

SIKKIM



GOVERNMENT

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SIKKIM STATE ELECTRICITY REGULATORY COMMISSION

NOTIFICATION

No. 435/SSERC/2024-25/02

Date: 22/07/2024

In exercise of the powers conferred by sub-section(1) and (2) of section 181 read with section 61 of the Electricity Act, 2003 (36 of 2003) and all powers enabling it on that behalf, Sikkim State Electricity Regulatory Commission (SSERC) hereby makes the following regulations to amend the Sikkim State Electricity Regulatory Commission (Standard of Performance for the Distribution & Transmission Licensee) Regulations, 2012, herein after referred to as the 'Principal Regulations'.

1. Short Title and Commencement:

- 1.1 These Regulations may be called the Sikkim State Electricity Regulatory Commission (Standards of Performance for the Distribution & Transmission Licensee) (Amendment) Regulations, 2024.
- 1.2 These Regulations shall come into force from their date of publication in the official Gazette of Sikkim.
- 1.3 These Regulations shall be applicable to all licensees engaged in distribution and transmission of electricity and consumers in the State of Sikkim.
- 1.4 These Regulation shall extend to the whole of the State of Sikkim.

2. Amendment of Regulation 1.5 of the Principal Regulations under Chapter-1

Substitution of Regulation 1.5 (A) of the Principal Regulations
Regulation 1.5 (A) of the Principal Regulations shall be substituted as under:

" 1.5 Compensation in case of under performance

(A) Distribution System: -

- (1) Any failure by the Distribution Licensee to achieve and maintain standards of performance specified in these Regulations shall render the Distribution Licensee liable to payment of compensation as per the rate determined by the Commission and indicated in APPENDIX appended to the Principal Regulations (hereinafter referred as "APPENDIX"). The Distribution Licensee shall be liable to pay to the affected person, such compensation as provided in these Regulations:

Provided that in the event of failure of Distribution Licensee to meet the standards of performance, the compensation shall be payable automatically by the Distribution Licensee for the parameters as per APPENDIX to all the affected persons/consumers, without requiring a claim to be filed by the affected person/consumer

Provided that the Distribution Licensee, within 6 (six) months from the date of notification of these Regulations, shall create an online facility on which consumer may register claim for compensation:

Provided further that the automatic compensation mechanism shall be implemented within 6 (six) months of the date of notification of these Regulations:

Provided further that the compensation shall be payable to only those affected persons/consumers who have paid all their bills to the Distribution Licensee within the due dates of each bill without any delay in last 1 (One) year or in cases where supply has been provided for a shorter period, such shorter period shall be considered and there is no outstanding amount to be paid to the licensee except for current bill which is not due and have not been, during last 2 (Two) years, either convicted for theft of electricity or finally assessed for Unauthorized Use of Electricity:

Provided further that the affected person/consumer who have paid the bills, though not within due date but with delayed payment charges, in last 1 (One) year or in cases where supply has been provided for a shorter period, such shorter period shall be considered and there is no outstanding amount to be paid to the licensee except for current bill which is not due and have not been, during last two years, either convicted for theft of electricity or finally assessed for Unauthorized Use of Electricity, such affected person/consumer who seeks to claim compensation shall file his claim with such a Distribution Licensee within a maximum period of 60 (Sixty) days from the time such a person is affected by such failure of the Distribution Licensee to meet the standards of performance and such affected person/consumer shall only be entitled for Compensation of half the amount specified in the APPENDIX:

Provided further that the Distribution Licensee shall compensate the affected person(s) within a maximum period of 90 (Ninety) days from the date of filing his claim from the previous months billing cycle and the payment of such compensation shall be paid or adjusted in the Consumer's future bills.

- (2) If the consumer/affected person is aggrieved by non-payment of automatic compensation by the Distribution Licensee for failure to meet standards of performance as specified under these Regulations or wants to file the claim for compensation, such a person can register its complaint before the concerned Distribution Licensee within a maximum period of 60 (Sixty) days from the time automatic compensation was payable by the Distribution Licensee.

Explanation: If Distribution Licensee fails to meet the standard of performance in April, automatic compensation is payable within 90 (Ninety) days i.e. up to July. If automatic compensation is not paid until July, affected person shall file the claim for manual compensation within 60 (Sixty) days thereafter i.e. up to September.

Provided that the Distribution Licensee shall resolve the grievance of the affected person and compensate the affected person(s) within a maximum period of 30 (Thirty) days from the date of filing his claim:

Provided further that in the event of compensation being liable to be paid by the Distribution Licensee on/after representation by the Consumer, the compensation amount shall be 1.5 times the amount specified in APPENDIX.

