



ANNUAL REPORT 2013-2014

6th Annual Report



**JOINT ELECTRICITY REGULATORY COMMISSION
FOR MANIPUR AND MIZORAM
AIZAWL**



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2013-2014

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**JOINT ELECTRICITY REGULATORY COMMISSION
FOR MANIPUR AND MIZORAM**

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FORWARD



It gives me immense pleasure in placing the sixth Annual Report of Joint Electricity Regulatory Commission for Manipur & Mizoram for the year 2013-14. It is presented in compliance with the provision of Section 105 of the Electricity Act, 2003. This report gives an overview of the activities of the Commission during the year 2013-14 along with summary of its budget and actual expenditure for the year. Also, the report highlights the proposed activities to be taken up for the ensuing year 2014-15.

Continuing with the objective of ensuring the availability of reliable quality power supply to the consumers of both the States, the Commission is reviewing the status of availability against demand to ensure that necessary measures are taken by the Utilities for procurement of power to meet shortages on a short, medium and long term basis. Further, the Commission through its Directives has been reviewing the quality of power supply and consumer services.

Along with my colleague, Member Er. N. Shyamsundar Singh, would like to place on record the support provided by the Members of the Advisory Committee, Utilities and Stakeholders, Officers & Staff of the Commission in the effective functioning of the Commission.



Aizawl, the 30th September, 2014

(A. CHHAWMAWIA, IDES Rtd.)
Chairperson

CHAPTER – I

1. THE COMMISSION

The State Electricity Regulatory Commission is a mandatory requirement for every State as per Sections 82 and 83 of the Electricity Act, 2003. However, the States of Manipur & Mizoram accepted the advice of the Ministry on the constitution of a Joint Electricity Regulatory Commission from the points of view of financial implications and opted for it when the Government of India considered to bear the expenditure (excluding that of office accommodation) of the Joint Commission for the first five years and thereafter it will be shared equally by the two States. A Memorandum of Agreement to this effect was signed on 23rd July, 2004 amongst the Government of India and the State Governments of Manipur and Mizoram.

As per the terms and conditions of the Agreement, Notification was issued by the Government of India vide Ministry of Power No.F.23/2002-R&R dated 18th January, 2005 constituting the Joint Electricity Regulatory Commission for the States of Manipur & Mizoram. The Commission, having two members one from each State, came into its existence with effect from 24th January, 2008.

2. THE MISSION

The Joint Electricity Regulatory Commission for Manipur & Mizoram, is committed to honour and translate into reality its own pledge as assigned by the Electricity Act, 2003 that the Power Sector in the States of Manipur and Mizoram shall be developed as an Industry which is efficient, commercially and financially self sustained and consumer friendly. The Commission also determines to strike balance of interests of all the stakeholders while fulfilling its primary responsibility to ensure supply of reliable power to the Consumers of these two States at reasonable and affordable rates and furtherance of reforms in the sector.

In discharge of its functions, the Commission is guided by the principle of good governance and decisions of Government of India laid down in National Electricity Policy 2005, National Electricity Plan 2004 and Tariff Policy 2006. It also safeguards the interests of the States and protects the consumers as well. The Joint Electricity Regulatory Commission for Manipur and Mizoram have been assigned to ensure speedy

implementation of the reform process of the electricity sector in the States of Manipur and Mizoram.

3. MANDATE OF THE COMMISSION

- 1) **Section 86** of the Electricity Act, 2003 elaborates the function of the State Commission. As per **Section 86(1)**, the State Commission shall discharge the following functions, namely:
 - (a) Determine the tariff for generation, supply, transmission and wheeling of electricity, wholesale, bulk or retail, as the case may be, within the States of Manipur and Mizoram;
 - (b) Regulate electricity purchase and procurement process of distribution licenses including the price on which electricity shall be procured from the generating companies or licensees or from other sources through agreements for purchase of power for distribution and supply within the State;
 - (c) Facilitate intra-State transmission and wheeling of electricity;
 - (d) Issue licences to persons seeking to act as transmission licensees, distribution licensees and electricity traders with respect to their operations within the State;
 - (e) Promote co-generation and generation of electricity from renewable sources of energy by providing suitable measures for connectivity with the grid and sale of electricity to any person and also specify, for purchase of electricity from such sources, a percentage of the total consumption of electricity in the area of distribution licensee;



Public Hearing on determination of ARR & Retail Distribution Tariff, Wheeling Charges for Open Access Consumer and Annual Transmission charges for FY 2014-15 in respect of Power & Electricity Department, Govt. of Mizoram on 17th February, 2014, Aizawl, I&PR Department Conference Hall

- (f) Adjudicate upon the dispute between the licensees and generating companies and to refer any dispute for arbitration;
 - (g) Levy fee for the purposes of this Act;
 - (h) Specify State Grid Code consistent with the Grid Code specified under clause (h) of sub-section (10) of **Section 79**;
 - (i) Specify or enforce standards with respect to quality, continuity and reliability of service by licensees;
 - (j) Fix the trading margin in the intra-State trading of electricity; if considered, necessary; and
 - (k) Discharge such other functions as may be assigned to it under the Electricity Act, 2003.
- 2) As per the **Section 86(2)** of the Electricity Act, 2003, the State Commission shall advise the State Government on all or any of the following matters, namely:
- (a) Promotion of competition, efficiency and economy in activities of the electricity industry;
 - (b) Promotion of investment in electricity industry;
 - (c) Re-organization and restructuring of electricity industry in the State; and
 - (d) Matters concerning generation, transmission, distribution and trading of electricity or any other matter referred to the State Commission by that Government.
- 3) As per **Section 86(3)** of the Act, the State Commission shall ensure transparency while exercising its powers and discharging its functions.



Public Hearing on determination of ARR & Retail Distribution Tariff, Wheeling Charges for Open Access Consumer and Annual Transmission charges for FY 2014-15 in respect of Power & Electricity Department, Govt. of Mizoram on 17th February, 2014, Aizawl, I&PR Department Conference Hall

- 4) As per the **Section 86(4)**, in discharge of its functions, the State Commission shall be guided by the National Electricity Policy, 2005, National Electricity Plan and Tariff Policy, 2006 published under Section 3 of the Electricity Act, 2003.

4. ANNUAL REPORT

Section 105 of the Electricity Act, 2003 states that

- (1) The State Commission shall prepare once in every year in such form and at such time as may be prescribed, as annual report giving a summary of its activities during the previous year and copies of the report shall be forwarded to the State Government.
- (2) A copy of the report received under sub-section (1) shall be laid down, as soon as it is received, before the State Legislature.

Accordingly, the Joint Commission has been preparing every year the Annual Report for circulation to various authorities including submission to the State Legislatures of Manipur and Mizoram.

The Annual Report 2013-14 presents an overview of the Commission's activities during the period from 1st April, 2013 to 31st March, 2014. As stated earlier, this Commission was established on 24th January, 2008. Over these years, the Commission has been making all out efforts to translate its vision into reality in the two states and constantly endeavouring for improvement of quality of supply and services to the consumers while maintaining a reasonable and affordable price. In the whole process, co-ordinated support and specific assistance of State Government and people's cooperation



12th SAC Mizoram, 19th August, 2013, I&PR Department Conference Hall, Aizawl

are pre-requisites. Without these essentials, the Commission would find it difficult to bring about a transformation in all fronts of the power sector and also in the overall economy of the States of Manipur and Mizoram.

5. THE COMMISSION & THE UTILITIES

The Joint Electricity Regulatory Commission for Manipur and Mizoram (JERC for M & M) join - hands with the State Government run Departments which are known as the Integrated Utilities and take the pledge to improve the power sector as envisaged by the Electricity Act 2003.

The Government Departments of the Special Category States of Manipur and Mizoram have been functioning and doing the development works for several years now with Central Government released State Plan Allocation of which 90 p.c. is the grant-in-aid and 10 p.c. the loan. In both the States, simple accounting system which takes care of the expenditure and mode of incurring it only, is introduced. Accounts books, like profit & loss account and cash flow statement, are not maintained properly which make it difficult to find the actual financial performance of the organizations at the end of the financial year. Moreover, Asset Register, Depreciation Register and Inventory Register etc. which are supposed to contain specific information & data for the commercial analysis are yet to be evolved.

Therefore, the Commission while going through the financial statements furnished by these Departments finds many areas where reconciliation and co-ordination are not practically possible, Insufficient and asymmetric data have caused inconvenience and also delay in streamlining the system.



11th SAC Manipur, 16th September 2013, Conference Hall of Hotel Classic, Imphal

6. ORGANIZATION CHART AND STAFF STRENGTH

The Organization Chart showing the details as on 31st march, 2013, of the posts sanctioned by the Ministry of Power, Government of India in consultation with both the State Governments of Manipur and Mizoram for smooth functioning of the Commission, is given as Annexure – I. Proposal for creation of one post of Ombudsman and two supporting staffs each for both Manipur and Mizoram has been submitted to the Ministry of Power, Government of India. Er. L. Pachau joined the Commission on a 2 (two) year term of deputation from P&E Department as Chief (Engineering) on 11.07.2013 and Mr. L. Khobung MJS (Rtd) has been engaged as Consultant (Legal) in the Commission from 28.01.2013.

7. COMMISSION'S OFFICE

The Joint Electricity Regulatory Commission for Manipur and Mizoram is at present functioning at its office located at **TBL Bhawan, E-18, Peter's Street, Khatla, Aizawl, Mizoram - 796001**. The Office building is arranged by the Government of Mizoram as per the Memorandum of Agreement.

The Commission is also accessible through its website: www.jerc.mizoram.gov.in and has e-mail of jerc.mm@gmail.com



State Advisory Committee Meeting of Mizoram, I&PR Department Conference Hall, Aizawl

CHAPTER – II

ACTIVITIES OF THE COMMISSION (2013-2014)

1. CONSTITUTION OF STATE ADVISORY COMMITTEE

As per the Joint Electricity Regulatory Commission for Manipur and Mizoram (Constitution of State Advisory Committee and its functions) Regulations, 2010, two separate State Advisory Committees, one each for the States of Manipur and Mizoram, were constituted. Notifications issued in this regard are at AnnexuresII & III

The major role of the Advisory Committee, as assigned under Section 88 of the Electricity Act, 2003 is to advise the Commission on

- (i) Major question on Policy.
- (ii) Matters relating to quality, continuity and extent of service provided by the Licensees.
- (iii) Compliances by the Licensees with the conditions and requirements of their Licence.
- (iv) Protection of Consumer interest.
- (v) Electricity supply and overall Standards of performance by Utilities.



