

- 26.1 In the event of failure to meet the Standards of Performance specified in Annexure-1, the distribution licensee shall be liable to pay compensation to the affected consumers as specified in Annexure-5. Provided that the maximum limit of compensation payable in case of violation of any Standard of Performance shall be Rs. 10,000/- except in case of reference no. 1.2(e), (h), (i) and 4 of Annexure-5 where the maximum limit of compensation shall be Rs. 20,000/-. In case affected consumers are more than one, the amount of compensation within this limit shall be shared by all the claimant consumers for each notified office and this amount shall be distributed equally amongst all the claimant consumers who have been awarded the compensation by the competent authority.
- 26.2 The aggrieved consumer(s) may submit the claim for compensation in the format to the Nodal officer of the Appropriate Forum and as per the procedure specified in PSERC (Forum and Ombudsman) Regulations, 2016, as amended from time to time, within one month from the date of cause of action. The amount shall be paid to the affected consumer(s) by way of adjustment in the electricity bills of the immediately succeeding months upon the award of compensation.
- Provided that consumer(s) shall be automatically compensated, as may be specified by the Commission, for those parameters which can be monitored remotely when it can be successfully established that there is a default in performance of the distribution licensee. In such case, the amount shall be paid to affected consumer(s) in the electricity bills of the immediately succeeding billing cycle.
- Provided further that an aggrieved consumer(s), not satisfied with the orders of the Appropriate Forum, may approach the Corporate Forum within 2 months from the receipt of the order as per the provisions of PSERC (Forum and Ombudsman) Regulations, 2016, as amended from time to time.
- Provided also that the aggrieved consumer(s), not satisfied with the orders of the Corporate Forum, may approach the Ombudsman within 30 days from the receipt of the order of the Forum.
- 26.3 The compensation payable by the distribution licensee under Regulation 26.1 and attributable to its negligence/inefficiency shall not be allowed as a pass-through expense in the Aggregate Revenue Requirements of the Licensee.

12. Amendment of Regulation 30.2 of the Principal Regulations:

(i) The Regulation 30.2.1 of the Principal Regulations shall be amended as under:

Following provisos to Regulation 30.2.1 shall be added;

Provided that the distribution licensee may use handheld instrument, meter reading instrument (MRI), or wireless equipment for recording of the meter reading and/or for generation of spot bill;

Provided further that if bills are prepared on the basis of AMR, MRI downloads etc and consumer requests for reading data, the same shall be provided by the licensee.

(ii) The clause (a) & (b) of Sub-Regulation 30.2.3 of the Principal Regulations shall be substituted as under;

- (a) In the event of anticipated long absence, a consumer may deposit in advance an amount equivalent to Fixed Charges along with meter rentals and any other applicable charges for the period of absence. In such cases when a consumer gives prior information in writing about his continued absence, the distribution licensee shall not send any notice or provisional bill to the consumer and his supply line shall not be disconnected. The interest on such advance payment of electricity bills shall be paid as specified in these regulations.

(b) In case of post payment meters, if the meter reading cannot be taken on account of premises being found locked/inaccessible on two consecutive scheduled meter reading dates such a consumer shall be served with a notice to get the reading recorded by a representative of the distribution licensee within 15 days or have option to send the picture of the meter indicating the meter reading and date of meter reading through registered mobile or through registered e-mail to the official authorized by the distribution licensee, failing which the premises shall be disconnected temporarily. An official authorized by the distribution licensee shall personally verify the facts at site before effecting temporary disconnection of supply. In case of continued non-compliance for one month after temporary disconnection, permanent disconnection shall be effected without any further notice. However, temporary disconnection of an essential service consumer may be effected after due notice and prior approval of the officer authorized by the distribution licensee if the premises are found locked on three consecutive scheduled meter reading dates."

(iii) Regulation 30.2.4 shall be added after Regulation 30.2.3 of the Principal Regulations as under;

30.2.4 In case of smart meters, the meters shall be read remotely at least once in every month and in case of other pre-payment meters, the meters shall be read by an authorised representative of the distribution licensee at least once in every three months. The data regarding energy consumption shall be made available to the consumer, through website or mobile App or SMS, etc. Consumers having smart prepayment meters may also be given the data access for checking their consumption on real time basis.

13. Amendment of Regulation 30.3 of the Principal Regulations-

Clause (d) shall be added after clause (c) to Regulation 30.3 of the Principal Regulations as under:

(d) In case of pre-payment metering, the distribution licensee shall issue the bill, to the consumer, on his or her request.

14. Insertion of new regulation 30.5 A in the Principal Regulations:

The Regulation 30.5 A shall be added after Regulation 30.5 of the Principal Regulations as under;

30.5A The distribution licensee shall not generate more than two provisional bills for a consumer during one financial year and if the provisional billing continues for more than two billing cycles except under extraordinary situation due to force majeure, the consumer may refuse to pay the dues until bill is raised by the distribution licensee as per actual meter reading and no late payment surcharge shall be leviable on such provisional bill .

