

असा. क्र. ९

रजिस्टर्ड नं. टीईसीएच/४७-३०३/एमबीआय/२००३-०५



# महाराष्ट्र शासन राजपत्र

असाधारण

प्राधिकृत प्रकाशन

गुरुवार, जानेवारी २०, २००५/पौष ३०, शके १९२६

स्वतंत्र संकलन म्हणून फाईल करण्यासाठी या भागाला वेगळे पृष्ठ क्रमांक दिले आहेत.

## भाग चार-क

महाराष्ट्र शासनाव्यतिरिक्त इतर वैधानिक प्राधिकार्यांनी तयार केलेले (भाग एक, एक-अ व एक-ल यांमध्ये प्रसिद्ध केलेले वैधानिक नियम व आदेश यांव्यतिरिक्त इतर) वैधानिक नियम व आदेश; यात भारत सरकार, उच्च न्यायालय, पोलीस आयुक्त, संचालक (दारुबंदी व उत्पादन शुल्क), जिल्हा दंडाधिकारी व निवडणूक आयोग, निवडणूक न्यायाधिकरण, निवडणूक निर्णय अधिकारी व निवडणूक आयोगाखालील इतर प्राधिकारी यांनी तयार केलेले वैधानिक नियम व आदेश यांचा समावेश होतो.

# MAHARASHTRA ELECTRICITY REGULATORY COMMISSION

## Maharashtra Electricity Regulatory Commission (Standards of Performance of Distribution Licensees, Period for Giving Supply and Determination of Compensation) Regulations, 2005

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**MAHARASHTRA ELECTRICITY REGULATORY COMMISSION  
MUMBAI**

**Maharashtra Electricity Regulatory Commission (Standards of Performance  
of Distribution Licensees, Period for Giving Supply and Determination of  
Compensation) Regulations, 2005**

**ELECTRICITY ACT, 2003**

No. MERC/Legal/129/2005/0116 - In exercise of powers conferred by the provisos to sub-section (1) of section 43 read with clause (t) of sub-section (2) of section 181 and sub-section (1) and sub-section (2) of section 57 read with clause (za) of sub-section (2) of section 181, section 59, and clause (zp) of sub-section (2) of section 181 of the Electricity Act, 2003 (36 of 2003), the Maharashtra Electricity Regulatory Commission hereby makes the following regulations, namely:-

**1. Short Title, Extent and Commencement**

- (1) These Regulations may be called the “Maharashtra Electricity Regulatory Commission (Standards of Performance of Distribution Licensees, Period for Giving Supply and Determination of Compensation) Regulations, 2005”.
- (2) These Regulations shall extend to the whole of the State of Maharashtra.
- (3) These Regulations shall come into force from the date of their publication in the Official Gazette.

**2. Definitions**

2.1 In these Regulations unless the context otherwise requires:

- (a) “**Act**” means the Electricity Act, 2003 (36 of 2003);
- (b) “**Applicant**” means a person who makes an application for supply of electricity, increase or reduction in contract demand / sanctioned load, change of name, disconnection or restoration of supply or termination of agreement, as the case may be, in accordance with the provisions of the Act and the rules and regulations made thereunder;
- (c) “**Authorised Representative**” refers to all officers, staff or representatives of the Distribution Licensee, discharging functions under the general or specific authority of the Distribution Licensee;
- (d) “**Commission**” means the Maharashtra Electricity Regulatory Commission;
- (e) “**Contract Demand**” means demand in kilowatt (kW) / kilovolt ampere (kVA), mutually agreed between Distribution Licensee and the consumer as entered into in the agreement or agreed through other written communication;

- (f) “**Customer Average Interruption Duration Index**” or “**CAIDI**” means the average interruption duration of sustained interruptions for those consumers who experienced interruptions during the reporting period, determined by dividing the sum of all sustained consumer interruption durations, in minutes, by the total number of interrupted consumers for the reporting period, or by using the following equation:

$$\text{CAIDI} = \text{SAIDI} / \text{SAIFI}$$

- (g) “**Days**” means clear working days;
- (h) “**Forum**” means such forum for redressal of Grievances as is set up by the Distribution Licensee under the provisions of sub-section (5) of Section 42 of the Act and the regulations specified thereunder;
- (i) “**Fuse-off call**” refers to a complaint handling procedure with regard to an individual consumer and involving restoration of supply by replacement of a fuse at such consumer’s premises, not simultaneous with any other failure;
- (j) “**Grievance**” shall have the meaning ascribed to it in the Consumer Grievance Redressal Forum and Ombudsman Regulations and / or other specified by the Commission under the provisions of clauses (r) and (s) of sub-section (2) of Section 181 of the Act;
- (k) “**Grievance Redressal Regulations**” means the Consumer Grievance Redressal Forum and Ombudsman Regulations and / or other, as may be specified by the Commission, under clauses (r) and (s) of sub-section (2) of Section 181 of the Act;
- (l) “**Harmonics**” means a component of a periodic wave having frequency that is an integral multiple of the fundamental power line frequency of 50 Hz causing distortion to pure sinusoidal waveform of voltage or current, and as governed by IEEE STD 519-1992, namely “IEEE Recommended Practices and Requirements for Harmonic Control in Electrical Power Systems” and corresponding standard as may be specified in accordance with clause (c) of subsection (2) of section 185 of the Act.
- (m) “**Meter**” means a set of integrating instruments used to measure and / or record and store the amount of electrical energy supplied or the quantity of electrical energy contained in the supply, in a given time, which include whole current meter and metering equipment, such as current transformer, capacitor voltage transformer or potential or voltage transformer with necessary wiring and accessories and also includes pre-payment meters;
- (n) “**Point of supply**” means the point at the outgoing terminals of the Distribution Licensee’s cutouts fixed in the premises of the consumer:

Provided that, in case of HT Consumers, the point of supply means the point at the outgoing terminals of the Distribution Licensee's metering cubicle placed before such HT Consumer's apparatus:

Provided further that, in the absence of any metering cubicle or, where the metering is on the LT side of the HT installation, the point of supply shall be the incoming terminals of such HT Consumer's main switchgear;

- (o) **“Rural areas”** means any area or areas comprising a village or a group of villages, as defined under the Constitution (Seventy-Third Amendment) Act, 1992;
- (p) **“Sanctioned load”** means load in kilowatt (kW) / Horse power (HP) mutually agreed between the Distribution Licensee and the consumer;
- (q) **“System Average Interruption Duration Index”** or **“SAIDI”** means the average duration of sustained consumer interruptions per consumer occurring during the reporting period, determined by dividing the sum of all sustained consumer interruption durations, in minutes, by the total number of consumers using the following equation:

$$SAIDI = \sum r_i N_i / N_T$$

where:

i = an interruption event;

r<sub>i</sub> = restoration time for each interruption event;

N<sub>i</sub> = number of consumers who have experienced a sustained interruption during the reporting period; and

N<sub>T</sub> = total number of consumers of the Distribution Licensee

- (r) **“System Average Interruption Frequency Index”** or **“SAIFI”** means the average frequency of sustained interruptions per consumer occurring during the reporting period, determined by dividing the total number of all sustained consumer interruption durations by the total number of consumers using the following equation:

$$SAIFI = \sum N_i / N_T$$

- (s) **“Towns and cities”** means areas other than Rural Areas;
- (t) **“Voltage”** means the difference of electric potential measured in volts between any two conductors or between any part of either conductor and the earth as measured by a suitable voltmeter and is said to be;  
  
“low”, where the voltage does not exceed 250 volts;

“medium”, where the voltage does not exceed 650 volts;

“high”, where the voltage does not exceed 33,000 volts;

“extra high”, where the voltage exceeds 33,000 volts;

under normal conditions subject, however, to the percentage variation allowed by the Indian Electricity Rules, 1956 until the introduction of any regulations for the same under the provisions of the Act.

- 2.2 Words or expressions used herein and not defined shall have the meanings assigned to them in the Act or the rules and regulations made thereunder.

### **3. Standards of Performance of Distribution Licensees**

- 3.1 The Distribution Licensee shall maintain the standards of performance specified in these Regulations:

Provided that any time limits set out in these Regulations shall refer to the maximum time permitted for performing the activities to which they relate.

- 3.2 Any failure by the Distribution Licensee to maintain the standards of performance specified in these Regulations shall render the Distribution Licensee liable to payment of compensation to a person claiming such compensation under the provisions of the Act.

### **4. Period for giving Supply**

4.1 The Distribution Licensee, shall, on an application by the owner or occupier of any premises, give supply of electricity to such premises, within one month after receipt of the application requiring such supply.

4.2 The application referred to in Regulation 4.1 shall be deemed to be received on the date of receipt of the duly complete application in accordance with the Maharashtra Electricity Regulatory Commission (Electricity Supply Code and Other Conditions of Supply) Regulations, 2005.