13th SAC Manipur, 20th February, 2014 & Determination of ARR & Tariff for FY 2014-15 in respect of Electricity Department, Govt. of Manipur, Hotel Classic Regency Hall, Imphal

2. STATE ADVISORY COMMITTEE MEETING

As per the Regulations, meeting of the State Advisory Committee is to be held once in every quarter for each State.

During the year 2013-14, the Commission organized 5(five) meetings, 2 (two) for Manipur and 3 (three) for Mizoram in both State Capitals as stated below:

2.1 Manipur

- ♦ 12th Meeting of SAC, Manipur was held on 16th December, 2013 at Conference Hall of Hotel Classic, Imphal. The following agenda were discussed:
 1. Five years Service of Regulatory Commission & Power Sector
 2. Power Supply Management

Recommendations made by the Committee are:

1. The Department should carefully monitor the Survey and Investigation being taken up by it through the contractors so as to get the exact picture of consumers within the state early.
2. Installation of Metres should be done as per the scheduled target.
3. Strengthening of infrastructure development taken up, RGGVY also should be completed within the time line fixed.



Public Hearing on determination of ARR & Retail Tariff for FY 2014-15 in respect of Electricity Department, Govt. of Manipur on 20th February, 2014, Hotel Classic, Imphal

4. The Department should inform the public regularly on the Internal Grievances Cell set up by them, through different media.

♦ 13th Meeting of SAC, Manipur was held on 20th February, 2014 at Hotel Classic, Regency Hall, Imphal. The following agenda were discussed:

1. Determination of Retail Tariff for Electricity Department, Manipur.

2.2 Mizoram

♦ The 12th Meeting of SAC was held on 19th August, 2014 at I&PR Department Conference Hall, Treasury Square, Aizawl. The following agenda were discussed:

1. Action taken on the Survey & Investigation of the Consumers
2. Voltage Unbalance in Distribution System

Recommendations by the Meeting are:

- 1) The Committee recommends that the Survey and Investigation taken up by the Department should be completed during the time fixed i.e. current FY 2013-14.
- 2) The Department should carefully monitor the works of contractors on the R-APDRP Scheme.
- 3) The Department have to submit in the next meeting detailed report on unauthorised use of electricity.



13th SAC Mizoram, 5th December, 2013, Aizawl

- 4) The department shall make power purchase plan for the whole year and proposal be submitted to Government to avoid load shedding due to shortage of power in the State.
- ♦ 13th Meeting of SAC was held on 5th December, 2013 at I&PR Department Conference Hall, Treasury Square, Aizawl. The following agenda were discussed:
1. Five Years Service of Regulatory Commission & Power Sector
 2. Power Supply Management

Recommendations are:

- 1) Though the Department has improved much in the power management in the state, more is yet to be done by them and they should try to improve their service to the consumers at all times and also to seek for additional purchase of power during the lean period in consultation with the Government.
- 2) Periodical issue of circular/information through the mass media on the setting up Internal Grievances Redressal Cell and Consumer Grievance Redressal Forum may be done by the Department regularly.
- 3) The Department should seek other source of power generation in the state and not concentrating on hydro generation only.



15th SAC of Mizoram, 22nd May, 2014, Aizawl

- 4) The proposed world bank project funding on augmentation and strengthening of transmission line should be taken up without further delay and sanction from the World Bank be obtained at the earliest for the speedy power development in the state of Mizoram.
- ♦ 14th Meeting of SAC, Mizoram was held on 17th February, 2014 at I & PR Deptt. Conference Hall, Treasury Square, Aizawl. The following agenda were discussed:
1. Determination of Retail Tariff for Power & Electricity Department.
 2. (a) Introduction of smart/highly efficient energy metering system in the State of Mizoram by Power & Electricity Department.
 - (b) Amendment of Mizoram Electricity Licensing Regulation, 2003

3. STATE CO-ORDINATION FORUM & ITS ACTIVITIES

Under proviso (4) of the **Section 166** of the EA 2003, two State Co-ordination Forum, one each for the States of Manipur and another for Mizoram, have been constituted by the respective State Government for the smooth and co-ordinated development of Power Sector in the State. The State Forum consists of the Chairperson and Member of the JERC for M&M, representatives engaged in generation, transmission and distribution of electricity in the respective State.

Notifications on constitutions of Co-ordination Forums are at Annexures IV&V.



13th SAC of Meeting held on 5th December, 2013, Aizawl

During the year 2013-2014, altogether 4 meetings of the State Co-ordination Forum – 2 (two) for Manipur and 2 (two) for Mizoram, were held under Chairmanship of the Chairperson of the Commission.

3.1 Manipur

- ♦ 7th Meeting of Co-ordination Forum of Manipur was held on 17th September, 2013 at Conference Hall of Hotel Nirmala, Imphal. The following agenda were discussed:
 1. To review the progress made upto the FY 2012-2013 in the commercial aspect of the Department after the regulatory system has been introduced in the following items:-
 - (i) Annual progress in category – wise energy sales since the FY2010-11.
 - (ii) Annual progress in revenue collection since the FY 2010-11.
 - (iii) Annual progress in T&D and AT&C losses reduction since the FY 2010-11.
 - (iv) Number of unauthorized use of energy detected and collection of fine imposed since FY 2010-11.
 - (v) Annual performance standards of the following since the FY 2010-11:
 - (a) Number and types of complaints attended and balance to be attended.
 - (b) Percentage of performance achieved on overall standards.
 2. Details of RE generation in Manipur in operation and the effective capacity including subsequent maintenance, etc.



Public Hearing on determination of ARR & Retail Tariff for FY 2014-15 in respect of Electricity Department, Govt. of Manipur on 20th February, 2014, Hotel Classic, Imphal

- ♦ 8th Meeting of Co-ordination Forum of Manipur was held on 20th February, 2014 at Hotel Classic, Regency Hall, Imphal and the following agendas were discussed:
 1. Determination of Retail Tariff and the need for Review and Trueing up.
 2. Up-to-date Status of Load Survey

3.2 Mizoram

- ♦ 6th Meeting of Co-ordination Forum of Mizoram was held on 19th June, 2013 (Wednesday) in the Conference Hall of JERC (M&M) Conference Hall, TBL Bhawan, Khatla, Aizawl.
 1. To review the progress made upto the FY 2012-2013 in the commercial aspect of the Department after the regulatory system has been introduced in the following items:-
 - (i) Annual progress in category – wise energy sales since the FY2010-11.
 - (ii) Annual progress in revenue collection since the FY 2010-11.
 - (iii) Annual progress in T&D and AT&C losses reduction since the FY 2010-11.
 - (iv) Number of unauthorized use of energy detected and collection of fine imposed since FY 2010-11.
 - (v) Annual performance standards of the following since the FY 2010-11:
 - (a) Number and types of complaints attended and balance to be attended.
 - (b) Percentage of performance achieved on overall standards.



Visit of the Commission to Loktak HEP, 105MW on 18th September, 2013

- ♦ 7th Meeting of Co-ordination Forum of Mizoram was held on 14th February, 2014 in the Conference Hall of the Commission at Khatla, Aizawl. The following agenda were discussed:
 1. Determination of Retail Tariff and the need for Review and Trueing up
 2. Up-to-date Status of Load Survey

4. ORGANIZING INTERACTIVE WORKSHOP ON CONSUMER AWARENESS

Under the Electricity Act, 2003, the Commission is mandated to safeguard the interests of the consumers and ensure that all consumers are provided with reliable, safe and uninterrupted power supply at reasonable rates. The Act also provides wide ranging provisions to protect the interest of consumers. It gives electricity consumers statutory right if minimum standards of supply and service. The Commission's approach to consumer protection has been proactive and in order to fulfil its legal obligation, the Commission has undertaken a number of steps to empower electricity consumers. In the interest of the consumers who are yet to realize that their interests and expectations are well protected by the EA 2003 and relevant Regulations, the Commission organized series of Interactive Workshop on "Electricity Consumers Awareness" at suitable public places in Manipur and Mizoram in association with the Service Providers, Journalists, Consumers' Union, Intellectual circle, Senior Citizens and other voluntary organizations.



Public Hearing on grant of Intra-State Trading License in Manipur to M/S Eternity Partners held on 17th September, 2013 at Imphal, Hotel Nirmala Conference Hall

The Commission contemplated to keep up the same tempo for another couple of years so that the consumers could gain the basic knowledge of power supply management. Accordingly, 5(five) workshops were conducted by different empanelled organizations as given below:

Mizoram

- ♦ 27th November, 2013 at Central Hall, Venghlui, Aizawl organised by Mizoram Consumers' Union.
- ♦ 10th December, 2013 at Synod Conference Hall, Lunglei, organised by Peoples Right of Information and Development Implementing Society of Mizoram (PRISM).
- ♦ 11th December, 2013 at New Skylinks Vision, Saiha, organised by Peoples Right of Information and Development Implementing Society of Mizoram (PRISM).

Manipur

- ♦ 15th November, 2013 at Grace Reach Academy, Lai Panganba, Hiyanglam organised by Elangbam Tondonbi Singh Memorial Charitable Trust (EMTC - Trust).
- ♦ 18th November, 2013 at Cambridge Higher Secondary School Hall, Khergao. Organised by Mass Education & Social Development Organisation (MESDO).



Public Hearing on determination of ARR & Retail Distribution Tariff, Wheeling Charges for Open Access Consumer and Annual Transmission charges for FY 2014-15 in respect of Power & Electricity Department, Govt. of Mizoram on 17th February, 2014, Aizawl, I&PR Department Conference Hall

5. TARIFF ORDERS

For the third time, the Commission issued Tariff Orders for FY 2014-15 on 28th February, 2014 for the Electricity Department, Manipur and the P&E Department, Mizoram respectively. The Tariff Orders shall remain effective till the next tariff orders are issued.

6. ISSUE OF INTRASTATE TRADING LICENCE

M/s Eternity Partners, a Company registered with the Registrar of Firms, Government of Mizoram, Aizawl, under the Companies Act, 1956, has filed an application before the Commission on 10th October, 2012 for grant of Licence for Intra-State Trading of Electricity in Manipur.