15. Amendment of Regulation 30.8 of the Principal Regulations- Delivery of Bills

The regulation 30.8 of the Principal Regulations shall be substituted as under;

The bill shall be delivered to the consumer immediately in case of spot billing and in other cases within a period not exceeding fifteen (15) days from the date of meter reading except in case of supply through pre-payment meters.

Provided that the distribution licensee shall intimate the consumer about despatch of bill (other than spot bills) through SMS or email, or by both, immediately and the intimation shall consist of the details of bill amount and the due date for payment.

The distribution licensee shall also upload the bill on its website on the day of bill generation:

Provided further that the billing details of last one year for all consumers shall also be made available on

the licensee's website.

16. Amendment of Regulation 30.10 of the Principal Regulations-

Regulation 30.10 of the Principal Regulations shall be substituted as under;

30.10 Duplicate Bill

The Distribution Licensee's notified offices shall maintain facilities to provide duplicate bills immediately on request from a consumer on payment of requisite fee as specified in Schedule of General Charges. Non-receipt of the bill, however, may not entitle a consumer to delay payment beyond the due date.

Provided that in case of non-receipt of bill, the consumer shall have the option to deposit the bill on self assessment basis before the due date calculated on the basis of the consumption of corresponding month of the previous year. In case, the consumption of the corresponding month of the previous year is not available then average consumption of last six months shall be considered.

Provided further that the excess or deficit payment, as the case may be, shall be adjusted in the subsequent bill(s).

17. Amendment in Regulation 30.11 of the Principal Regulations:

The second sentence in first proviso to Regulation 30.11 shall be substituted as under;

“In case a consumer does not receive the first bill by the end of the next billing cycle, he may inform the officer/functionary in charge of notified office of the distribution licensee who shall arrange for issue of the bill within seven working days.”

18. Amendments in Regulation 30.12 of the principal Regulations:

The Regulation 30.12 of the Principal Regulations shall be substituted as under:

30.12 Change of Occupancy/Vacation of premises

It shall be the responsibility of the owner/occupant of a premises to get a special reading done by the distribution licensee at the time of change of occupancy or on the premises falling vacant. The owner or occupier may request the distribution licensee in writing for a special reading at least 15 days in advance of such a change. The distribution licensee shall arrange a special reading and deliver the final bill, including all arrears till the date of billing, within 7 days of the meter reading. The final bill shall also include payment for the period between the date of special reading and the proposed vacation of the premises on a pro rata basis. On receipt of final payment from the consumer, the distribution licensee shall issue a No-Dues certificate to the consumer within 7 working days from the receipt of final payment.

19. Amendment in Regulation 31 of the Principal Regulations-

Regulation 31.3 of the principal Regulations shall be substituted as under;

If the due date indicated in the bill for payment is a Sunday or a Public Holiday declared by the State Government or if the distribution licensee's office is closed for any other reason, the succeeding working day shall be treated as the due date.

Provided that in case of payment to be made by a consumer through RTGS and the due date indicated in the bill for payment is a bank holiday/RTGS holiday then the succeeding bank working day shall be treated as the due date.

20. Amendment of Regulation 33 of the Principal Regulations: Termination of Agreement-

Regulation 33 of the Principal Regulations shall be substituted as under:

33.1 In case of continued default in payment of any amount due to the distribution licensee by any consumer

for a period of more than six months, the distribution licensee shall terminate the agreement executed with the consumer and dismantle the electric line or works connected with the supply of electricity to the consumer.

Provided that the distribution licensee may retain the electric line or plant in case it is likely to be used for other consumers or to retain right of way.

- 33.2 A consumer may also request the distribution licensee for disconnection of supply and termination of agreement from a future date. On receipt of such a request, the licensee shall arrange a special meter reading and prepare the final bill. The supply shall be disconnected by the distribution licensee immediately after receipt of all outstanding amounts till that date. The balance amount due to any consumption between the final reading and the permanent disconnection, if any, may be adjusted against Security (consumption) and Security (meter) with the licensee. The balance security deposit shall be refunded to the consumer within a period of 7 working days.
- 33.3 If a refund due is delayed beyond a period of seven working days of termination of the agreement as per regulation 33.1 or 33.2 above, the distribution licensee shall, without prejudice to other rights of the consumer, pay interest on such refund for such period of delay at Bank Rate (as on 1st April of each year) as notified by RBI plus 4%

21. Amendment of Regulation 34.2 of the Principal Regulations:

The first paragraph of Regulation 34.2 of the Principal Regulations shall be substituted as under;