4.3 The Distribution Licensee shall complete the inspection of the premises related to an application for supply of electricity not later than seven days from the date of submission of such application for supply in towns and cities and within ten days from the date of submission of such application for supply in rural areas, regardless of whether such application is deemed to be complete under Regulation 4.2.

4.4 Where the supply to an applicant is to be given from an existing network of the Distribution Licensee, the Distribution Licensee shall intimate the charges to be borne by the applicant not later than fifteen days from the date of submission of such application for supply in towns and cities and within twenty days from the

date of submission of such application for supply in rural areas, regardless of whether such application is deemed to be complete under Regulation 4.2.

- 4.5 Where the supply of electricity to a premises requires extension or augmentation of distributing mains, the Distribution Licensee shall give supply to such premises within three months from the date of receipt of complete application in accordance with the Maharashtra Electricity Regulatory Commission (Electricity Supply Code and Other Conditions of Supply) Regulations, 2005.
- 4.6 Where the supply of electricity to a premises requires commissioning of a new sub-station forming part of the distribution system, the Distribution Licensee shall give supply to such premises within one (1) year from the date of receipt of complete application in accordance with the Maharashtra Electricity Regulatory Commission (Electricity Supply Code and Other Conditions of Supply) Regulations, 2005.
- 4.7 Where the supply to an applicant requires extension or augmentation of distributing main or commissioning of a new sub-station, the Distribution Licensee shall complete the inspection of premises within seven days and intimate the charges to be borne by such applicant within thirty days from the date of submission of such application for supply regardless of whether the application is deemed to be complete under Regulation 4.2.

## **5. Quality of Supply and System of Supply**

- 5.1 Except with the written consent of the consumer or with the previous sanction of the Commission, the Distribution Licensee shall not permit the voltage at the point of supply to vary from the declared voltage as under:
- (i) in the case of low or medium voltage, by more than 6 per cent, or;
  - (ii) in the case of high voltage, by more than 6 per cent on the higher side or by more than 9 per cent on the lower side;
  - (iii) in case of extra-high voltage, by more than 10 per cent on the higher side or by more than 12.5 per cent on the lower side.

Provided that the Distribution Licensee shall control the harmonics level at the point of supply in accordance with that prescribed by the IEEE STD 519-1992, namely “IEEE Recommended Practices and Requirements for Harmonic Control in Electrical Power Systems” and corresponding standard as may be specified in accordance with clause (c) of subsection (2) of Section 185 of the Act.

- 5.2 Except where otherwise previously approved by the Authority, the Distribution Licensee shall give supply of energy on the following systems, namely-
- (i) Low voltage – Direct current, two wire or alternating current, single phase, 50 cycles;

- (ii) Medium voltage – Direct current, three wire or alternating current, three phase, 50 cycles;
  - (iii) High voltage – Alternating current, three phase, 50 cycles.
- 5.3 Except where otherwise previously approved by the Authority, the classification of installations shall be as follows:
- (i) A.C. system
    - (a) Two wire, single phase, 240 volts-  
General supply not exceeding 40 amperes
    - (b) Four wire, three phase, 240 volts between phase wires and neutral-general supply exceeding 40 amperes and sanctioned load not exceeding 80 kW/ 100 kVA (107 HP) in all areas, except in Municipal Corporation areas where such limit would be 150 kW/ 187 kVA (201 HP)
    - (c) Three phase, 50 cycles, 11 kV/ 22 kV – all installations with contract demand above 80 kW/ 100 kVA (107 HP) in all areas, except in Municipal Corporation areas where such limit would be 150 kW/ 187 kVA (201 HP) and up to 1,500 kVA.
    - (d) Three phase, 50 cycles, 22 kV – all installations with contract demand above 1,500 kVA and up to 3,000 kVA
    - (e) Three phase, 50 cycles, 33 kV – all installations with contract demand above 1,500 kVA and up to 5,000 kVA
    - (f) Three phase, 50 cycles, extra high voltage – all installations with contract demand above 5,000 kVA
  - (ii) D.C. system
    - (a) Two-wire 130 volts
      - i. General supply not exceeding 10 amperes
      - ii. Motive power installations upto 1 BHP in aggregate
    - (b) Three wire, 460 volts between outers – Motive power installations of over 1 BHP