Preliminary examination of the Application has revealed that the application has been submitted in accordance with JERC for M&M (Procedure, Terms and Conditions for Grant of Intra-State Trading License and other Related Matters) Regulations, 2010, and also found to be acceptable for consideration of issuing Intra-State Trading License for trading of electricity in the State of Manipur is permitted.

A public hearing, as required by Regulation 15 of the JERC for M&M (Procedure, Terms and Conditions for Grant of Intra-State Trading License and other Related Matters) Regulations, 2010, was arranged on 17th September, 2013 through wide publication. The Presidents, General Secretaries of Voluntary Organisations, Social Workers and Academicians were also invited to take part in the public hearing.



13th SAC of Manipur Meeting in Progress held on 20th February, 2014

The Commission issued Order on 21st November, 2013 directing that the licence for Intra-State Trading for the trade volume indicated in its petition, within the State of Manipur is permitted.

The issue of licence shall be subject to the petitioner complying with the provisions of the EA, 2003, Rules framed by the Appropriate Government and Regulations as framed by the Commission from time to time in all respects.

7. MEMBERSHIP OF THE FORUM OF REGULATORS FORUM OF INDIAN REGULATORS AND FORUM OF REGULATORS FOR EASTERN AND NORTH EASTERN STATE

The Forum of Regulators (FOR) was constituted by the Government of India where all Chairpersons of SERCs are only the members as per provisions of the Electricity Act, 2003, the Forum of Indian Regulators (FOIR) was constituted under the Societies Act where all Chairpersons and Members of SERCs are the member of the FOIR. The Secretariat of the FOR and FOIR located at the Central Electricity Regulatory Commission, New Delhi. The Forum provides avenue for exchange of views and information among Indian Electricity Regulators and preparation of common ground and agenda in respect of various regulatory issues. The Forum of Regulators for Eastern and North Eastern States is a Society for the Eastern and North Eastern States Regulatory Commission which is presently located in the Office of the Odisha Electricity Regulatory Commission (OERC) and the Chairperson of the OERC is the Chairperson of the Forum. This can be changed on rotational basis every year as decided by the Members.



Meeting of the 6th Co-Ordination Forum of Mizoram held in 19th June, 2013 at Aizawl, Conference Hall of the Commission

The Annual subscription for Membership of the Forum of Indian Regulators is Rs. 100,000.00, for the Forum of Regulators is Rs. 300,000.00 and for Forum of Regulators for Eastern and North Eastern States is Rs. 100,000.00.

The Annual subscription for FOR, FOIR and FORENS are paid upto 2013-14.

8. ESTABLISHMENT OF COMMISSION FUND

(1) Section 102 of Electricity Act, 2003 : Grants and Loans by the State Government:-

The State Government may, after due appropriation made by Legislature of a State in this behalf, make to the State Commission grants and loans of such sums of money as that Government may consider necessary.

(2) Section 103 of Electricity Act, 2003 : Establishment of Fund by the State Government:-

There shall be constituted a Fund to be called the State Electricity Regulatory Commission Fund and there shall be credited thereto-

- (a) any grants and loans made to the State Commission by the State Government under section 102;
- (b) all fees received by the State Commission under this Act;
- (c) all sums received by the State Commission from such other sources as may be decided upon by the State Government.



11th SAC of Manipur, 16th September, 2013, Imphal, Manipur

(3) The Fund shall be applied for meeting:-

- (a) The Salary, Allowances and other remuneration of the Chairperson, Members, Secretary, officers and other employees of the State Commission;
- (b) The expenses of the State Commission in discharge of its functions under Section 86;
- (c) The expenses on objects and for purposes authorised by this Act,

(4) The State Government may, in consultation with the Comptroller and Auditor-General of India, prescribe the manner of applying the Fund for meeting the expenses specified in clause (b) or clause (c) of sub-section (2).

(5) The Commission, JERC (M&M) is at present functioning with the Government grant and receipts in terms of fees & fines from other sources to meet the expenditure on salary and other establishment expenditure. Audit and a Fund Rules of the Commission is under active consideration of the Government of India and shall be notified by them very shortly.

9. REGULATORY DISPUTES

No Regulatory dispute was encountered by the Commission during the year under report.



Members of the 11th SAC of Manipur, 16th September 2013, Imphal

10. CONSUMER GRIEVANCE REDRESSAL FORUM (CGRF)

As required by the proviso (5) of the Section 42 of the Electricity Act, 2003, the Commission has already notified Regulations on Consumer Grievance Redressal and directed the State Power Departments to set up Internal Grievance Redressal Cells (IGRC) and Consumer Grievance Redressal Forum (CGRF) at suitable locations and also to draw the awareness of all consumers of grievance redressal mechanism through wide publication in local newspapers / media.

Accordingly, both the Integrated Utilities of Manipur and Mizoram have set up one CGRF for each of the States at their respective head offices at Imphal and Aizawl respectively and made them functional.

In addition, 18 Nos. of IGRC(s) have also been set up at different places of Manipur by the Electricity Department, Manipur and 15 Nos. of similar cells have also been made functional at different level in Mizoram by the P&E Department.

11. ELECTRICITY OMBUDSMAN

As provided by the sub-section 6 of section 42 of the Electricity Act 2003 and as required by Regulation 3(2) of the Joint Electricity Regulatory Commission for Manipur and Mizoram (Electricity Ombudsmen) Regulations, 2010, Mr. L.Pachhuau, Chief (Engineering) of the Commission has been designated as Electricity Ombudsman for Manipur and Mizoram as an interim arrangement.

No Complains/Petitions have been filed to the Electricity Ombudsmen during the period under Report.

12. STANDARD OF PERFORMANCE

The Commission had issued Standard of Performance Regulation for Distribution in the year 2010 wherein compensation for non-compliance of the Regulation was also stipulated.

All the licensees reported to have implemented the Standards of Performance Regulation issued by the Commission. The Commission also directed all distribution licensees to display the abstract of the regulation showing nature of service, standards of performance and amount payable to affected consumers etc, in the offices of the licensees for information of the consumers. The details of the Standards of Performance are given in Annexure-X.

13. ACTIVITIES OF THE COMMISSION IN 2012-13

As per the functions of the Commission specified under Section 86 of the Electricity Act 2003, the following are the main activities of the Commission during the year.

| Section of EA 2003 | Functions specified | Activities during the year |
|--------------------|--|---|
| 86(1)(a) | Determination of tariff for generation, supply, transmission and wheeling of electricity | Tariff orders issued for both Manipur & Mizoram. |
| 86(1)(b) | Regulation of electricity purchase and procurement process of distribution licensee | Regulations made and notified. |
| 86(1)(c) | Facilitation of intra state transmission and wheeling of electricity | Transmission and Wheeling charges are determined in tariff order for Mizoram and yet to be determined for Manipur. |
| 86(1)(d) | Issue of licence | There are two deemed licensees in the States of Manipur i.e. P&E Deptt, Mizoram and Electricity Deptt Manipur besides trading licence in both the States. |
| 86(1)(e) | Promotion of co-generation and renewable sources of energy | RPO has been fixed for the distribution licensees/ captive/open access consumers. REC is introduced. |
| 86(1)(f) | Adjudicate upon disputes | No disputes received. |
| 86(1)(g) | Levy of fee | Fee as per the provisions of the Regulations is being collected. |
| 86(1)(h) | Specify State Grid Code | The existing State Grid Code is under modification. |
| 86(1)(i) | Enforcement of Standards | The quality, continuity and reliability of services by licensees are being monitored on a regular basis. |
| 86(1)(j) | Advisory Role | State Advisory Committee and Co-ordination Forum meetings are held regularly. |
| 86(1)(k) | Ensuring transparency in the functioning of the Commission | Public hearing and written comments/ suggestions are invited in respect of petitions filed for tariff revision and issue of other important Orders and Regulations. |
| 86(1)(l) | Commission to be guided by NEP and Tariff Policy | The Commission has been following the broad guidelines, provisions of NEP and Tariff Policy in discharge of its mandated functions. |

14. LEGAL INFORMATION

The Commission subscribed law journals/reports/Collected CDs to update information on latest judicial precedents/legislative developments. It gathered relevant information on Acts, Rules, Regulations and Orders on legal and regulatory matters relating to electricity. Relevant Orders of High Courts, Supreme Court, Central Electricity Regulatory Commission (CERC), Appellate Tribunal for Electricity (ATE), Rules and Notifications of Govts. of Manipur, Mizoram and Govt. of India.

15. SLDC TO FUNCTION AS INDEPENDENT SYSTEM OPERATOR (ISO)

Section 31 and 32 of the Electricity Act, 2003 contemplate SLDC as an Independent Apex Body to ensure integrated operation of the power system in the State. The Act also provides for financial independence of SLDC under Section 32 (3) by way of levy and collection of fees and charges from generating companies and the licensees using the Intra-State transmissions network. Joint Electricity Regulatory Commission for Manipur & Mizoram formulated, the Joint Electricity Regulatory Commission for Manipur & Mizoram (Fees and Charges of SLDC and other Related matters) Regulations, 2010 for implementation of levy of annual fee and charges for SLDC functions in Manipur & Mizoram.



*The Commission with Officers of NHPC on 18th September, 2013
at Loktak NHPC Headquarters, Moirang, Manipur*

CHAPTER - III

1. HUMAN RESOURCE DEVELOPMENT

During the period reported, the Commission and its Officer have attended various Capacity Building Training and Meeting at various venues conducted by FOR, etc.

The list of the Meetings, Seminars, etc attended is at Annexure – VI.

2. ACCOUNTS OF THE COMMISSION

The Commission received another Grant-in-Aid amounting to Rs **29,139,526.00/-** from the State Governments of Manipur and Mizoram for utilization during April, 2013 to March, 2014.