Where a distribution licensee has disconnected supply of electricity to any premises in consequence of a default on the part of the consumer and if the consumer seeks reconnection within 6 months from the date of disconnection then the distribution licensee shall resume supply of electricity (other than theft cases) within six working hours from the time the consumer:

- (a) -----
 (b) -----
 (c) -----

22. Amendment of clause 3 of Annexure-1 of the Principal Regulations-

The clause 3 of Annexure-1 of the Principal Regulations shall be substituted as under;

3. COMPLAINTS ABOUT METERS

- 3.1 The distribution licensee shall inspect and check correctness of a meter within three working days of receipt of a complaint or report by its authorized official/officer/representative. If the meter is defective (i.e. it is stuck up, running slow, fast or creeping), the distribution licensee shall replace the meter within 24 hours in urban areas and 72 hours in rural areas of the confirmation regarding defective meter from the field officials.
- 3.2 The distribution licensee shall replace a burnt out or stolen meter within 24 hours in urban areas and 72 hours in rural areas of the receipt of a complaint. Supply to the consumer shall, however, be immediately restored even by bypassing the meter till such time a new meter is installed.

23. Amendment of Annexure-2: OVERALL STANDARDS OF PERFORMANCE

Annexure 2 of the Principal regulations shall be substituted as under:

(1) Long or Sustained Supply Voltage Interruptions

The Distribution Licensee shall calculate the reliability of its distribution system on the basis of

number and duration of sustained or long supply voltage interruptions (longer than 3 min) in a reporting period, using the following indices:

- i. System Average Interruption Frequency Index (SAIFI);
- ii. System Average Interruption Duration Index (SAIDI);

The Indices shall be computed for the distribution licensees for each month for all the 11kV and 66/33kV feeders in the supply area, and then aggregating the number and duration of all interruptions in that month for each feeder. The Indices shall be computed using the following formulae:

$$SAIFI = \frac{\sum_{i=1}^n A_i * N_i}{N_t}$$

$$SAIDI = \frac{\sum_{i=1}^n B_i * N_i}{N_t}$$

A_i = Total number of sustained interruptions (each longer than 3 min) on i^{th} feeder for the month;

B_i = Total duration in minutes of all sustained interruptions (longer than 3 min) on i^{th} feeder for the month;

N_i = Number of Customers on i^{th} feeder affected due to each sustained interruption;

N_t = Total number of customers served by the Distribution Licensee in the supply area;

n = number of 11kV and 66/33kV feeders in the licensed area of supply;

- (2) The distribution licensee shall maintain the reliability on monthly basis within the limits specified in table below:

Table 12: Limits for Reliability indices

Reliability Indices	Limits	
	URBAN	RURAL
SAIDI	600 Minutes per customer	900 Minutes per customer
SAIFI	15 interruptions per customer	25 interruptions per customer

While calculating the given reliability indices, the following types of interruptions shall not be taken into account:

- i. Momentary outages of duration less than three minutes.
- ii. Outages due to Force Majeure events such as cyclone, floods, storms, war, mutiny, civil commotion, riots, lightning, earthquake, lockout, grid failure, fire affecting licensee's installations and activities;
- iii. Outages that are initiated by the National Load Despatch Centre/ Regional Load Despatch Centre/ State Load Despatch Centre during the occurrence of failure of their facilities;

While calculating the given reliability indices, the interruptions due to scheduled or planned outages shall be taken into account. The distribution licensee shall strive to capture reliability indices data directly from the feeder monitoring system and there should not be any manual interventions as far as possible.

The Distribution Licensee shall maintain data on the reliability indices specified above for each zone/circle/division on a monthly basis.

The Distribution Licensee shall put up, at the end of each month, such monthly information on reliability indices, on website of the Distribution Licensee and shall submit such report quarterly to the Commission.

24. Amendments of Annexure 5 of the principal Regulations:-

(i) The Ref No. 3 in the table under Annexure-5 of the Principal Regulations shall be substituted as under:

Ref.	Complaint classification	Standard	Compensation payable for each block of delay for violation of standard	Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to each consumer if the event affects more than one consumer	Designated functionary to deliver the service/Mode of compensation [Manual(M) or Automatic (A)]
3. Meter complaints						
3.1	Inspection and replacement of slow, fast/creeping, stuck up meters	Inspection within 3 working days and replacement within 24 working hours in urban areas and 72 working hours in rural areas of receipt of confirmation	Rs.200/- for each day of default	Not applicable	JE/Incharge of area (M)	
3.2	Replacement of burnt meters	Within 24 working hours in urban areas and 72 working hours in rural areas of the receipt of complaint.	Rs. 300/- for each day of default	Not applicable	JE/Incharge of area (M)	

(ii) The Ref. No. 8 shall be added in the table under Annexure-5 of the Principal Regulations as under;

