



Jharkhand Bijli Vitran Nigam Limited

(CIN:U40108JH2013SGC001702)

Regd. Office : Engineering Building, H.E.C., Dhurwa, Ranchi-834004, email:-coml.rev@rediffmail.com

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Circular No. 04/...../ C&R
C.E. (C&R)/ 1680/15 (part file)

Dated 30-10-2017

From,

Sunil Kumar Thakur
Chief Engineer, (Commerical & Revenue)

To,

All General Manager-Cum-Chief Engineer,
Electric Supply Area.

All Electrical Superintending Engineer,
Electric Supply Circle.

All Electrical Executive Engineer,
Electric Supply Division.

All Assistant Electrical Engineer,
Electric Supply Sub-Division

Sub: Adherence to Standard of Performance Regulations, 2015 and compensation to consumers for any defaults in services, as per Regulations

Sir,

With reference to the above, it is to inform that JSERC has notified the (Distribution Licensees Standard of Performance) Regulations, 2015 to ensure the services provided by JBVNL to meet the required "Standard of Performance". It is requested that all field officers must make themselves fully aware and adhere to the timelines defined under Standard of Performance Regulations for various activities, as annexed herewith for reference.

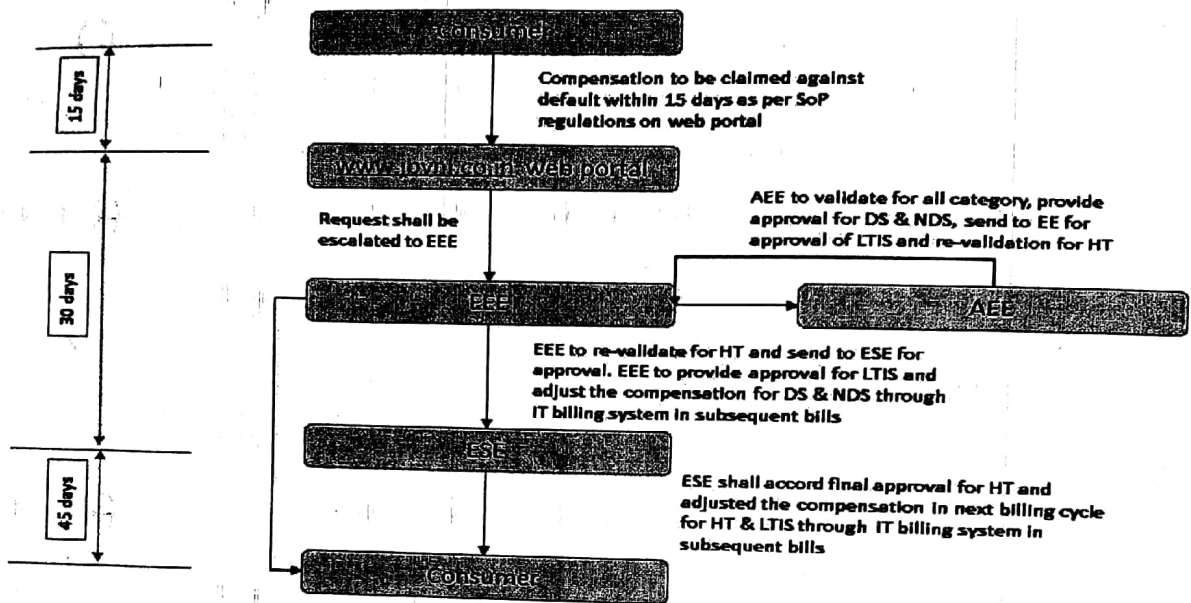
The State Commission has mandated the payment and the manner of payment of compensation in case of any default in the Guaranteed Standards stipulated under the Regulations, as below:

- The Distribution Licensee shall register every complaint of a consumer regarding failure of power supply, quality of power supply, meters and payment of bills etc. and intimate the complaint number to the consumer.
- The Distribution Licensee shall maintain all records regarding the guaranteed standards of performance in a consumer-wise manner in order to give a fair treatment to all consumers and avoid any dispute regarding violation of standard.
- All payments of compensation shall be made by way of adjustment against current, and/or future bills for supply of electricity but not later than 90 days from the date of violation of guaranteed standards.
- All compensation is required to be claimed by the consumer. This requires the consumer to bring to the notice of the Licensee that the standard has been violated and accordingly claim the compensation amount from the Licensee. Customer shall be issued a receipt of complaint



and a unique complaint number for reference. No claim shall be entertained if complaint is lodged after 15 days of the occurrence of violation of guaranteed standards.

In order to ensure 100% compliance of Regulations, an online web-based tool has been created and made live, whereby the consumer shall be able to register the compensation claim against JBVNL. The process flow of availing compensation by the Consumer, timelines and responsibilities have been described in the flow chart below:



As can be inferred from chart above, the validation and approval of compensation against the claim raised by the consumer shall be the responsibility of respective ESE of Electric Supply Circle for all HT and LTIS Consumers, while EEE of respective Electric Supply Division shall be responsible for validation and approval of compensation amount for other than HT & LTIS consumers. The respective officer shall validate the compensation claim by establishing the sanctity of complaint filed by the consumer as per his submission. The validation of claim raised by the consumer shall be done in accordance to the Standard of Performance Regulations, 2015 and will only be allowed if the consumer satisfies the required conditions under Section A5 and A8 of the Regulations. Once the approval has been accorded by the respective officer, payment of compensation claim to consumer shall be processed in the energy bill for the following month. The standard operating procedure and Regulations are enclosed for reference.

Encl.: As above.

Yours faithfully,

Sd/-

(S. K. Thakur)

Chief Engineer (C&R)

Dated...../...../.....

Chief Engineer (S&D)/ Chief Engineer (RE)/ Chief Engineer (S&P)/ GM (R-APDRP)/ GM (IT)/ Chief Engineer (Inspection), JBVNL, Ranchi for information

Memo No.....

Copy along with enclosure forwarded to Chief Engineer (S&D)/ Chief Engineer (RE)/ Chief Engineer (S&P)/ GM (R-APDRP)/ GM (IT)/ Chief Engineer (Inspection), JBVNL, Ranchi for information and necessary action.

Encl. As above.

Sd/-

(S. K. Thakur)

Chief Engineer (C&R)



Memo No.....

Dated...../

Copy along with enclosure forwarded to F.C., JBVNL/ F.C., JUVNL for information & necessary action.

Encl. As above.

Sd/-
(S. K. Thakur)
Chief Engineer (C&R)

Memo No.....

Dated...../


Copy forwarded to the Secretary, Deptt. of Energy, Govt. of Jharkhand, Ranchi for kind information.

Sd/-
(S. K. Thakur)
Chief Engineer (C&R)

Memo No. 1439AIR

Dated 30-10-2017

Copy forwarded to T.S. to MD, JBVNL, Ranchi/ Special Officer to CMD, JUVNL, Ranchi for information.


(S. K. Thakur) ^{30.10.17}
Chief Engineer (C&R)