The details Statement of Receipts and Payments thereof are as below:

RECEIPTS & PAYMENTS ACCOUNTS FOR THE YEAR 2013-2014 (APR,2013-MAR,2014)

| S/N | Receipt | Amount (Rs.) | S/N | Payment | Actual Expenditure (Rs.) |
|-----|---------------------------------------|--------------|-----|---|--------------------------|
| | To- | | | By - | |
| 1 | OB | | 1 | Pay and allowances : | |
| | Bank Balance | 2,869,526.00 | | i) Chairperson & Member | 2,427,519.00 |
| | Cash | | | ii) Officers & Staff | 7,902,954.00 |
| 2 | GIA received from Manipur on 27.9.13 | 7,800,000.00 | | Remittances: i) GPF | 412,022.00 |
| | | | | ii) SGEGIS:IF | 640.00 |
| 3 | GIA received from Mizoram on 18.10.13 | 2,467,000.00 | | SF | 1,280.00 |
| | | | | iii) HBA (LIC) recovery | 16,548.00 |
| | GIA received from Manipur on 27.1.14 | 3,900,000.00 | | iv) Licence Fee | 4,400.00 |
| | | | | v) Staff contrn. to NPS/EPF | 352,715.0 |
| | GIA received from Mizoram on 19.3.14 | 4,748,000.00 | 2 | Matching Contrn. to NPS/EPF | 357,053.00 |
| | GIA received from Mizoram on 24.3.14 | 5,920,000.00 | 3 | Employees Retirement & Terminal Benefit | 42,433.00 |
| | | | 4 | Allowances & Bonus / CEA | 192,146.00 |
| | GIA received from Manipur on 31.3.14 | 1,435,000.00 | 5 | Rent/Rates/Taxes | 0.00 |
| | | | 6 | Insurance | 22,547.00 |
| | | | 7 | Medical Treatment | 1,117,685.00 |
| | | | 8 | Travelling Expenses | 1,020,636.00 |
| | | | 9 | L.T.C | 72,853.00 |

| | | | | | |
|--|--------------------|----------------------|----|---|----------------------|
| | | | 10 | Wages | 1,579,170.00 |
| | | | 11 | Electricity & Power | 24,734.00 |
| | | | 12 | Water Charges | 397.00 |
| | | | 13 | Repair and Maintenance :- | 0.00 |
| | | | | i) Furniture & Fixtures | 0.00 |
| | | | | ii) Machinery & Equipment | 18,888.00 |
| | | | | iii) Building | 8,520.00 |
| | | | 14 | Vehicle running & Maint. | 114,423.00 |
| | | | 15 | Postage | 30,916.00 |
| | | | 16 | Telephone & Communications | 189,464.00 |
| | | | 17 | Printing | 92,300.00 |
| | | | 18 | Publication | 0.00 |
| | | | 19 | Newspaper/Periodicals | 58,999.00 |
| | | | 20 | Expenses on Fee | 100,000.00 |
| | | | 21 | Advertisement & Publicity | 225,940.00 |
| | | | 22 | Stationery | 169,035.00 |
| | | | 23 | Petrol & Lubricants | 141,156.00 |
| | | | 24 | Books | 3,811.00 |
| | | | 25 | Seminars & Workshop | 353,101.00 |
| | | | 26 | Subscription Fee | 407,750.00 |
| | | | 27 | Travelling & Conveyance (Hire of Conveyance) | 236,960.00 |
| | | | 28 | Leave Salary & Pension Contributions | 248,450.00 |
| | | | 29 | Furniture & Fixtures | 0.00 |
| | | | 30 | Machinery & Equipment | 96,030.00 |
| | | | 31 | Motor Vehicle | 2,622,516.00 |
| | | | 32 | Consultancy Charges | 1,800,193.00 |
| | | | 33 | Other Office Expenses | 296,439.00 |
| | | | | Total Payment | 22,762,623.00 |
| | | | | Bank Balance | 6,376,903.00 |
| | GRAND TOTAL | 29,139,526.00 | | GRAND TOTAL | 29,139,526.00 |

Note: The saving is due to untimely and late receipts of the GIA from the participating States and inability of the Joint Commission to fill up the vacant posts due to unavailability of eligible candidates

3. REGULATION

In exercise of the power conferred under sub-section (2) of Section 181 of the Electricity Act, 2003, the Commission has so far published 22 (Twenty-two) Nos of Regulations in the State gazettes of Manipur and Mizoram. As required by the Electricity Act, 2003 each of these Regulations was notified and kept open for obtaining views and suggestions from interested groups and individuals, before they are finally published.

The list of regulations so far notified are indicated at Annexure –IX.

CHAPTER – IV

BASIC ELECTRICITY STATISTICS

Table-I: Category wise Consumers and Connected load

Manipur

| Sl. No. | Category | 2011-2012 | | 2012-2013 | | 2013-2014 (Prov.) | |
|---------|----------------------------|-----------------|---------------------|-----------------|---------------------|-------------------|---------------------|
| | | No. of Consumer | Connected Load (kW) | No. of Consumer | Connected Load (kW) | No. of Consumer | Connected Load (kW) |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 1 | Domestic | 185111 | 191736 | 200913 | 277042 | 186877 | 318474 |
| 2 | Commercial | 10498 | 21893 | 11247 | 20194 | 11821 | 22213 |
| 3 | Public Lighting | 740 | 3097 | 493 | 1324 | 459 | 1390 |
| 4 | Public Water Works | 150 | 7715 | 160 | 21589 | 175 | 22668 |
| 5 | Irrigation and agriculture | 64 | 781 | 63 | 496 | 66 | 550 |
| 6 | Small Industry | 1837 | 15583 | 2194 | 16042 | 2382 | 17408 |
| 7 | Medium Industry | 431 | | 129 | 1621 | 106 | 1758 |
| 8 | Large Industry | 19 | | 11 | 9174 | 15 | 11001 |
| 9 | Bulk Supply | 500 | 41959 | 543 | 44592 | 610 | 46202 |
| | Total | 199350 | 288878 | 215753 | 392074 | 202511 | 441664 |

Mizoram

| Sl. No. | Category | 2011-2012 | | 2012-2013 | | 2013-2014 (Prov.) | |
|---------|----------------------------|-----------------|---------------------|-----------------|---------------------|-------------------|---------------------|
| | | No. of Consumer | Connected Load (kW) | No. of Consumer | Connected Load (kW) | No. of Consumer | Connected Load (kW) |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 1 | Domestic | 171354 | 193836 | 177168 | 201551 | 186877 | 221706 |
| 2 | Commercial | 4950 | 18187 | 6417 | 22997 | 6738 | 25290 |
| 3 | Public Lighting | 763 | 1545 | 579 | 1227 | 608 | 1350 |
| 4 | Irrigation and agriculture | 16 | 103 | 18 | 119 | 19 | 130 |
| 5 | Public Water Works | 38 | 29621 | 45 | 38250 | 47 | 42075 |
| 6 | LT Industrial | 599 | 5203 | 622 | 4110 | 653 | 4520 |
| 7 | HT Industrial | 11 | 2199 | 12 | 7361 | 13 | 8097 |
| 8 | Bulk Supply | 213 | 25679 | 230 | 28465 | 242 | 31310 |
| | Total | 177944 | 276373 | 185091 | 304080 | 195197 | 334478 |

Source: Tariff Orders

Table-II: Growth of Energy Consumption

Figures in MU

| Sl. No. | Category | 2011-12 (Actual) | 2012-13 (Actual) | 2013-14 (Provisional) |
|-----------|----------------------------|------------------|------------------|-----------------------|
| 1 | 2 | 3 | 4 | 5 |
| A. | Manipur | | | |
| 1 | Domestic | 173.72 | 203.75 | 238.21 |
| 2 | Commercial | 27.20 | 30.82 | 35.86 |
| 3 | Public Lighting | 4.08 | 4.78 | 4.98 |
| 4 | Public Water Works | 20.17 | 23.60 | 27.31 |
| 5 | Irrigation and Agriculture | 0.83 | 1.59 | 2.85 |
| 6 | Small Industry | 14.48 | 17.24 | 20.53 |
| 7 | Medium Industry | 2.92 | 2.36 | 2.08 |
| 8 | Large Industry | 11.86 | 13.93 | 16.36 |
| 9 | Bulk Supply | 68.48 | 80.45 | 94.12 |
| 10 | Temporary Power Supply | 1.10 | 0.54 | 0.52 |
| | Total(A) | 324.84 | 379.06 | 442.82 |

| Sl. No. | Category | 2011-12 (Actual) | 2012-13 (Actual) | 2013-14 (Provisional) |
|-----------|----------------------------|------------------|------------------|-----------------------|
| 1 | 2 | 3 | 4 | 5 |
| B. | Mizoram | | | |
| 1 | Domestic | 170.92 | 197.59 | 217.35 |
| 2 | Commercial | 18.89 | 21.10 | 23.21 |
| 3 | Public Lighting | 6.04 | 5.36 | 5.90 |
| 4 | Public Water Works | 36.28 | 37.23 | 40.95 |
| 5 | Irrigation and Agriculture | 0.10 | 0.08 | 0.09 |
| 6 | Industrial(LT) | 1.76 | 1.81 | 1.99 |
| 7 | Industrial(HT) | 0.33 | 1.47 | 1.62 |
| 8 | Bulk Supply | 17.31 | 21.48 | 23.63 |
| 9 | Temporary Power Supply | 0.43 | 0.47 | |
| | Total(B) | 252.06 | 286.59 | 314.74 |

Source: Tariff Orders

**Table-III: Growth of Per Capita Consumption of Electricity
(based on energy sold)**

| Sl. No. | Year | Population at the end of FY (No.) | Mid-Year Population (No.) | Energy consumption (MU) | Per Capita Consumption (kWh/head/annum) |
|--|----------------|-----------------------------------|---------------------------|-------------------------|---|
| 1 | 2 | 3 | 4 | 5 | 6 |
| A. | Manipur | | | | |
| 1 | 2007-08 | 2572296 | | | |
| 2 | 2008-09 | 2621181 | 2596739 | 197.22 | 75.95 |
| 3 | 2009-10 | 2670995 | 2646088 | 211.69 | 80.00 |
| 4 | 2010-11 | 2721756 | 2696376 | 271.10 | 100.54 |
| 5 | 2011-12 | 2772517 | 2747137 | 324.84 | 118.25 |
| 6 | 2012-13 | 2824224 | 2798371 | 379.06 | 135.46 |
| 7 | 2013-14(Prov) | 2876896 | 2850560 | 442.82 | 155.34 |
| <i>Note: Population is worked out based on Decadal growth rate of 18.65% as per Census 2011.</i> | | | | | |
| B. | Mizoram | | | | |
| 1 | 2007-08 | 1018140 | | | |
| 2 | 2008-09 | 1041874 | 1030007 | 165.38 | 160.56 |
| 3 | 2009-10 | 1066161 | 1054018 | 190.70 | 180.93 |
| 4 | 2010-11 | 1091014 | 1078588 | 237.56 | 220.25 |
| 5 | 2011-12 | 1115867 | 1103441 | 252.06 | 228.43 |
| 6 | 2012-13 | 1141286 | 1128577 | 286.59 | 253.94 |
| 7 | 2013-14(Prov) | 1167284 | 1154285 | 314.74 | 272.67 |
| <i>Note: Population is worked out based on Decadal growth rate of 22.78% as per Census 2011.</i> | | | | | |