## **6. Restoration of Power Supply**

- 6.1 The Distribution Licensee shall restore power supply in the case of normal fuse-off calls within four hours of the receipt of a complaint in towns and cities and within twenty-four hours of the receipt of a complaint in rural areas.
- 6.2 The Distribution Licensee shall, in the case of 22kV/ 11kV/ 415v overhead line breakdowns, restore the power supply to the consumer within six hours of receipt of a complaint in towns and cities and within twenty-four hours of the receipt of a complaint in rural areas.
- 6.3 The Distribution Licensee shall restore supply caused by distribution transformer failures within twenty-four hours of the receipt of a complaint in towns and cities and within forty-eight hours of the receipt of a complaint in rural areas.
- 6.4 The Distribution Licensee shall restore supply caused by underground cable faults within twelve hours of the receipt of a complaint.
- 6.5 The period of interruption as a result of any scheduled outage shall be specified in a public notice of such scheduled outage:

Provided that such scheduled outage shall not normally exceed twelve hours on any day.

## **7. Metering, Reconnections**

### **7.1 Burnt Meter**

The Distribution Licensee shall, in the case of a burnt meter, restore supply within twenty-four hours of the receipt of a complaint in towns and cities and within forty-eight hours of the receipt of a complaint in rural areas.

### **7.2 Reconnection**

Where the Distribution Licensee has disconnected supply to a consumer for a period of not more than six months, then if such consumer pays all amounts due and payable to the satisfaction of the Distribution Licensee or, in case of a dispute, pays such amounts under protest, the Distribution Licensee shall reconnect supply within -

- (i) twenty-four hours from payment of dues by the consumer in towns and cities; and
- (ii) within two days after the day upon which payment of dues has been made by the consumer in rural areas:

Provided that where the period of disconnection exceeds six months, an application for reconnection of supply shall, after either payment of amounts due or upon settlement of

dispute, be treated as a fresh application for supply of electricity under the provisions of the Act.

Explanation – Payments made under protest in this Regulation shall be in accordance with the requirements of the proviso to sub-section (1) of section 56 of the Act.

## **8. Consumer Charter /Service**

- 8.1 Every Authorised Representative of the Distribution Licensee shall visibly display his name-tag and, if so required by such consumer, produce for scrutiny, proof of identity and authorization of the Distribution Licensee for the purpose of any interaction with a consumer.
- 8.2 The Distribution Licensee shall maintain, in every town and city within the area of supply, at least one consumer service center which shall be open for not less than eight (8) hours a day, on all days of the week, for essential services to be provided to consumers and with a collection facility for collection of sums from consumers.
- 8.3 The Distribution Licensee shall ensure that Consumer Rights Statement as specified under Distribution Licence Conditions Regulations specified by the Commission under the provisions of clause (d) of subsection (2) of Section 181 of the Act is available to any consumer on demand, and in downloadable format through its internet website.
- 8.4 Besides the Electricity Supply Code and Other Conditions of Supply and Standard of Performance Regulations, any other approved Terms and Conditions of Supply along with the approved Schedule of Charges and the prevailing approved tariff schedule shall be made available on demand by the Distribution Licensee to any consumer, on payment of reproduction charges, at any of the consumer service center / division office / circle office / section office / ward office of the Distribution Licensee, as well as in downloadable format through its internet website.

## **9. Other Services**

- 9.1 Reading of consumer's meter shall be undertaken by the Authorised Representative at least once in every three months for agricultural consumers and at least once in every two months for all other consumers.
- 9.2 Any change of name or change of tariff category shall be effected by the Distribution Licensee before the expiry of the second billing cycle after the date of receipt of application.
- 9.3 Upon receipt of a request by a consumer for reduction of contract demand / sanctioned load of such consumer, the Distribution Licensee shall, unless otherwise agreed, so reduce the contract demand / sanctioned load of such

consumer before the expiry of the second billing cycle after the receipt of such request.

- 9.4 Where the consumer applies for closure of account with the Distribution Licensee, the Distribution Licensee shall, subject to satisfaction of all amounts due from the consumer, repay all outstanding amounts due to the consumer within a period of thirty days from the date of receipt of such application for closure of the account.

## **10. Reliability Indices**

- 10.1 The Distribution Licensee shall calculate the reliability of his distribution system on the basis of number and duration of sustained interruptions in a year, using the following indices:-

- (i) System Average Interruption Frequency Index;
- (ii) System Average Interruption Duration Index; and
- (iii) Customer Average Interruption Duration Index.

Provided that while calculating the above indices, the following types of interruptions shall not be taken into account:

- (i) Scheduled outages;
- (ii) Momentary outages of a duration of less than three minutes;
- (iii) Outages due to failure of the grid;
- (iv) Outages due to reasons described in Regulation 11.1 below.