- (3) In case the Distribution Licensee fails to pay the compensation or if the affected person is aggrieved by non-redressal of his grievances, he/she may make a representation for the redressal of his grievance to the Consumer Grievance Redressal Forum (CGRF) in accordance with the provisions of Sikkim State Electricity Regulatory Commission (Redressal of Grievances of Consumers and Establishment of Forum and Electricity Ombudsman Regulations, 2012), as amended from time to time:

Provided that in case claim of compensation by the consumer is upheld by either the Consumer Grievances Redressal Forum or the Electricity Ombudsman, it would be duty of the concerned Consumer Grievances Redressal Forum or the Electricity Ombudsman, as the case maybe, to see that the Order of compensation is implemented by the concerned Distribution Licensee and amount specified by the Consumer Grievances Redressal Forum or Electricity Ombudsman in its Order is paid by the concerned Distribution Licensee:

Provided further that in case the claim for compensation is upheld by the Consumer Grievances Redressal Forum or Electricity Ombudsman, the compensation amount shall be 2 (Two) times the amount specified in APPENDIX:

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 paid or adjusted in the Consumer's future bills (issued subsequent to the award of compensation) within 90 (Ninety) days of a direction issued by the Forum or by the Ombudsman, as the case may be.

- (4) The compensation paid by the Licensee shall not be allowed to be recovered in the Annual Revenue Requirement (ARR) of the Licensee."

3. **Insertion of Regulation 3.9 after Regulation 3.8 of the Principal Regulations under Chapter- 3**

After Regulation 3.8 of the Principal Regulations, the following shall be inserted:

"3.9 Call Centre for Consumer Services. -

- (a) For providing common services like new connection, disconnection, reconnection, shifting of connection, change in name and particulars, load change, replacement of meter, no supply, the distribution licensee shall establish a centralised 24x7 toll-free call centre within a period of 30 (thirty) days from the date of publication of these Regulations in the official Gazette of Sikkim.
- (b) While other modes to provide services like paper application, email, mobile, website, etc., may continue, the licensee shall endeavour to provide all services through a common Customer Relation Manager (CRM) System to get an unfixed view of all the services requested, attended and pending, at the backend for better monitoring and analytics.

- (c) The CRM shall have facilities for sms, email alerts, notifications to consumers and officers for events like receipt of application, completion of service, change in status of application, etc; online status tracking and auto escalation to higher level, if services are not provided within the specified time period. Manpower to be deployed for customer service (outsourced/on pay roll) of the distribution licensee and the details to be submitted to the Commission at the time of tariff filing alongwith the Capital Expenditure for establishment of the Customer Care Centre.

A well-defined resolution process timeline to be added/specified as a standard practice for any escalation resolution for a time bound process adoption. In order to have auto escalation to higher level, the distribution licensee may frame a hierarchy level matrix covering the relevant details of communication i.e. designated officer rank, mobile number, email id etc, for proper and timely resolution of the escalation.”

4. Amendment of Regulation 5.10 of the Principal Regulations under Chapter - 5

Insertion of Regulations 5.10.1, 5.10.2 and 5.10.3 in the Principal Regulations:

After Regulation 5.10, the following shall be inserted:

“5.10.1 System Average Interruption Frequency Index (SAIFI)

SAIFI indicates how often the average customer experiences a sustained interruption over a period of one month, which shall be calculated as per the formula specified below;

SAIFI = (Total Number of Interrupted Customers for Sustained Interruption events during the Reporting Period) ÷ (Total Number of Customers served)

$$= \frac{\sum (A_i \times N_i)}{N_t}$$

5.10.2 System Average Interruption Duration Index (SAIDI)

SAIDI indicates total duration of interruption for the average customer during a period of one month, which shall be calculated as per the formula specified below;

SAIDI = Cumulative Customer Interruption Duration ÷ Total Number of Customers served

$$= \frac{\sum (R_i \times N_i)}{N_t}$$

Where, i = an interruption event;

A_i - Number of Sustained Interruptions during the Reporting Period;

R_i = Restoration time for each Interruption Event;

N_i = Number of Interrupted Customers for Sustained Interruption event during the Reporting Period; and

N_t = Total number of Customers Served for the Areas

CMI = Cumulative Customer Interruption Duration = $\sum R_i N_i$

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

- a. Momentary outages of a duration not more than three (3) minutes;
- b. Outages due to the failure of the grid;
- c. Scheduled outages

Further provided that, adherence to specific standards of performance may be relaxed during Force Majeure conditions such as war, mutiny, civil commotion, riot, flood, cyclone, storm, lightening, earthquake, and strike/curfew, lockout, fire affecting the licensee's installations and activities and also under wind or rainy conditions where safety of electrical equipment and personnel is not possible. The Commission may, under specific circumstances relax provisions of Regulations in general or any specific Regulations for the period specified in its order.