Table-IV: Trend of Transmission & Distribution Losses

| (MU) | | | | |
|-----------|----------------------------------|---------|---------|-----------------------|
| Sl. No. | Particulars | 2011-12 | 2012-13 | 2013-14 (Provisional) |
| 1 | 2 | 3 | 4 | 5 |
| A. | Manipur | | | |
| 1 | Energy import at State periphery | 499.77 | 543.95 | 606.59 |
| 2 | Energy sold within the State | 324.84 | 379.06 | 442.82 |
| 3 | T&D Losses | 174.93 | 164.89 | 163.77 |
| 4 | Percentage T&D Losses | 35.00% | 30.31% | 27.00% |
| B. | Mizoram | | | |
| 1 | Energy import at State periphery | 386.53 | 408.27 | 451.03 |
| 2 | Energy sold within the State | 252.06 | 286.59 | 314.74 |
| 3 | T&D Losses | 134.47 | 121.68 | 136.29 |
| 4 | Percentage T&D Losses | 34.79% | 29.80% | 30.22% |

Source: Tariff Orders

Table-V: Impact of Man power on Tariff

| Sl. No. | Year | No. of Employee at the end of FY (No.) | Employee Cost (Rs in crore) | Intra-state Energy Sold (MU) | Employee cost per unit of sale (Rs per unit sold) |
|-----------|----------------|--|-----------------------------|------------------------------|---|
| 1 | 2 | 3 | 4 | 5 | 7 |
| A. | Manipur | | | | |
| 1 | 2008-09 | 3687 | 46.92 | 197.22 | 2.38 |
| 2 | 2009-10 | 3725 | 47.53 | 211.69 | 2.25 |
| 3 | 2010-11 | 3621 | 72.21 | 271.10 | 2.66 |
| 4 | 2011-12 | 3462 | 84.40 | 324.84 | 2.60 |
| 5 | 2012-13 | 3312 | 88.62 | 379.06 | 2.34 |
| 6 | 2013-14(Prov.) | 3162 | 105.37 | 442.82 | 2.38 |
| B. | Mizoram | | | | |
| 1 | 2008-09 | 4645 | 57.08 | 165.38 | 3.45 |
| 2 | 2009-10 | 4597 | 61.64 | 190.70 | 3.23 |
| 3 | 2010-11 | 4589 | 61.68 | 237.56 | 2.60 |
| 4 | 2011-12*** | 4575 | 72.00 | 252.06 | 2.86 |
| 5 | 2012-13 | 4623 | 54.73 | 286.59 | 1.91 |
| 6 | 2013-14(Prov.) | 4594 | 56.73 | 314.74 | 1.80 |

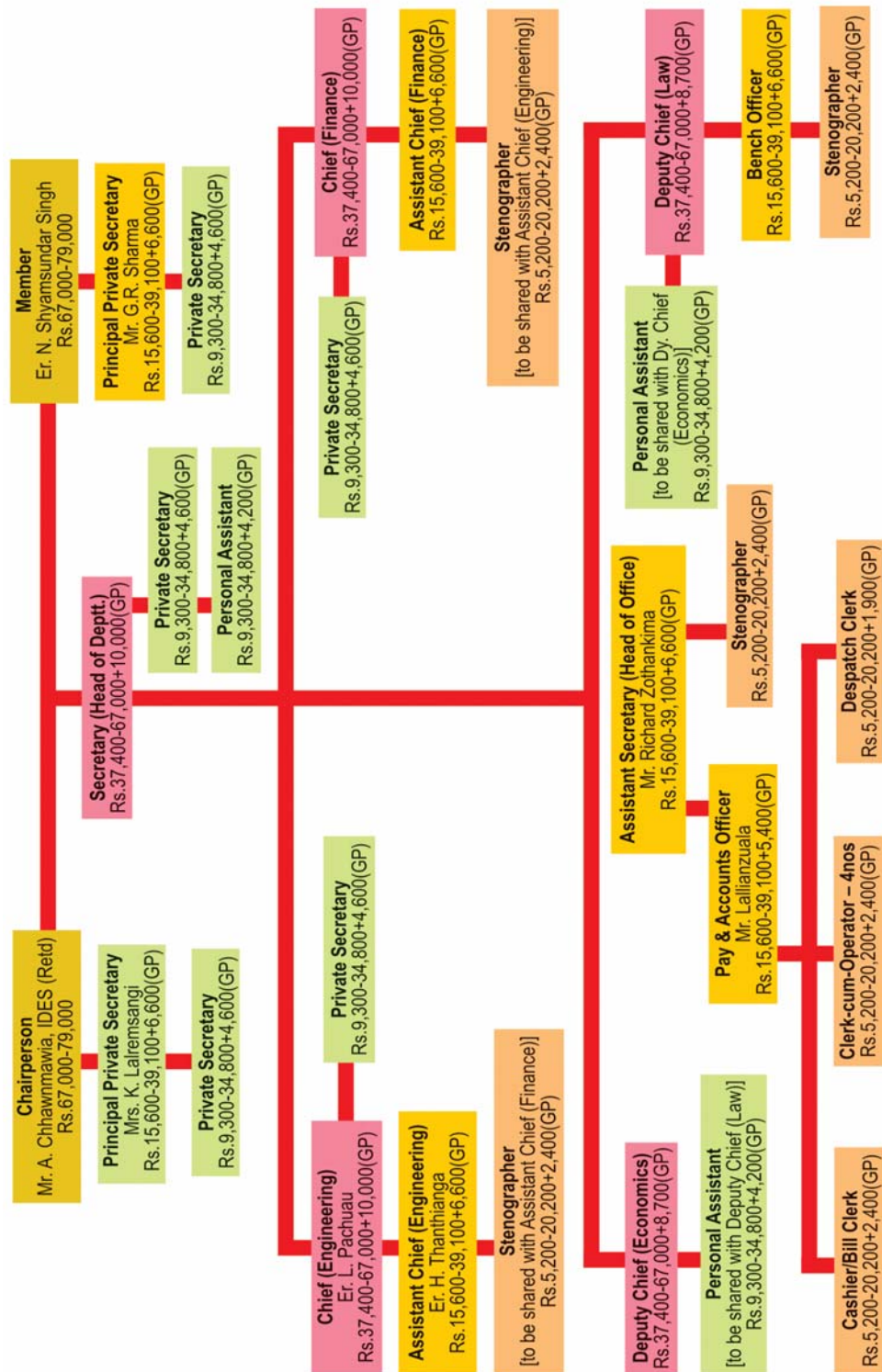
***Data given here supersedes data furnished in the Annual Report for 2012-13

Source: Tariff Orders and Tariff Petitions



14th SAC of Manipur, 19th May, 2014, Hotel Classic, Imphal

ORGANISATION CHART OF JOINT ELECTRICITY REGULATORY COMMISSION FOR MANIPUR AND MIZORAM





MANIPUR GAZETTE

**EXTRAORDINARY
PUBLISHED BY AUTHORITY**

No. 103

Imphal, Thursday, July 18, 2013

(Asadha 27, 1935)

**JOINT ELECTRICITY REGULATORY COMMISSION
FOR MANIPUR AND MIZORAM
AIZAWL : MIZORAM**

NOTIFICATION

Dated Aizawl, the 8th July 2013

No. H. 11019/3/08-JERC : In pursuance of Section 87 of the Electricity Act, 2013 and provisions under the Joint Electricity Regulatory Commission for Manipur and Mizoram (Constitution of State Advisory Committee and its Functions) Regulations, 2010, the Joint Electricity Regulatory Commission for Manipur and Mizoram hereby reconstitutes the State Advisory Committee for the State of Manipur with the following composition. The term of the Committee shall be for a period of 2 (two) years with effect from the date of issue of this Notification.

1. Chairperson, JERC for Manipur and Mizoram Ex-officio Chairman
2. Member, JERC for Manipur and Mizoram Ex-officio Member
3. Secretary, Consumer Affairs, Food and Civil Ex-officio Member
Supplies Department, Govt. of Manipur
4. Director, Industries Department, Govt. of Manipur Member
5. Director, Manipur Renewable Energy Development Member
Agency (MANIREDA), Takyel, SAI Road.
6. Director, Agriculture Department, Govt. of Manipur Member
7. Dr. Ch. Ibohal Meitei, Professor Member
Manipur Institute of Management Studies
Manipur University, Canchipur - 795003

8. Dr. L. Sadananda Singh, General Secretary Member
Senior Citizens for Society, Singjamei Mathak
Chongtham Leikai, Imphal
9. Mr. Elangbam Dolendra Singh, Advisor Member
All Manipur Power Consumers' Association
Wangkhei Meihoupham, Lampak, Imphal
10. Mr. Irengbam Arun, Senior Journalist, Member
All Manipur Working Journalists' Union
Manipur Press Club Building, Majorkhul, Imphal
11. Mr. S. Rishikumar Singh, President Member
All Manipur Entrepreneurs' Association
Takyel Industrial Estate, Imphal
12. President, Consumers' Club, Manipur Member
Paona Bazar, Diamond Gali, Imphal West-1
13. Dr. Chongtham Narendra Singh (Advocate), Member
Former President, District Consumer Redressal Forum
(Imphal), Keisamthong Top-Leirak, Imphal - 795001
14. Mr. G. Khupchinpau (Advocate), Member
New Lamka, Churachandpur District, Manipur
15. Mr. Dili, Social Worker Member
Karong Village, Senapati District, Manipur
16. Mr. S.K. Sunny Lamkang, Social Worker Member
Daapi Village, Chandel District, BPO Chandel, Manipur
17. Mr. Basantakumar Wareppa, Programme Executive Member
Human Right Alert, Kwakeithel Thiyam Leikai, Imphal
18. Mrs. Shijagurumayum Sadhana Devi, Member Member
District Consumer Redressal Forum (Bishnupur)
Moirankhom, Imphal - 795001
19. Dr. M. Binota Devi Member
Associate Professor, Department of Economics
Imphal College, Imphal - 795001
20. Dr. Lucy Jajo Symray, Member Secretary
Associate Professor, Department of Economics
DM College of Arts, Imphal - 795001
21. Secretarty, JERC for Manipur and Mizoram