- 10.2 The Distribution Licensee shall maintain data on the reliability indices specified in Regulation 10.1 above for each circle/ area of supply on a monthly basis.

- 10.3 The Distribution Licensee shall, within a period of three (3) months from the date of notification of these Regulations, put up, at the end of each month, such monthly information on reliability indices on internet website of the Distribution Licensee and shall submit such information to the Commission at the end of each financial year.

- 10.4 The Commission shall fix standards of reliability to be achieved by the Distribution Licensee on the basis of data collected for one year from the date of notification of these Regulations.

## **11. Exemptions**

- 11.1 Nothing contained in these Regulations shall apply where, in the opinion of the Commission, the Distribution Licensee is prevented from meeting his obligations under these Regulations by cyclone, floods, storms or other occurrences beyond the control of the Distribution Licensee:

Provided that the Distribution Licensee shall not be excused from failure to maintain the standards of performance under these Regulations where such failure can be attributed to negligence or deficiency or lack of preventive maintenance of the distribution system or failure to take reasonable precaution on the part of the Distribution Licensee.

- 11.2 The Commission may, by general or special order, exempt the Distribution Licensee from any or all of the standards specified in these Regulations for such period as may be specified in the said order.

## **12. Determination of Compensation**

- 12.1 Where the Distribution Licensee finds that it has failed to meet the standards of performance specified under these Regulations, either of its own knowledge, or upon written claim filed by any person affected, the Distribution Licensee shall be liable to pay such person and all other persons similarly affected, such compensation as has been determined by the Commission in **Appendix A** to these Regulations.

Provided that the Distribution Licensee shall compensate the person (s) affected not later than two billing cycles.

- 12.2 Failure by the Distribution Licensee to pay the compensation in accordance with Regulation 12.1 shall constitute a Grievance, which shall be dealt with in accordance with the procedure set out in the Grievance Redressal Regulations:

Provided that in case the claim for compensation is upheld by the Forum, the compensation determined by the Commission in **Appendix A** to these regulations will be implemented by the Forum or in the case of appeals filed against Orders of the Forum before him, by the Ombudsman appointed or designated by the Commission under sub-Section (6) of Section 42 of the Act:

Provided further that such compensation shall be based on the classification of such failure as determined by the Commission under the provisions of Section 57 of the Act and the payment of such compensation shall be made by the Distribution Licensee within ninety days of a direction issued by the Forum or by the Ombudsman, as the case may be:

Provided also that no claim for compensation shall be entertained if the same is filed later than a period of sixty days from the date of rectification of the deficiency in performance standard:

Provided also that such compensation shall be paid or adjusted in the consumer's bill issued subsequent to the award of compensation.

### **13. Information regarding Level of Performance**

13.1 The Distribution Licensees shall within a period of six months from the date of notification of these Regulations furnish to the Commission information on the matters covered under clauses (a) and (b) of sub-section (1) of Section 59:

Provided that the information so submitted shall relate to the immediately preceding six months:

Provided further that the Distribution Licensee shall maintain and submit information on the matters covered under clauses (a) and (b) of sub-section (1) of Section 59 of the Act to the Forum on a monthly basis and put up such information on the internet website of the Distribution Licensee, within a period of thirty days from the end of the month:

Provided also that the Distribution Licensee shall submit information on the matters covered under clauses (a) and (b) of sub-section (1) of Section 59 of the Act to the Commission on an annual basis, within a period of thirty days from the end of the financial year:

Provided also that the information shall be with respect to the total number of cases of failure to meet each of the standards specified in these Regulations:

Provided also that the Distribution Licensee shall separately state the total number of cases where compensation has been paid by it without dispute and the total number of cases where compensation has been paid in compliance with an order or direction of the Forum or Ombudsman, along with the total amount of compensation in each category.

13.2 The Commission may, by order in writing, require the Distribution Licensee to submit information under clauses (a) and (b) of sub-section (1) of Section 59 in such form and containing such particulars as may be provided in the said order.

### **14. Power to Amend**

The Commission may, at any time, add to, vary, alter, modify or amend any provisions of these Regulations.

### **15. Power to Remove Difficulties**

If any difficulty arises in giving effect to the provisions of these Regulations, the Commission may, by general or specific order, make such provisions not inconsistent with the provisions of the Act, as may appear to be necessary for removing the difficulty.