8. Long Supply Voltage Interruptions

(a)	SAIDI in Minutes per consumer	(i) 600 minutes/ consumer for urban areas (ii) 900 minute/ consumer for rural areas	5 paisa/minute/ kW or kVA beyond the specified limit	2 paisa/minute/ kW or kVA beyond the specified limit	Feeder incharge (M)
(b)	SAIFI in interruptions per consumer	(i) 15 interruptions/ consumer for urban areas (ii) 25 interruptions/ consumer for rural areas	Rs. 50 per interruption beyond the specified limit	Rs. 20 per interruption beyond the specified limit	Feeder incharge (M)

(iii) Following note below the table under Annexure 5 shall be added:

In the event of the failure of the distribution licensee to meet the Standards of Performance against Ref. No 1.1, 1.2, 1.3, 1.4 and 4 specified in the table above, the affected consumer(s) shall be automatically compensated as specified in Regulation 26 of these regulations.

25. AMENDMENT of ANNEXURE-8; ASSESSMENT OF ELECTRICITY CHARGES IN CASE OF UNAUTHORISED USE/THEFT**(i) Sub-clause a(i) of clause (1) of Annexure 8 shall be substituted as under;**

The consumption of electricity in such case will be computed on the basis of the meter reading. However, in case where electricity is used for the purpose other than for which the usage of electricity was authorized (U/S 126 (6) (b) (iv) of the Act) then assessment shall be made in proportion of the load used for other purpose i.e unauthorised load to the total load as explained under. In case where electricity is used for the premises or the areas other than those for which the supply of electricity was authorized (U/S 126 (6) (b) (v) of the Act) then assessment shall be made in proportion of the load extended to other premises or area i.e unauthorised load to the total load including extended load as explained under.

Explanation:

Quantum of assessed consumption of energy (Q) = $C \times (A/B)$

Where C – Total Consumption recorded by the healthy meter during the period of assessment (in kWh or kVAh, as applicable)

A = Unauthorised load (kW) detected at the time of inspection

B = Total Load detected (kW) at the time of inspection

(ii) Clause (4) of Annexure 8 shall be amended as under;

Unit Assessed= $L \times D \times H \times F$ where

L for consumers covered under non-contract demand system shall be load found connected during inspection in kW and

L for consumers covered under contract demand system shall be the sanctioned contract demand or the maximum demand recorded during last one year which ever is highest.

D is the number of working days per month -----

H is use of supply hours per day-----

F is demand factor -----

Sd/-

Secretary to the Commission

Note: The Principal Regulations were issued vide Notification No. PSERC/Secy./Regu.97 dated 05.11.2014 published in Punjab Govt. Gaz.(Extra) dated 5th Nov. 2014 and further amended vide:

The 1st amendment to the Principal Regulations issued vide Notification No/. PSERC/Secy./Regu.114 dated 22.06.2016 published in Punjab Govt. Gaz.(Extra) dated 23.06.2016.

The 2nd amendment to the Principal Regulations issued vide Notification No/. PSERC/Secy./Regu.116 dated 05.10.2016 published in Punjab Govt. Gaz.(Extra) dated 05.10.2016.

The 3rd amendment to the Principal Regulations issued vide Notification No/. PSERC/Secy./Regu.119 dated 21.03.2017 published in Punjab Govt. Gaz.(Extra) dated 22.03.2017.

The 4th amendment to the Principal Regulations issued vide Notification No/. PSERC/Secy./Regu.125 dated 17.05.2018 published in Punjab Govt. Gaz.(Extra) dated 17.05.2018 read with corrigendum issued vide notification no. PSERC/Secy./Regu.126 dated 06.06.2018 published in Punjab Govt. Gaz.(Extra) dated 06.06.2018.

The 5th amendment to the Principal Regulations issued vide Notification No/. PSERC/Secy./Regu.137 dated 28.01.2019 published in Punjab Govt. Gaz.(Extra) dated 28.01.2019

The 6th amendment to the Principal Regulations issued vide Notification No/. PSERC/Secy./Regu.146 dated 09.01.2020 published in Punjab Govt. Gaz.(Extra) dated 10.01.2020

The 7th amendment to the Principal Regulations issued vide Notification No/. PSERC/Secy./Regu.151 dated 18.09.2020 published in Punjab Govt. Gaz.(Extra) dated 18.09.2020

The 8th amendment to the Principal Regulations was issued vide notification no. PSERC/Secy./Regu.155 dated 10.03.2021 published in Punjab Govt. Gaz.(Extra) dated 10.03.2021

The 9th amendment to the Principal Regulations was issued vide notification no. PSERC/Secy./Regu.157 dated 20.07.2021 published in Punjab Govt. Gaz.(Extra) dated 20.07.2021

The 10th amendment to the Principal Regulations was issued vide notification no. PSERC/Secy./Regu.162 dated 02.02.2022 published in Punjab Govt. Gaz.(Extra) dated 17.03.2022.