By order of the Commission
Sd/- RICHARD ZOTHANKIMA
 Assistant Secretarty



The Mizoram Gazette

EXTRAORDINARY
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NOTIFICATION

No. H. 11019/3/08-JERC the 8th August, 2011. In pursuance of Section 87 of the Electricity Act, 2003 and provisions under the Joint Electricity Regulatory Commissions for Manipur and Mizoram (Constitution of State Advisory Committee and its Function) Regulations, 2010, the Joint Electricity Regulatory Commissions for Manipur and Mizoram hereby reconstitutes the State Advisory Committee for the State of Mizoram with the following composition. The Term of the Commission shall be for a period of 2 (two) years with effect from the date of issue of this Notification

1. Chairperson, JERC for Manipur and Mizoram Ex-officio Chairman
2. Member, JERC for Manipur and Mizoram Ex-officio Member
3. Secretary Ex-officio Member
Food, Civil Supplies and Consumer Affairs Department
Govt. of Mizoram
4. Secretary, Power and Electricity Department Member
5. Engineer-in-Chief, PHE Department Member
6. Director, Industry Department Member
7. Director, Trade and Commerce Department Member
8. Chief Executive Officer, Aizawl Municipal Council Member

9. Director, Mizoram Electricity Development Agency Member
10. President, Member
Mizoram Chamber of Industries and Commerce
11. President Member
Mizoram Consumers' Union Gen. Hqrs., Aizawl
12. President Member
Mizoram Hmeichhe Insuihkhawm Pawl Gen. Hqrs., Aizawl
13. President Member
Central Young Mizo Association
14. President Member
All Mizoram Farmers' Union Gen. Hqrs., Aizawl
15. President Member
Mizoram Upa Pawl Gen. Hqrs., Aizawl
16. Er. B. Lalrinliana, Rtd., Chief Engineer, P&E Department Member
17. Prof. H.J. Lalramnghinglova Member
Deptt. of Env. Sciences, Mizoram University
18. Director, Transport Department Member
19. Director, LAD Member
20. Mr. Rualkhuma Hmar, Advocate, College Veng Member
21. Mr. C. Lalrambuatsaiha, President Member
Mizoram Journalists' Association, Gen. Hqrs. Chanmari
22. Secretary, JERC for Manipur and Mizoram Member Secretary

By Order of the Commission

Sd/- A. CHHAWNMAWIA
Secretary

**GOVERNMENT OF MANIPUR
SECRETARIAT : POWER DEPARTMENT**

ORDERS BY THE GOVERNMENT : MANIPUR

Imphal, the 20th October, 2010

No.9/8/2009-Power: In partial modification of this Government order of even number dated 5.1.2010, the Governor of Manipur is pleased to re-constitute a **“Co-ordination Forum”** consisting of the following members with immediate effect and until further orders:

- | | |
|--|----------|
| 1. Chairman | Chairman |
| Joint Electricity Regulatory Commission (Manipur & Mizoram) | |
| 2. Member | Member |
| Joint Electricity Regulatory Commission (Manipur & Mizoram) | |
| 3. Chief Engineer (Power) | Convener |
| Electricity Department, Manipur | |
| 4. Director, MANIREDA, Imphal | Member |

Periodicity of the Forum of meeting shall be in February and August of every year.

The function of the Forum shall be as follows:

- a) To facilitate attracting adequate investment for development of the power system in the state
- b) To facilitate smooth and reliable operation of the State Grid at intrastate level
- c) To facilitate connectivity to the grid for generating companies and to the distribution companies and open access to the transmission and distribution system for licensee/beneficiaries and open access customers
- d) To deliberate and evolve consensus on any other aspect of the development of power system as referred to the forum by the State Government.

By Orders & in the name of Governor
Sd/- L.P. GONMEI
Principal Secretary (Power)
Government of Manipur

**GOVERNMENT OF MIZORAM
SECRETARIAT : POWER DEPARTMENT**

NOTIFICATION

Dated Aizawl the 12th July, 2010

No.B.16012/27/2008-P&E/Pt.III : In continuation of this Notification of even No. dt.5.8.2009, the Governor of Mizoram is pleased to designate Engineer-in-Chief (P&E) as Member-Convener in the State Co-Ordination Forum

Consequence to the above, the composition of the State Co-Ordination Forum for Mizoram will be as below :

1. Chairperson : Chairman, JERC
2. Member-Convener : Engineer-in-Chief, P&E Department
3. Member : 1) Member, JERC
2) Joint Secretary, P&E Department
3) Director, ZEDA

The State-Co-Ordination Forum may meet at least once in 3 (three) months.

Sd/- JOLLY NEWMAN

Joint Secretary to the Govt. of Mizoram
Power & Electricity Department

Memo No.B.16012/27/2008-P&E/Pt.III

Copy to : 1. Sr. PPS to Chief Secretart, Mizoram

2. Chairman, JERC - Chairperson, State Co-Ordination Forum
3. Member, JERC - Member, State Co-Ordination Forum
4. Engineer-in-Chief (P&E), Member, State Co-Ordination Forum
5. Director, ZEDA - Member, State Co-Ordination Forum
6. Assistant Secretary, JERC for Manipur & Mizoram
with reference to his letter No.H.11019/24/09-JERC dt. 25.6.2010
7. Guard File

Sd/- NGURSAILOVA SAILO

Under Secretary (Tech) to the Govt. of Mizoram
Power & Electricity Department

Annexure – VI

Trainings, Seminars and Meeting Attended

| S/N | Name and Designation | Particulars of Programme | Duration | Venue | Programme Conducted/ Sponsored by |
|-----|--|--|---|--|--|
| 1 | 1. Miss Lalremruati, Steno 2. Mr. M. Surjit Singh, Steno 3. Miss Dolly Saisingpui Sairo, Steno | Training on 'Basic Functional Efficiency for PS/ PAs/Stenographer | 6 th -8 th May, 2014 | ATI, Aizawl | ATI, Govt of Mizoram |
| 2 | 1. Miss Lalremruati, Steno 2. Mr. Joseph K. Hauzel, Clerk-cum-Operator 3. Miss Dolly Saisingpui Sairo, Steno | Training on 'Basic Functional Efficiency in Legal Matters | 13 th -15 th May, 2013 | ATI Aizawl | ATI, Govt. of Mizoram |
| 3 | Er. H. Thanthianga, Assistant Chief (Engineering) | Intermediate Level Training on PSSE Software | 10 th -14 th June, 2013 | NERLDC Conference Room, Shillong, Meghalaya | North Eastern Regional Load Despatch Centre |
| 4 | Er. N. Shyamsundar Singh, Member | One day Seminar on 'Hydropower – Economic Driver' | 1 st July, 2013 | Hotel Classic, Imphal | State Academy of Training, Imphal, Manipur |
| 5 | Mr. A. Chhawnmawia, IDES (Rtd), Chairperson | Conference on the 14 th Regulators & Policy-makers Retreat 2013 | 1 st to 4 th August, 2013 | Goa Marriott Resort & Spa, Goa | IPPAI |
| 6 | Mr. A. Chhawnmawia, IDES (Rtd), Chairperson | 37 th meeting of Forum of Regulators | 21 st August, 2013 | Vigyan Bhawan, New Delhi | Forum of Regulators |
| 7 | Mr. A. Chhawnmawia, Chairperson & Er. N. Shyamsundar Singh, Member | Forum of Indian Regulators | 20 th – 22 nd October, 2013 | Holiday Inn Resort, Goa | Forum of Indian Regulators |
| 8 | Er. N. Shyamsundar Singh, Member | 1 st FORENS meeting | 26 th October, 2013 | Puri, Odisha | Forum of Regulators for Eastern and North Eastern States |
| 9 | Mr. A. Chhawnmawia, IDES (Rtd), Chairperson | 38 th Meeting of Forum of Regulators | 18 th November, 2013 | MANGOLIA Hall, Habitat World, India Habitat Centre, Lodhi Road, N. Delhi | Forum of Regulators |
| 10 | Er. N. Shyamsundar Singh, Member | 2 nd FORENS Meeting | 7 th -8 th February, 2014 | Kaziranga, Assam | Forum of Regulators for Eastern and North Eastern States |
| 11 | Er. L. Pachau, Chief (Engineering) | 6 th Capacity Building Programme for Officers of Electricity Regulatory Commission | 9 th – 15 th February, 2014 | IIT, Kanpur | Forum of Regulators |
| 12 | Mr. Richard Zothankima Assistant Secretary | Conference on Empowering NE India, 2013, Speech on Regulatory Perspective on Power from Bio-mass Sources | 23 rd October, 2013 | Aizawl Mizoram | IPPAI |

Tariff Schedule Applicable for 2013-14 Manipur

| Sl. No. | Category & Consumption Slab | Fixed Charges (Rs/kW or KVA/month) | Energy Charges Rs./kWh/month |
|------------------|-----------------------------------|--|---------------------------------|
| LT SUPPLY | | | |
| 1 | Kutir Jyoti | | |
| | 0 - 15 kwh/Month | 20.00/connection | 1.00 |
| | 0 - Above 15 kwh/Month | 20.00/connection | 1.50 |
| 2 | Domestic Light & Power | | |
| | 0 - 100 kwh/Month | 60.00 | 2.40 |
| | 0 - 200 kwh/Month | 60.00 | 3.00 |
| | 0 - Above 200 kwh/Month | 60.00 | 3.60 |
| 3 | Commercial | | |
| | 0 - 100 kwh/Month | 80.00 | 3.30 |
| | 0 - 200 kwh/Month | 80.00 | 3.90 |
| | 0 - Above 200 kwh/Month | 80.00 | 4.40 |
| 4 | Public Lighting | 60.00 | 4.30 |
| 5 | Public Water Works | 100.00 | 4.30 |
| 6 | Irrigation & Agriculture | 60.00 | 2.50 |
| 7 | Small Industry | 60.00 | 2.50 |
| 8 | Temporary Supply | 80.00 | 4.30 |
| HT SUPPLY | | | |
| 1 | Commercial | 100.00 | 4.00 |
| 2 | Public Water Works | 100.00 | 4.00 |
| 3 | Irrigation & Agriculture | 100.00 | 2.50 |
| 4 | Medium Industry | 100.00 | 3.30 |
| 5 | Large Industry | 100.00 | 3.80 |
| 6 | Bulk Supply | 100.00 | 3.40 |