**LEVEL OF COMPENSATION PAYABLE TO CONSUMER FOR  
FAILURE TO MEET STANDARDS OF PERFORMANCE**

Supply activity / event	Standard	Compensation payable
<b>1. Provision of supply</b>		
(i)	Time period for completion of inspection of applicant's premises from date of receipt of application	Seven (7) days (towns & cities)
		Ten (10) days (rural areas)
(ii)	Time period for intimation of charges to be borne by applicant from date of receipt of application:	
	- in case connection is to be from existing network	Fifteen (15) days (town & cities)
		Twenty (20) days (rural areas)
	- where extension of distribution main or commissioning of sub-station is required	Thirty (30) days
(iii)	Time period for provision of supply from date of receipt of completed application and payment of charges:	
	- in case connection is to be from existing network	One (1) month
	- where extension or augmentation of distributing main is required	Three (3) months
	- where commissioning of sub-station is required	One (1) year

Supply activity / event		Standard	Compensation payable
<b>2. Restoration of supply</b>			
(i)	Normal Fuse off call	Four (4) hours (towns & cities)	Rs 50 per hour or part thereof of delay
		Twenty-four (24) hours (rural areas)	
(ii)	22kV/ 11kV/ 415v Overhead line breakdown	Six (6) hours (towns & cities)	
		Twenty-four (24) hours (rural areas)	
(iii)	Distribution transformer failure	Twenty-four (24) hours (towns and cities)	
		Forty-eight (48) hours (rural areas)	
(iv)	Underground cable fault	Twelve (12) hours	
(v)	Scheduled outage	As notified (clause 6.5) normally not exceeding Twelve (12) hours per day	Nil

Supply activity / event	Standard	Compensation payable
<b>3. Quality of supply</b>		
(i)	Maintenance of voltage within the specified range of the declared voltage	<p>In case of low or medium voltage, within 6 per cent of the declared voltage</p> <p>In case of high voltage, within 6 per cent on the higher side and within 9 per cent on the lower side of the declared voltage</p> <p>In case of extra high voltage, within 10 per cent on the higher side and within 12.5 per cent on the lower side of the declared voltage</p> <p>In Mumbai city and suburbs: Rs 100 per week or part thereof for which voltage varies beyond the specified range: Provided that the compensation specified above shall be payable in the Mumbai Metropolitan Region (apart from Mumbai city and suburbs) and the Pune Metropolitan Region at the end of one year from the date of notification of these Regulations: Provided further that the Commission shall separately notify the date on which such compensation shall be payable in other areas, not covered above, in the State</p>
(ii)	Control of the harmonics level at the point of supply.	As per IEEE STD 519-1992 Rs. 100 per instance provided that the Commission shall separately notify the date from which such compensation shall be payable .



Supply activity / event		Standard	Compensation payable
<b>4. Meters</b>			
(i)	Restoration of supply in case of burnt meter	Twenty-four (24) hours from date of receipt of complaint (towns & cities)	Rs 100 per week or part thereof of delay
		Forty-eight (48) hours from date of receipt of complaint (rural areas)	
<b>5. Reconnection</b>			
(i)	Reconnection of a consumer who has been disconnected for less than six (6) months, from the time of payment of either all amounts to the satisfaction of the Distribution Licensee or, in case of a dispute, such amount under protest in accordance with the proviso to sub-section (1) of Section 56 of the Act	Twenty-four (24) hours (towns & cities)	Rs 100 per week or part thereof of delay
		Two (2) days (rural areas)	
<b>6. Consumer charter / service</b>			
(i)	Visible display by authorized representative of Distribution Licensee of name-tag and, if required by consumer, produce proof of identity and authorization	All interactions with consumers	Rs 50 for each instance of default

Supply activity / event		Standard	Compensation payable
<b>7. Other activities</b>			
(i)	Reading of consumer's meter	Once in every three months (agricultural consumers)	Rs 100 for first month or part thereof of delay;
		Once in every two months (all other consumers)	Rs 200 per month or part thereof beyond the first month of delay
(ii)	Time period for other services from the date of application:		Rs 100 per week or part thereof of delay
	- change of name	Second billing cycle	
	- change of tariff category	Second billing cycle	
	- reduction in contract demand / sanctioned load	Second billing cycle	
(iii)	Closure of account		Rs 100 per week or part thereof of delay
	Time period for payment of final dues to consumer from date of receipt of application for closure of account.	Thirty (30) days	

Sd/-

A.M. KHAN  
SECRETARY

Maharashtra Electricity Regulatory Commission.

Mumbai, 20<sup>th</sup> January, 2005.