

**Delhi Electricity Regulatory Commission**  
**Notification**

F.17 (85)/Engg./DERC/2013-14/4074 - Pursuant to the directions received from the Government of NCT of Delhi under Section 108 of the Electricity Act 2003 and in exercise of the powers conferred by Section 50 of the Electricity Act 2003, read with Sections 57, 86 and 181 of the Electricity Act, 2003, the Delhi Electricity Regulatory Commission hereby makes the following Regulations to amend the "Delhi Electricity Supply Code and Performance Standards Regulations, 2007" (hereinafter referred to as "the Principal Regulations"):

**1.0 Short title and commencement**

- (1) These regulations may be called the Delhi Electricity Supply Code and Performance Standards (Fourth Amendment) Regulations, 2016.
- (2) These regulations shall become applicable with immediate effect.

**2.0 Amendment of Regulation 63 of Principal Regulations:**

The contents of clause (vi) of Regulation 63 of the Principal Regulations on 'Procedure for lodging complaint' shall be amended by substituting the following :

"vi. All complaints shall be monitored by the Centralized Complaint Receiving Centre regarding resolution of the complaint within the stipulated time limit.

The details of scheduled Power Outages shall be informed in the manner as may be specified by the Commission from time to time.

The Licensee shall submit to the Ombudsman, the information of all unscheduled power outage of their area in Delhi. The summary of daily unscheduled power outages shall be submitted within 2 days of the unscheduled power outages and details of individual power outage along with compensation, if any, within 105 days of unscheduled power outage in the format to be prescribed under these Regulations."

**3.0 Amendment of Regulation 69 of Principal Regulations:**

The text of Regulation 69 of the Principal Regulations on 'Exemption' shall be amended by substituting the following :

"(i) The standards of performance specified in this Regulation shall remain suspended during Force Majeure conditions such as war, mutiny, civil commotion, riot, flood, cyclone, lightning, earthquake, lockout, fire, sabotage, blockade etc., affecting the Licensee's installations and activities.

(ii) Non-compliance of a standard contained in this Regulation shall not be treated as a violation, and the distribution licensee shall not be required to pay any compensation to affected consumer(s), if such violation is caused due to State Transmission Utility and/or Central Transmission Utility, grid failure, a fault on the Transmission Licensee's network or on account of instructions given by State Load Dispatch Center, or any other reason, over which the distribution licensee has no reasonable control."

**4.0 Amendment of Schedule-I of Principal Regulations:**

The contents of clause 1 regarding 'restoration of Power Supply' of Schedule-I of the Principal Regulations on 'GUARANTEED STANDARDS OF PERFORMANCE' shall be amended by substituting the following :

Nature of cause of power supply failure	Maximum Time Limit for restoration
(i) Fuse blown out or Miniature Circuit Breaker tripped	Within three hours
(ii) Service line broken, Service line snapped from the pole	Within three hours
(iii) Fault in distribution line/system, affecting more than 100 consumers	Temporary Supply to be restored within two hours from alternate source.
	Rectification of fault and thereafter Restoration of normal power supply within twelve hours
(iv) Distribution transformer failed/burnt, affecting more than 100 consumers	Temporary Restoration of supply through mobile transformer or another backup source within two hours.
	Replacement of failed transformer within forty-eight hours
(v) High Tension mains failed, affecting more than 100 consumers	Temporary restoration of power supply within two hours.
	Rectification of fault within twelve hours.
(vi) Problem in grid (33 kV or 66 kV) substation,	Restoration of supply from alternate

affecting more than 100 consumers	source, within two hours.
	Roster load shedding may be carried out to avoid overloading of alternate source.
	Repair and restoration of normal supply within forty-eight hours.
(vii) Failure of Power Transformer, affecting more than 100 consumers	Restoration of supply from alternate source, within two hours.
	Roster load shedding may be carried out to avoid overloading of alternate source.
	Replacement/rectification action to be intimated to the Commission within seventy-two hours and replacement /rectification of power transformer within 15 days.
(viii) Scheduled Power Outages	Shall not exceed 12 hours and the restoration of supply preferably by 6:00PM
(ix) Roster Load Shedding, affecting more than 100 consumers,	Roster load shedding may be carried out to avoid overloading of alternate source and the load shedding in a particular area shall not exceed two hours in a stretch.
(x) Burnt meter	Restoration of supply by bypassing the burnt meter within six hours.
	Replacement of burnt meter within three days
(xi) Street light faults	Restoration within seventy-two hours

[Explanation: - A Power outage whose details are available one day in advance on the website of the Licensee shall be termed as Scheduled Power Outages. Preferably, the Licensee shall also send the SMS to the affected consumers in advance. ]