Note:- The tariff is non-telescopic



Tariff Schedule Applicable for 2013-14 Mizoram

| Sl. No. | Category | Fixed Charges (Rs/kW or KVA/month) | Energy Charges Rs./kWh/month |
|---------|-----------------------|--|---------------------------------|
| 1 | 2 | 3 | 4 |
| 1 | Kutir Jyoti | | |
| i) | (a) 0 - 15 kwh | 10/connection | 1.00 |
| ii) | (b) 0 - 30 kwh | 10/connection | 1.20 |
| iii) | (c) 0 - Above 30 kwh | 10/connection | 1.70 |
| 2 | Domestic | | |
| i) | (a) 0 - 50 kwh | 25 | 1.70 |
| ii) | (b) 0 - 100 kwh | 25 | 2.10 |
| iii) | (c) 0 - 200 kwh | 25 | 2.80 |
| iv) | (d) 0 - Above 200 kwh | 25 | 3.90 |
| 3 | Domestic HT | 30 | 3.30 |
| 4 | Commercial | | |
| i) | (a) 0 - 100 kwh | 50 | 2.60 |
| ii) | (b) 0 - 200 kwh | 50 | 4.00 |
| iii) | (c) 0 - Above 200 kwh | 50 | 4.45 |
| 5 | Commercial HT | 60 | 4.20 |
| 6 | Public Lighting | 50 | 4.75 |
| 7 | PWW LT | 50 | 4.40 |
| 8 | PWW HT | 80 | 4.20 |
| 9 | Irrigation & Agri LT | 20 | 1.20 |
| 10 | Irrigation & Agri HT | 30 | 1.20 |
| 11 | Industrial LT | | |
| i) | 0 - 400 kwh | 50 | 3.00 |
| ii) | 0 - Above 400 kwh | 50 | 3.50 |
| 12 | Industrial HT | 80 | 3.30 |
| 13 | Bulk Supply HT | 80 | 3.30 |

Note:- The tariff is non-telescopic

List of Regulations Framed by the Commission

A. Already notified

1. JERC (Recruitment Control and Service Conditions of Officers and Staff) Regulations, 2008;
2. JERC (Terms & Conditions for Appointment of Consultants) Regulations, 2009;
3. JERC (Procedure, Terms and Conditions for Grant of Distribution Licence and other Related Matters) Regulations, 2010;
4. JERC (Renewable Purchase Obligation and its Compliance) Regulations, 2010;
5. JERC (Term & Conditions for Tariff Determination from Renewable Energy Sources) Regulations, 2010;
6. JERC (Conduct of Business) Regulations, 2010;
7. JERC (Terms & Conditions for Determination of Tariff) Regulations, 2010;
8. JERC (Constitution of State Advisory Committee & its Functions) Regulations, 2010;
9. JERC (Consumer Grievance Redressal) Regulations, 2010;
10. JERC (Citizens Charter) Regulations, 2010;
11. JERC (Electricity Supply Code) Regulations, 2010;
12. JERC (Standard of Performance for Distribution and Transmission Licensees) Regulations, 2010;
13. JERC (Grid Code) Regulations, 2010;
14. JERC (Procedure, Terms & Conditions for Grant of Intra-State Trading Licence and other Related Matters) Regulations, 2010;
15. JERC (Terms & Conditions for Open Access) Regulations, 2010;

16. JERC (Electricity Ombudsman) Regulations, 2010;
17. JERC (Fees, Fines & Charges) Regulations, 2010;
18. JERC (Procedure, Terms & Conditions for payment of fees and charges to SLDC and other related provisions) Regulations, 2010;
19. JERC (Electricity Ombudsman) (First Amendment) Regulations, 2010;
20. JERC (Compliance Audit) Regulations, 2010;
21. JERC (Power Purchase and Procurement) Regulations, 2012;
22. JERC (Demand Side Management) Regulations, 2012;
23. JERC (Electricity Supply Code) Regulations, 2013;

B. Under Draft Stage

1. JERC (Multi Year Tariff) Regulations, 2014;
2. JERC (Standard of Performance for Distribution and Transmission Licensees) Regulations, 2014

Standard of Performance

PART A : GUARANTEED STANDARDS OF PERFORMANCE FOR DISTRIBUTION

Operation of call centre(s)

- 12.1 **First response against a consumer call:** The response time for the consumer call shall be 5 minutes and any delay in the response time beyond standard time allowed shall be subject to compensation as per Schedule-III of these regulations.
- 12.2 **Registration of consumer call and issue of complaint number:** The registration of consumer call after the first response shall be completed in 7 minutes and any delay beyond standard time allowed shall be subject to compensation as per Schedule-III of these regulations.

Restoration of supply

- 12.3 **Normal fuse-off:** Licensee shall restore power supply in the case of normal fuse-off calls, fuses at the distribution transformer or at the consumer premises within 4 hours of receiving the complaint in Class-I Cities, within 6 hours of receiving the complaint in Urban Areas, within 24 hours of receiving the complaint in Rural Areas and within 36 hours of receiving the complaint in Remote Areas.
- 12.4 **Overhead line/cable breakdowns:** In case of overhead line/cable breakdowns, licensee shall ensure restoration of power supply within 24 hours of occurrence of breakdown in Class-I Cities, within 36 hours of occurrence of breakdown in Urban Areas, within 48 hours of occurrence of breakdown in Rural Areas and within 96 hours of occurrence of breakdown in Remote Areas.
- 12.5 **Underground cable breakdowns:** In case of breakdown of underground cable, licensee shall ensure restoration of power supply within 36 hours of occurrence of breakdown in Class-I cities & Urban Areas, within 72 hours of occurrence of breakdown in Rural Areas and within 144 hours of occurrence of breakdown in Remote Areas, after obtaining clearances.

- 12.6 **Distribution transformer failure:** Licensee shall restore supply in the case of distribution transformer failures by replacement of transformer within 48 hours of receiving the complaint in Class-I Cities & Urban Areas, within 5 days of receiving the complaint in Rural Areas and within 10 days of receiving the complaint in Remote Areas.
- 12.7 **Period of scheduled outages:** Interruption in power supply due to scheduled outages, other than the load-shedding, for duration of more than one hour shall be notified by licensee at least 24 hours in advance through newspapers, local TV networks and such interruption shall not exceed 12 hours in a day. Total number of scheduled outages for any 11 kV feeder, shall not exceed more than 4 in a year.

Quality of supply

- 12.8 **Voltage fluctuations:** Licensee shall maintain voltages at the point of commencement of the supply to a consumer within the limits stipulated as under, with reference to the declared voltage:
- (a) In the case of Low Voltage, +6% and -6%;
 - (b) In the case of High Voltage, +9% and -9%; and
 - (c) In the case of Extra High Voltage, +10% and -10%.
- 12.9 The above standards shall be applicable subject to voltage availability at transmission distribution interfaces within the specified limits.
- 12.10 On receipt of a voltage fluctuation complaint, licensee shall verify if the voltage fluctuation is exceeding the limits specified and upon confirmation, licensee shall:
- (a) ensure that the voltages are brought within the specified limits, within 4 days of original complaint provided the fault is identified to a local problem on the transformer;
 - (b) ensure that the voltages are brought within the specified limits, within 15 days of original complaint provided no expansion/enhancement of the network is involved; and
 - (c) resolve the complaint within 120 days, if up-gradation of the distribution system is required.
- 12.11 In cases where substation is required to be erected to resolve voltage fluctuation complaints, licensee shall, within one month of the receipt of such complaint, submit to the Commission a proposal for erection of substation, together with the

time required to complete erection and commissioning of such substation and get the same approved by the Commission. In such cases, licensee is required to inform the consumer about the likely time of resolution of the complaint.

Provided that where such substation is covered in licensee's capital expenditure plan approved by the Commission, licensee shall complete the erection and commissioning of such substation within the time period specified in such capital expenditure plan.

- 12.12 The compensation for industrial and agricultural consumers, who are expected to install capacitors at their end, shall not be paid the compensation if capacitors of adequate capacity are not installed at their premises.

Meter complaints

- 12.13 The licensee shall perform the following meter related activities subject to the provisions provided in the Supply Code and other associated regulations and codes.
- 12.14 Licensee shall inspect and check the correctness of the meter within 4 working days of receiving the complaint in Class-I Cities, within 7 working days of receiving the complaint in Urban Areas, within 15 working days of receiving the complaint in Rural Areas and within 20 days of receiving the complaint in Remote Areas.
- 12.15 Licensee shall replace the non working (stuck up, running slow, faster creeping) meter at its own cost, within 3 working days in Class-I Cities, within 5 working days in Urban Areas, within 15 working days in Rural Areas and within 20 days.
- 12.16 Licensee shall replace at its own cost the burnt out meters within 3 working days of receiving the complaint in Class-I Cities, within 5 working days of receiving the complaint in Urban Areas, within 15 days of receiving the complaint in Rural Areas and within 30 days of receiving the complaint in Remote Areas, if the burning of meter is due to causes attributable to licensee.
- 12.17 If the meter is burnt due to causes attributable to the consumer such as tampering, defect in consumer's installation, meter getting wet, connecting unauthorized additional load, etc., licensee shall serve a notice to the consumer for recovery of cost of the meter within 7 days of detection and shall replace the meter within 15 days of receiving the payment from the consumer and after necessary corrective action is taken to avoid future damage to the meter.

Shifting of meters/service lines

12.18 Wherever the consumer's requests for shifting the service connection in the existing premises or for deviation for the existing lines at their own cost, licensee shall inspect and inform the estimated cost to the consumer within 7 days of receipt of application form in Class-I Cities, within 10 days of receipt of application form in Urban Areas and 15 days of receipt of application form in Rural Areas & Remote Areas.

12.19 The following time schedule shall be observed for completing the works from date of payment of the charges and necessary clearances:

| | |
|--------------------------------|----------|
| Shifting of meter/service line | : 7days |
| Shifting of LT/HT line | : 20days |
| Shifting of transformer | : 30days |

New connections/additional load

12.20 In cases where power supply can be provided from existing network, licensee shall release supply to an applicant within 30 days of receipt of application.

