



MIZORAM ELECTRICITY REGULATORY COMMISSION

AIZAWL : : : MIZORAM

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NOTIFICATION

Dated Aizawl, the 11th October, 2024

No. T.16012/1/24-MZERC/14 : In exercise of the powers conferred by sections 181 (1) and 181 (2) (za & zb) read with section 57 (1), 57 (2), 59 (1), 86 (1) (i) and 142 of the Electricity Act, 2003 (36 of 2003) and sub-section (1), (5) & (6) of section 13, sub-section (4) (b) of section 16 of Electricity (Rights of Consumers) Rules, 2020 and all other powers enabling it in this behalf and after previous publication, the Mizoram Electricity Regulatory Commission hereby makes the following regulations to amend the Mizoram Electricity Regulatory Commission adoption of the Joint Electricity Regulatory Commission for Manipur & Mizoram (**Standard of Performance for Distribution and Transmission Licensees**) Regulations, 2014, Order 2024 (herein referred to as "Principal Regulations"), namely;

1. Short title and commencement:-

- 1.1 These Regulations may be called the "Mizoram Electricity Regulatory Commission adoption of the Joint Electricity Regulatory Commission for Manipur and Mizoram (**Standard of Performance for Distribution and Transmission Licensees**) Regulations, 2014, Order 2024, (First Amendment) Regulations, 2024".
- 1.2 These Regulations shall be applicable to all licensees engaged in transmission and distribution of electricity in the State of Mizoram.
- 1.3 These Regulations shall extend to the whole State of Mizoram and shall apply in relation to all matters falling within the jurisdiction of the Commission.
- 1.4 These Regulations shall come into force from the date of notification in the Official Gazette of Mizoram.

2. Amendments in Regulation 6 of the Principal Regulations:-

- (a) Clause 6.2 of the Principal Regulations shall be substituted by the following:
'6.2 Consumer shall be automatically compensated 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. The minimum compensation to be paid by the licensee to the affected consumer with manner of payment is specified in Schedule-III of these regulations:

Provided that the distribution licensee shall design and maintain its distribution system in such a way that there is a gradual increase in the list of parameters, which can be monitored remotely and for which automatic compensation can be made to the consumer.'

(b) Clause 6.3 of the Principal Regulations shall be substituted by the following:

'6.3 In all cases of compensation, the payment of compensation shall be made by adjustment against current or future bills for supply of electricity within 90 days from the determination of claim.'

(c) Clause 6.7 of the Principal Regulations shall be substituted by the following:

'6.7 The distribution licensee, within six months from the date of notification of this amendment regulation by the Commission shall create an online facility on which consumers may register and claim the compensation amount. The information in this regard shall be widely circulated among consumers through appropriate means including mass media, bills, sms, e-mails or by uploading on licensee's website.'

3. Amendments in Regulation 7 of the Principal Regulations:-

Clause 7.12 (b) of the Principal Regulations shall be substituted by the following:

'7.12 (b) The distribution licensee shall arrange to give due publicity through media, TV, newspaper, website and by displaying in boards at consumer service related offices to bring awareness of consumer rights, standards of performance, compensation provisions, grievance redressal, measures for energy efficiency and any other schemes of the distribution licensee.'

4. Amendments in Regulation 14 of the Principal Regulations:-

Clause 14.1 of the Principal Regulations shall be substituted by the following:

'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:

SI No.	SOP Parameters	Compensation payable to individual in case event affects single consumer*	Compensation payable to individual in case event affects more than one consumer*	Manner of payment
Operation of Call Centre				
1.	First response against a Consumer Call -	Rs 50 in each case of default	Not applicable	To be claimed
2.	Registration of Consumer Call and issue of docket number	Rs 50 in each case of default	Not applicable	To be claimed
Restoration of supply				
3.	Normal fuse off	Rs 50 in each case of default	Rs 50 for each consumer	To be claimed
4.	Overhead Line / Cable breakdowns	Rs 100 in each case of default	Rs 100 for each consumer	To be claimed
5.	Underground cable break down	Rs 100 in each case of default	Rs 100 for each consumer	To be claimed
6.	Distribution Transformer Failure	Rs 150 in each case of default	Rs 150 for each consumer	To be claimed
7(a)	Maximum duration of scheduled outage	Rs 150 in each case of default	Rs 150 for each consumer	To be claimed
7(b)	Number of scheduled outages in a year	Rs 150 in each case of default	Rs 150 for each consumer	To be claimed
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	To be claimed
9.	Voltage fluctuations in case expansion / augmentation of network	Rs 100 for each day of default	Rs 100 to each consumer for each day of	To be claimed

	required.		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	To be claimed
Meter complaints				
11.	Meter inspection and replacement	Rs 50 for each day of default	Not applicable	To be claimed
12.	Replacement of burnt meter	Rs 50 for each day of default	Not applicable	To be claimed
Shifting of meters/ service lines				
13.	Shifting of meter/ service lines	Rs 50 for each day of default	Not applicable	Automatic
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	To be claimed
15.	New connection/ additional load where supply can be provided after extension/augmentation of network	Rs 250 for each day of default	Not applicable	To be claimed
16.	Erection of substation to extend supply	Rs 500 for each day of default	Not applicable	To be claimed
17.	Issue of temporary connection	Rs 100 for each day of default	Not applicable	To be claimed
Transfer of ownership, change of category				
18.	Title, transfer of ownership	Rs 50 for each day of default	Not applicable	Automatic
19.	Change of category	Rs 50 for each day of default	Not applicable	Automatic

Consumer bill complaint				
20.	Billing complaint resolution	Rs 50 for each day of default	Not applicable	Automatic
Disconnection of supply				
21.	Disconnection of supply	Rs 50 for each day of default	Not applicable	Automatic
22.	Refund of security deposit etc.	Rs 50 for each day of default	Not applicable	To be claimed
23.	Issue of no dues certificate	Rs 50 for each day of default	Not applicable	Automatic
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	Automatic

* Minimum compensation payable to the consumer. Commission can award higher compensation to consumers as per section 6.8 of the Mizoram Electricity Regulatory Commission adoption of the Joint Electricity Regulatory Commission for Manipur and Mizoram (Standard of Performance for Distribution and Transmission Licensees) Regulations, 2014, Order 2024.

Manner of payment of compensation amount:

1. The 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.
2. The 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.
3. The compensation claims shall be dealt with in the following manner:
Automatic: This mode of payment requires the Licensee itself to calculate and pay the compensation amount to the affected consumer automatically, following non-compliance to a particular guaranteed standard. However, the consumer may approach the Licensee to claim compensation.

To be claimed: This mode of payment 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.

By order of the Commission


(LALCHANCHINMAWII)
Assistant Secretary