#### 5.0 Amendment of Schedule-III of Principal Regulations:

**(a)** The contents of article 6 regarding 'Power Supply failure' in the Schedule-III of the Principal Regulations on 'GUARANTEED STANDARDS OF PERFORMANCE AND

COMPENSATION TO CONSUMERS IN CASE OF DEFAULT' shall be amended by substituting the following :

Service area	Standard	Compensation payable to consumer in case of failure to meet guaranteed Standards
<b>6. Power Supply Failure</b>		
(i) Fuse blown out or MCB tripped	Within three hours	Rs. 100 per hour per consumer
(ii) Service line broken, Service line snapped from the pole	Within three hours	Rs. 100 per hour per consumer
(iii) Fault in distribution line/system affecting more than 100 consumers	Temporary Supply to be restored within two hours from alternate source.	Rs. 50 per hour per consumer for first two hours of default thereafter Rs. 100 per hour per consumer
	Rectification of fault and thereafter Restoration of normal power supply within twelve hours	-
(iv) Distribution transformer failed/burnt, affecting more than 100 consumers	Temporary Restoration of supply through mobile transformer or another backup source within two hours.	Rs. 50 per hour per consumer for first two hours of default thereafter Rs. 100 per hour per consumer
	Replacement of failed transformer within forty-eight hours	-
(v) HT mains failed, affecting more than 100 consumers	Temporary restoration of power supply within two hours.	Rs. 50 per hour per consumer for first two hours of default thereafter Rs. 100 per hour per consumer
	Rectification of fault within twelve hours.	-

(vi) Problem in grid (33 kV or 66 kV) substation, affecting more than 100 consumers	Restoration of supply from alternate source, within two hours.	Rs. 50 per hour per consumer for first two hours of default thereafter Rs. 100 per hour per consumer
	Roster load shedding may be carried out to avoid overloading of alternate source.	-
	Repair and restoration of supply within forty-eight hours.	-
(vii) Failure of Power Transformer, affecting more than 100 consumers	Restoration of supply from alternate source, within two hours.	Rs. 50 per hour per consumer for first two hours of default thereafter Rs. 100 per hour per consumer
	Roster load shedding may be carried out to avoid overloading of alternate source.	-
	Replacement/rectification action to be intimated to the Commission within seventy-two hours and replacement /rectification of power transformer within 20 days.	-
(viii) Scheduled Power Outages	Shall not exceed 12 hours and the restoration of supply preferably by 6:00PM	-
(ix) Roster Load Shedding, affecting more than 100 consumers	Roster load shedding may be carried out to avoid overloading of alternate source and the load shedding in a particular area shall not exceed two hours	Rs. 50 per hour per consumer for first two hours of default thereafter Rs. 100 per hour per consumer

	in a stretch.	
(x) Street light faults	Restoration within seventy-two hours	Rs. 50 for each day of default

**(b)** Following note to point to article 6 is added

**Note:** In case number of consumers affected is upto 100, the maximum time for restoration of power supply shall be 3 hours and compensation payable shall be Rs.100 per hour per consumer beyond the specified 3 hours.

**(c)** The following clauses shall be added after clause 3 of 'Manner of payment of compensation amount' at the end of table of Schedule-III of the Principal Regulations on 'GUARANTEED STANDARDS OF PERFORMANCE AND COMPENSATION TO CONSUMERS IN CASE OF DEFAULT' :

4. Compensation for power supply failure (Article 6 of Schedule-III):

(i) In case of power supply failure, the licensee shall pay compensation to the affected consumer(s) by way of adjustment against current and/or future bills for supply of electricity within ninety (90) days of failure of the Licensee to meet the guaranteed Standards of Performance.

(ii) In case of failure of power supply, the default period for the purpose of payment of compensation shall be reckoned from the time first complaint has been received and upto the time power supply has been restored allowing the margin for stipulated period of restoration.

(iii) If the licensee fails to pay compensation, the affected consumer(s) may approach the Ombudsman.

(iv) In case the claim for compensation is upheld by the Ombudsman, the compensation shall be determined by the Ombudsman at the rate of Rs. 5000/- or five times the compensation payable as per Schedule-III to these Regulations, whichever is higher.

(v) If the compensation is upheld by the Ombudsman and the Licensee still fails to pay the compensation to the affected consumer(s), the affected consumer(s) may approach the Commission under section 142 of the Act for non-compliance of directions.

(vi) The amount of compensation paid by the Licensee shall not be allowed to be recovered in the Aggregate Revenue Requirement (ARR) of the Licensee.

**Sd/-  
( Secretary)**