12.21 In cases where power supply requires extension of distribution mains, licensee shall acknowledge the receipt of the application within 2 days and shall intimate to the applicant in writing, the amount of security and other charges payable within 7 days of receipt of application for Low Tension, within 15 days of receipt of application for High Tension and within 30 days of receipt of application for Extra High Tension. The supply of electricity in such cases shall be given by licensee within the time limits specified as under:

| Supply Voltage | Time Limit* |
|--------------------|-------------|
| Low Tension | 30 days |
| High Tension | 90 days |
| Extra High Tension | 180 days |

*To be applicable from the date of payment of required security and other charges by the consumer seeking extension of supply

12.22 Licensee may approach the Commission for extension of time specified above, in specific cases where the extension of distribution mains requires more time, along with the details. In such cases, licensee shall inform the consumer about the likely time of resolution of the complaint.

- 12.23 In case of application for new connection, where extension of supply requires erection and commissioning of new substation, the licensee shall submit to the Commission within 15 days of receipt of such application, a proposal for erection of such substation together with the time required for erection and commissioning, and get approval of the Commission. Licensee shall commence power supply to the applicant within the time period so approved by the Commission.

Provided that where such substation is covered in the investment plan approved by the Commission, the licensee shall not be required to take any further approval from the Commission and shall complete erection of such substation within the time period specified in such investment plan.

- 12.24 In cases where the substation is meant to extend supply to an individual consumer, licensee shall commence erection of the substation only after the receipt of necessary security from the applicant.
- 12.25 Licensee shall not, be held responsible for the delay, if any, in extending supply, if the same is on account of problems relating to right of way, acquisition of land, or the delay in consumer's obligation over which licensee has no reasonable control.

Transfer of ownership and change of category

- 12.26 Licensee shall give effect to transfer of ownership, change of category and conversion of the existing services from Low Tension to High Tension and vice-versa within the following time limits:
- title transfer of ownership-within two billing cycles from the date of receipt of application, and
 - change of category, as shown below:

| Change of Category | Time limit |
|--|---|
| Conversion from single phase to Low Tension 3-phase and vice-versa | Within two billing cycles from the payment of necessary charges |
| Conversion from Low Tension 3-phase to High Tension 3-phase and vice-versa | Within two billing cycles from the payment of necessary charges |

- 12.27 In case of change of category licensee shall examine the technical feasibility upon receipt of such application form and inform the consumer within 7 days of receipt of application form about the feasibility.

Temporary supply of power

- 12.28 Licensee shall examine the technical feasibility of the connection requested for and if found feasible shall sanction the load and raise a demand note in accordance within 3 days of acceptance of application in Class-I Cities and Urban Areas and within 7days of acceptance of application in Rural Areas Remote Areas. If the connection is not found technically feasible, licensee shall intimate to the applicant in writing within 7days for LT connection and 15 days for HT/EHT connection after receipt of application form.
- 12.29 The applicant shall make the payment in accordance with the demand note within 2 days of receipt of demand note failing which the sanction shall stand lapsed. Also licensee may, at the request of applicant, accept payment at the time of making application which shall be received on account and subject to completion of all commercial formalities.
- 12.30 After payment of applicable charges, licensee shall energize the connection in accordance with the date indicated in the application.
- 12.31 If there are dues on the premises, temporary connection can be refused till the dues are paid by the consumer.
- 12.32 Temporary connection shall be granted for a period of upto 3 months at a time, which can be further extended depending upon the requirement.
- 12.33 The grant of temporary connection does not in any way create a right in favor of the applicant for claiming a permanent connection.

Consumer bills complaint

- 12.34 Licensee shall acknowledge the consumer's complaint immediately, if received in person and within 7 working days, if received by post. Licensee shall resolve the complaint regarding electricity bills within 24 working hours of its receipt, if no additional information is required to be collected and within 15 working days of receipt of complaint in case any additional information is required.
- 12.35 In case the complaint is genuine and revision of bill already issued becomes necessary, the due date for payment of bill shall be reckoned from the date of revised bill for the purpose of disconnection of supply or for levy of additional charges for belated payment.

Disconnection of supply

- 12.36 Licensee shall disconnect the supply on receipt of request for disconnection within 3 days from the receipt of application in Class-I Cities, within 7 days from the receipt of application in Urban Areas and within 10 days from the receipt of application in Rural Areas & Remote Areas.
- 12.37 Licensee should intimate the consumer any amount outstanding against the disconnected connection within 7 days from the date of disconnection in Class-I Cities and Urban Areas, and within 15 days from the date of disconnection in Rural Areas & Remote Areas.
- 12.38 Refund of advance consumption deposits/consumption security and meter security alongwith 'No-Dues certificate' should be made by licensee within 30 days from the date of clearance of all dues outstanding by the consumer in Class-I Cities and Urban Areas, and within 45 days from the date of clearance of all dues outstanding by the consumer in Rural Areas & Remote Areas.

Reconnection of supply following disconnection due to non-payment of bills

- 12.39 Licensee shall restore power supply to a consumer, whose supply has been disconnected due to non-payment of electricity bills, within 48 working hours of receipt of production of proof of payment by the consumer in Class-I Cities, Urban Areas, Rural Areas and Remote Areas.

PART B : GUARANTEED STANDARDS OF PERFORMANCE FOR TRANSMISSION**Voltage Variation**

- 12.40 Voltage Variation is defined as the derivation of the root – mean – square (RMS) value of the voltage from its nominal RMS value, expressed in terms of percentage. Voltage Variation may be either of short duration not exceeding one minute or of long duration for a time greater than one minute.
- 12.41 For the purpose of these standards, the sustained variation in steady state voltage exceeding one-minute duration shall be considered. The specified permissible limits of sustained voltage variation shall not apply in the cases where the circumstances are reasonably beyond the control of State Transmission Utility.
e.g.: Major break-downs, grid failures, accidents, system distress conditions, etc.

State Transmission Utility shall make all possible efforts to ensure that the grid voltages remain within the following voltage levels at all points of its Transmission System.

| Nominal Voltage (kV) | Maximum Value (kV) | Minimum Value (kV) |
|----------------------|--------------------|--------------------|
| 220 | 242 | 198 |
| 132 | 145 | 119 |
| 33 | 36 | 30 |
| 11* | 12 | 10 |

*11 kV voltages to be maintained by the transmission Licensee only in those cases where 11 kV supply is extended from the EHT sub-station.

Frequency Variation

12.42 The State Transmission System operates as an integral part of the North-Eastern Regional Grid and frequency management is the joint responsibility of all the constituents in the North-Eastern Region. The State Transmission Utility shall fulfill its obligation to enable the NERLDC to keep the frequency within specified ranges in accordance with provisions of IEGC:

The rated frequency of the system shall be 50.0 Hz

| Target Range(As per IEGC) | Variation (%) | Value (Hz) |
|---|---------------|------------|
| Upper Limit | +0.4% | 50.2 Hz |
| Lower Limit | -1% | 49.5 Hz |
| Extreme conditions from system security point of view | Variation (%) | Value (Hz) |
| Upper Limit | +5% | 52.5 Hz |
| Lower Limit | -5% | 47.5 Hz |

SCHEDULE-III : COMPENSATION

14.1 In case of failure of licensee to meet the guaranteed standards of performance as specified in section 12 of these regulations, compensation shall be payable to the consumer, as shown in the table below:

| S/N | SOP Parameters | Compensation payable to individual in case event affects single consumer* | Compensation payable to individual in case event affects more than one consumer* |
|---------------------------------|--|---|--|
| Operation of Call centre | | | |
| 1. | First response against a Consumer Call | Rs 50 in each case of default | Not applicable |
| 2. | Registration of Consumer Call and issue of docket number | Rs 50 in each case of default | Not applicable |
| Restoration of supply | | | |
| 3. | Normal fuse off | Rs.50 in each case of default | Rs.50 for each consumer |
| 4. | Overhead Line/Cable breakdowns | Rs.100 in each case of default | Rs.100 for each consumer |
| 5. | Underground cable breakdown | Rs.100 in each case of default | Rs.100 for each consumer |
| 6. | Distribution Transformer Failure | Rs.150 in each case of default | Rs.150 for each consumer |
| 7(a). | Maximum duration of scheduled outage | Rs.150 in each case of default | Rs.150 for each consumer |
| 7(b). | Number of scheduled outages in a year | Rs.150 in each case of default | Rs.150 for each consumer |
| Quality of Supply | | | |
| 8. | Voltage fluctuations in case no expansion/augmentation of network required and includes fault identified to a local problem on the transformer | Rs.50 for each day of default | Rs.50 to each consumer for each day of default |
| 9. | Voltage fluctuations in case expansion/augmentation of network required | Rs.100 for each day of default | Rs.100 to each consumer for each day of default |
| 10. | Voltage fluctuations in case erection of substation required | Rs.250 for each day of default | Rs.250 to each consumer for each day of default |
| Meter complaints | | | |
| 11. | Meter inspection and replacement | Rs.50 for each day of default | Not applicable |
| 12. | Replacement of burnt meter | Rs.50 for each day of default | Not applicable |

| Shifting of meter/service lines | | | |
|---|---|--------------------------------|----------------|
| 13. | Shifting of meter/service lines | Rs.50 for each day of default | Not applicable |
| New connection/additional load/temporary connection for consumers | | | |
| 14. | New connection/additional load where supply can be provided from existing network | Rs.100 for each day of default | Not applicable |
| 15. | New connection/additional load where supply can be provided after extension/augmentation of network | Rs.250 for each day of default | Not applicable |
| 16. | Erection of substation to extend supply | Rs.500 for each day of default | Not applicable |
| 17. | Issue of temporary connection | Rs.100 for each day of default | Not applicable |
| Transfer of ownership, change of category | | | |
| 18. | Title, transfer of ownership | Rs.50 for each day of default | Not applicable |
| 19. | Change of category | Rs.50 for each day of default | Not applicable |
| Consumer bill complaint | | | |
| 20. | Billing complaint resolution | Rs.50 for each day of default | Not applicable |
| Disconnection of supply | | | |
| 21. | Disconnection of supply | Rs.50 for each day of default | Not applicable |
| 22. | Refund of security deposit, etc. | Rs.50 for each day of default | Not applicable |
| 23. | Issue of no dues certificate | Rs.50 for each day of default | Not applicable |
| Reconnection of supply following disconnection due to non-payment of bills | | | |
| 24. | Reconnection of supply after disconnection | Rs.50 for each day of default | Not applicable |

*Minimum compensation payable to the consumer. Commission can award higher compensation to consumers as per Section 6.8 of these regulations

