

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

- 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, the Delhi Electricity Regulatory Commission hereby makes the following amendments in "Delhi Electricity Supply Code and Performance Standards Regulations, 2007" (hereinafter referred to as "the Principal Regulations"), as follows

**1.0 Short title and commencement**

- (1) These regulations may be called the Delhi Electricity Supply Code and Performance Standards (Second Amendment) Regulations, 2015.
- (2) These regulations shall come into effect from the date of their publication in the official Gazette.

**2.0 Amendment of Regulation 30 of Principal Regulations:**

The following shall be substituted at Clause (i) of Regulation 30 of the Principal Regulations namely:-

"For area developed and sponsored by development agencies like Delhi Development Authority, Municipal Corporation of Delhi, Public Works Department or private developers, the electrification shall be carried out by Licensee after charging 100% of cost towards EHT system, 50 % of Cost towards HT feeders, sub-station including civil works, LT feeders and 100% cost towards service line and street lights."

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

The Table 8 of clause (vi) of Regulation 63 of the Principal Regulations on 'Procedure for lodging complaint' shall be substituted as under:

**Table 8**

<b>Nature of cause of power supply failure</b>	<b>Maximum Time Limit for restoration</b>
(i) Fuse blown out or MCB tripped	Within three hours
(ii) Service line broken, Service line snapped from the pole	Within three hours

(iii) Fault in distribution mains, affecting more than 50 consumers,	<p>Temporary Supply to be restored within one hour from alternate source.</p> <p>Rectification of fault and thereafter Restoration of normal power supply within twelve hours</p>
(iv) Distribution transformer failed/burnt, affecting more than 50 consumers,	<p>Temporary Restoration of supply through mobile transformer or another backup source within one hour.</p> <p>Replacement of failed transformer within forty-eight hours</p>
(v) HT mains failed, affecting more than 50 consumers,	<p>Temporary restoration of power supply within one hour.</p> <p>Rectification of fault within twelve hours</p>
(vi) Problem in grid (33 kV or 66 kV) substation, affecting more than 50 consumers,	<p>Restoration of supply from alternate source, wherever feasible within one hour Roster load shedding may be carried out to avoid overloading of alternate source.</p> <p>Repair and restoration of supply within forty-eight hours</p>
(vii) Failure of Power Transformer, affecting more than 50 consumers,	<p>Restoration of supply from alternate source, wherever feasible within one hour Roster load shedding may be carried out to avoid overloading of alternate source.</p> <p>Replacement/rectification action to be intimated to the Commission within seventy-two hours and replacement /rectification of power transformer within 20 days</p>
(viii) Scheduled Power Outages	<p>Shall not exceed 12 hours and the restoration of supply preferably by 6:00PM</p>
(ix) Load Shedding, affecting more than 50 consumers,	<p>Roster load shedding may be carried out to avoid overloading of alternate source and the load shedding in a particular area shall</p>

	not exceed one hour in a stretch
(x) Burnt meter	Restoration of supply either by bypassing the burnt meter or installing the temporary meter within three hours. Replacement of burnt meter within three days.
(xi) Street light complaint	Restoration within seventy-two hours

#### 4.0 Amendment of Regulation 63 of Principal Regulations:

The following shall be added after clause (ix) of Regulation 63 of the Principal Regulations on 'Procedure for lodging complaint' shall be substituted as under:

- x. The details of scheduled Power Outages shall be informed in the manner as may be specified by the Commission from time to time.
- xi. The Public Grievances Cell (PGC) of GoNCTD shall be kept informed and keep a record of all unscheduled power cuts in Delhi and the extent of consumers affected by each power cut on the basis of complaints received from public or the Government or on its own.

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

The clause 1 for 'restoration of Power Supply' of Schedule-I of the Principal Regulations on 'GUARANTEED STANDARDS OF PERFORMANCE' shall be substituted as under:

<b>Nature of cause of power supply failure</b>	<b>Maximum Time Limit for restoration</b>
(i) Fuse blown out or MCB tripped	Within three hours
(ii) Service line broken Service line snapped from the pole	Within three hours
(iii) Fault in distribution mains affecting more than 50 consumers,	Temporary Supply to be restored within one hour from alternate source.  Rectification of fault and thereafter Restoration of normal power supply within twelve hours
(iv) Distribution transformer failed/burnt, affecting more	Temporary Restoration of supply through mobile transformer or another backup source

than 50 consumers,	within one hour.  Replacement of failed transformer within forty-eight hours
(v) HT mains failed, affecting more than 50 consumers,	Temporary restoration of power supply within one hour.  Rectification of fault within twelve hours
(vi) Problem in grid (33 kV or 66 kV) substation, affecting more than 50 consumers,	Restoration of supply from alternate source, wherever feasible within one hour 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 50 consumers,	Restoration of supply from alternate source, wherever feasible within one hour 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) Load Shedding, affecting more than 50 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 one hour in a stretch
(x) Burnt meter	Restoration of supply either by bypassing the burnt meter or by installing the temporary meter within three hours. Replacement of burnt meter within three days
(xi) Street light faults	Rectification within seventy-two hours