5.10.3 Momentary Average Interruption Frequency Index (MAIFI):

MAIFI indicates total number of momentary interruptions for the average customer during a period of one month, which shall be calculated as per the formula specified below;

MAIFI = Cumulative Momentary Customer Interruptions ÷ Total Number of Customers served for the Areas

$$= \frac{\sum (I_{mi} \times N_{mi})}{N_t}$$

Where,

m_i = a momentary interruption event;

I_{mi} = Total Number of Momentary Interruption Events;

N_{mi} = Total Number of Consumers affected due to Momentary Interruption Events during the Reporting Period; and

N_t = Total Number of Customers Served for the Areas

The Distribution Licensee shall maintain data on the reliability indices specified above for each zone/circle/division/sub-division on a monthly basis as well as for Urban and Rural area separately. The Licensee shall compute the value of these indices separately for feeders serving predominantly agricultural loads. The methodology for computation of indices shall remain the same as in the case of other feeders.

The feeders must be segregated into rural and urban and the value of the indices must be reported separately for each month. However, interruptions due to load restrictions, power cut, shut down shall not be taken into account while calculating the indices.

The licensee shall compute the value of these indices separately for feeders serving predominantly agricultural loads. The methodology for computation of indices shall remain the same as in the case of other feeders.

The Licensees shall compute these indices on a monthly basis.

Based on the information provided by the licensees, the Commission would notify the target levels for these indices annually.

Formats for collection and submission of data on the above indices have been formulated and the same is appended as Appendix - AA. The Distribution Licensee may maintain the data as per the prescribed format.”

By Order of the Commission

**Sd/-
Secretary
SSERC**

Reliability Indices for Distribution Licensee																	
Last Updated :																	
Format-2 : Load affected/interrupted basis on the feeder Reliability Indices (SAFI, SAIDI, SAIFI, CAIDI & MAIFI) for Urban/Rural areas for the period _____ in respect of _____ (Name of Licensee)																	
Month:																	
Common Parameters for Submission in Format-I & II				Common-only for Maintaining Record				Calculation for SAIFI, SAIDI, CAIDI					Calculation for MAIFI				
Sr. No	Circle Name	Type of Circle/Area (Rural/Urban)	Division Name	Meter Serial Number	Feeder Code	Feeder Name	Total connected load (KW) in the feeders (U/R) in the circle/area	Nos of Interruptions (>3 min/5 min/10 min)**	Duration of Interruption considered (>3 min/5 min/10 min)**	Affected Load (kw) in the feeders	SAIFI = Number of interruptions / consumer	SAIDI, Minutes /consumer	CAIDI, Minutes	Nos. of momentary Interruptions (<3 min/5 min/10 min)**	Affected Load (kw) in the feeders	MAIFI	
							Lt	Ni	Ti	Li	$\sum Ni \cdot Li / Lt$	$\sum Ti \cdot Li / Lt$	SAIDI / SAIFI	Mi	Li	$\sum Mi \cdot Li / Lt$	
1																	
2																	
3																	
4																	
5																	
6																	
7																	
8																	
Total																	

Consumer affected/interrupted basis on the feeder Reliability Indices (SAFI, SAIDI, SAIDI, CAIDI & MAIFI) for Urban/Rural areas for the period _____ in respect of _____ (Name of Licensee)													
Targets as per SOP (Urban)		SAIFI	SAIDI	CAIDI	MAIFI	Targets as per SOP (Urban)		SAIFI	SAIDI	CAIDI	MAIFI		
DISCOM	Sl. No.	Name of Circle/Area	Type of Circle/Area (Rural/Urban)	Total no. of Feeders (U/R) in the Circle/Area	Total no. of Consumers (U/R) in the Feeder in the Circle/Area	Nos of Interruptions (>3 min/5 min/10 min)**	Duration of Interruption considered (>3 min/5 min/10 min) **	No. of Consumers in the affected areas	SAIFI $\frac{\sum Ni \cdot Ci}{Ct}$	SAIDI, Minutes $\frac{\sum Ti \cdot Ci}{Ct}$	CAIDI, Minutes $\frac{\sum Mi}{Ct}$	No. of Consumers in the affected areas	MAIFI $\frac{\sum Mi \cdot Ci}{Ct}$

Note:

1. Discom/Licensee to select the applicable Format (Format-1: Consumer Interruption basis or Format-2: Load Interruption basis) while submitting the data as specified in SOP Order.
2. Targets as fixed by SSERC may be indicated. If not fixed/available, it may be clearly mentioned.
3. Formats to be filled up separately for rural/urban area/circles or as mentioned in the SOP
4. Submission of data to be done on quarterly basis
5. Sum of all the interruptions to be given in the above columns
6. **Strike out whichever is not applicable