbally, in writing or electronically (SMS, E-mail etc.) where such facility is available regarding failure/interruption of power supply. The complaints regarding quality of power supply, defects in meter/ meter boxes/ metering system, service line, payment of bills and other services relating to power supply shall be submitted by the consumer in writing. The complaints will be registered by the Licensee in the proformas as specified in Annexure-3A and 3B of the Supply Code respectively.
2. In the event of failure to meet any Standard of Performance, the Licensee shall be liable to pay compensation to the affected consumer for violation of minimum Standards of Performance and the aggrieved consumer may submit the claim in

format specified by the Commission for compensation to the officer as may be specified/designated by the Commission.

3. The compensation payable by the Licensee for violation of minimum Standards of Performance will be paid by the functionary/officer incharge of the concerned notified office to the concerned/affected consumer(s) by way of adjustment in the electricity bills of the immediately succeeding months upon the award of compensation.

A new clause 4 shall be added as under:

4. Maximum limit of compensation payable in case of violation of any Standard of Performance will be Rs. 5000/-. In case affected consumers are more than one the amount of compensation within this limit will be shared by all the claimant consumers for each notified office and this amount will be distributed equally amongst all the claimant consumers who have been awarded the compensation by the competent authority.

By Order of the Commission,

(P P GARG)

Secretary to the Commission.