**6.0 Amendment of Schedule-III of Principal Regulations:**

The point no.5 on 'meter complaints' and the point no.6 'Power Supply failure' in the table of Schedule-III of the Principal Regulations on 'GUARANTEED STANDARDS OF PERFORMANCE AND COMPENSATION TO CONSUMERS IN CASE OF DEFAULT' shall be substituted as under:-

<b>5. Meter Complaints</b>		
(i) Testing of meter	Within fifteen days of receipt of complaint	Rs.25 for each day of default
(ii) Replacement of burnt meter	Restoration of supply within three hours either by bypassing the burnt meter or by installing temporary meter.	Rs. 100 per hour per consumer
	Meter to be replaced within three days	-
(iii) Replacement of defective meter	Within fifteen days of declaring meter defective	Rs.50 for each day of default
<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 mains, affecting more than 50 consumers,	Temporary Supply to be restored within one hour 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 50 consumers,	Temporary Restoration of supply through mobile transformer or another backup source within one hour.	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 50 consumers,	Temporary restoration of power supply within one hour.	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 50 consumers,	Restoration of supply from alternate source, wherever feasible within one hour Roster load shedding may be carried out to avoid overloading of alternate source.	Rs. 50 per hour per consumer for first two hours of default thereafter Rs. 100 per hour per consumer
	Repair and restoration of supply within forty-eight hours.	-
(vii) Failure of Power Transformer, affecting more than 50 consumers,	Restoration of supply from alternate source, wherever feasible within one hour Roster load shedding may be carried out to avoid overloading of alternate source.	Rs. 50 per hour per consumer for first two hours of default thereafter Rs. 100 per hour per consumer
	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) Load Shedding, affecting more than 50 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 one hour in a stretch	Rs. 50 per hour per consumer for first two hours of default thereafter Rs. 100 per hour per consumer
(x) Street light faults	Rectification within seventy-two hours	Rs. 50 for each day of default

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

The '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' shall be substituted as under:

'Procedure for Determination and payment of compensation amount:-

1. The Licensee shall register every complaint of a consumer regarding failure of power supply, quality of power supply, meters, bills etc., at the Centralized Complaint Center or Complaint Centers, Commercial Manager and intimate the complaint number to the consumer.
2. The Licensee shall maintain consumer-wise records regarding the guaranteed standards of performance in order to give a fair treatment to all consumers and avoid any dispute regarding violation of standards.
3. The Distribution Licensee shall provide information to consumers with regard to its offices/ competent authority to settle claims for compensation.
4. Any person who is affected by the failure of the Distribution Licensee to meet the standards of performance specified under these Regulations and who seeks to claim compensation shall file his claim, except in case of claims for power supply failure (refer at point no.6 of Schedule –III of these Regulations), with such a Distribution Licensee within a maximum period of sixty (60) days from the time

such a person is affected by such failure of the Distribution Licensee to meet the standards of performance.

5. The Distribution Licensee shall compensate the affected person(s) within a maximum period of ninety (90) days from the date of filing his claim. However, the consumer affected due to power supply failure (refer point no.6 of Schedule –III), shall be given suo-moto compensation by the Distribution Licensee within ninety (90) days of failure of the Distribution Licensee to meet the standards of performance.
6. The default shall be considered from the time first consumer has made the complaint.
7. In case the Distribution Licensee fails to pay the compensation or if the affected person is aggrieved by non-redressal of his grievances, the aggrieved consumer(s) can approach the respective Consumer Grievance Redressal Forum for redressal of grievances to seek such compensation. In case the claim for compensation is upheld by the Consumer Grievances Redressal Forum, or by the Ombudsman (in case of an appeal filed against order of the Forum before him), the compensation shall be determined by the Forum or the Ombudsman at the rate of Rs. 5000/- or five times the compensation payable as per Schedule-III to these Regulations, whichever is higher and is to be paid by the concerned Distribution Licensee. .
8. All payments of compensation shall be made by way of adjustment against current and/or future bills for supply of electricity, but not later than ninety days from the date of a direction issued by the Forum or by the Ombudsman, as the case may be.
9. The amount of compensation paid by the Distribution Licensees shall not be allowed to be recovered in the Aggregate Revenue Requirement (ARR) of the Distribution Licensees.

(Secretary)