

Sr. No.	Recommendation	Response (Yes/No/NA)	Supporting Materials
182	Enact measures to ensure that the utility compensates customers for outages that go over a certain cap, or that a fine is imposed by the regulator if the outage cap is exceeded	Yes	

URL: http://www.gercin.org/uploaded/document/en_1301050707.pdf

<http://www.mgvcl.com/Upload/StandardOfPerformance.pdf>

<http://www.dgvcl.com/dgvclweb/viewpdf.php?type=pdf&filename=SoP%20No-10of%202005.pdf>

<http://www.pgvcl.com/download/REGULATION/StandardOfPerformance.pdf>

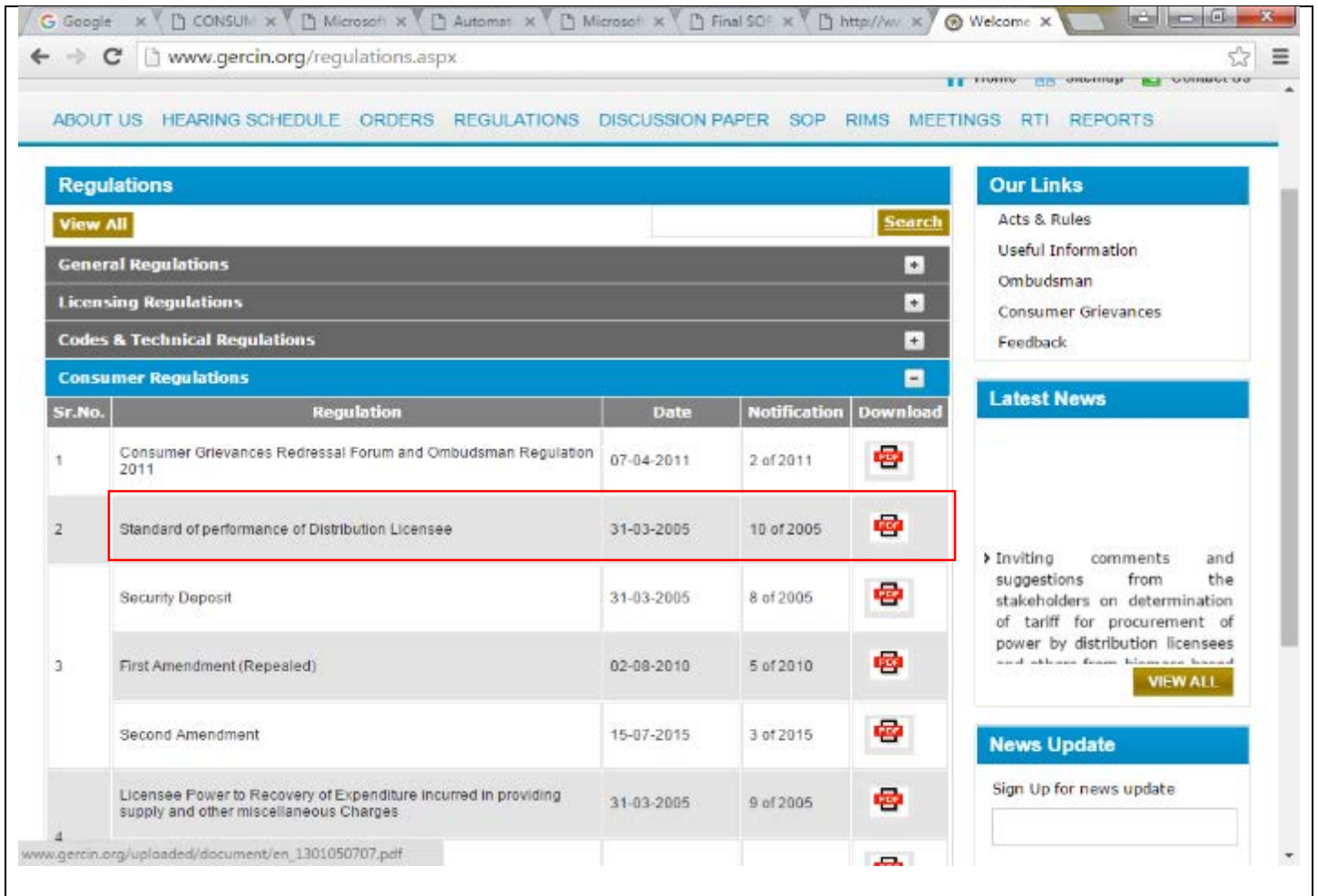
<http://www.ugvcl.com/regulation/SoP%20No-10of%202005.pdf>

GERC Regulation Chapter XIV







Compensation in case of under performance

14.1 If a Licensee fails to meet the standards specified, the affected domestic consumer is entitled to compensation from the Licensee as provided below:

SR	Events	Compensation payable
1	Duty to give supply on request a) New Service connection b) Additional Load c) Temporary Supply d) Shifting of service connection e) Transfer of service connection f) Change of tariff	Rs.50 per day of delay
2	Complaints in billing	Rs.50 for non-reply within the period.
3	Replacement of meters	Rs.25 for each day of delay subject to a maximum of Rs.2, 500 for LT connections and Rs. 250 per day of delay subject to a maximum of Rs. 5,000 for HT connections.
4	Interruption of supply	Rs.25 for each six hours (or part thereof) of delay in restoration of supply subject to a maximum of Rs.500 for LT connection and Rs. 50 for each six hours (or part thereof) of delay in restoration of supply subject to a maximum of Rs.1,000 for LT connection
5	Voltage fluctuations and complaints	Rs.50 for failure to visit or convey findings within the stipulated period
6	Responding to consumer's complaints	Rs.25 for each day of delay subject to a maximum of Rs.500
7	Grievance handling	Rs.25 for failure of grievance handling



The screenshot shows the website www.gercin.org/regulations.aspx. The page features a navigation menu with links like 'ABOUT US', 'HEARING SCHEDULE', 'ORDERS', 'REGULATIONS', 'DISCUSSION PAPER', 'SOP', 'RIMS', 'MEETINGS', 'RTI', and 'REPORTS'. The main content area is titled 'Regulations' and includes a search bar and a list of regulation categories: 'General Regulations', 'Licensing Regulations', 'Codes & Technical Regulations', and 'Consumer Regulations'. A table lists specific regulations, with the second entry, 'Standard of performance of Distribution Licensee', highlighted in red. The table columns are 'Sr.No.', 'Regulation', 'Date', 'Notification', and 'Download'. To the right, there are sections for 'Our Links', 'Latest News', and 'News Update'.

Sr.No.	Regulation	Date	Notification	Download
1	Consumer Grievances Redressal Forum and Ombudsman Regulation 2011	07-04-2011	2 of 2011	
2	Standard of performance of Distribution Licensee	31-03-2005	10 of 2005	
3	Security Deposit	31-03-2005	8 of 2005	
	First Amendment (Repealed)	02-08-2010	5 of 2010	
	Second Amendment	15-07-2015	3 of 2015	
4	Licensee Power to Recovery of Expenditure incurred in providing supply and other miscellaneous Charges	31-03-2005	9 of 2005	

www.gercin.org/uploaded/document/en_1301050707.pdf

www.gercin.org/uploaded/document/en_1301050707.pdf

14.1

1 of 1

CHAPTER XIV

Compensation in case of under performance

14.1 If a Licensee fails to meet the standards specified, the affected domestic consumer is entitled to compensation from the Licensee as provided below:

Sr. No.	Events	Compensation payable
1	Duty to give supply on request a) New Service connection b) Additional Load c) Temporary Supply d) Shifting of service connection e) Transfer of service connection f) Change of tariff	Rs.50 per day of delay
2	Complaints in billing	Rs.50 for non reply within the period.
3	Replacement of meters	Rs.25 for each day of delay subject to a maximum of Rs.2,500 for LT connections and Rs. 250 per day of delay subject to a maximum of Rs. 5,000 for HT connections.

MGVCL:



The screenshot shows the MGVC Limited website homepage. The header includes the company name "MADHYA GUJARAT VIJ COMPANY LIMITED" and its role as the "LEADING ELECTRICITY DISTRIBUTOR IN CENTRAL REGION OF GUJARAT IN INDIA". A navigation menu is visible with options like Home, About Us, Consumer Links, Tender, Career, Financial Report, and Links. A "Consumer Desk" dropdown menu is open, highlighting the "(SOP) & RIM" option. Below the menu, there are sections for "Latest News", "Employee Desk", and "No Of Hits" (3,468,196). At the bottom, portraits and names of key officials are listed: Smt. Anandiben Patel (Hon'ble Chief Minister), Shri Saurabh Patel (Hon'ble Energy Minister), Shri Govindbhai Patel (Hon'ble Minister of state, Gujarat), and Shri S.B. Khyalia (Managing Director, M.G.V.C.L.).



The screenshot shows the "SOP & RIM" page on the MGVC website. The page title is "SOP & RIM". A red box highlights the text: "GUJARAT ELECTRICITY REGULATORY COMMISSION (GERC) Standard of Performance of Distribution Licensee Notification No. 10 of 2005". Below this, there is a table listing various Standard of Performance (SOP) and Regulatory Information Report (RIM) documents from 2008 to 2010.

1. Standart Of Performance (SOP)	1. Regulatory Information Report (RIM)
1. SoP April-June, 2008	1. RIM April-June, 2008
1. SoP April-Sept, 2008	1. RIM April-Sept, 2008
1. SoP Oct-DEC, 2008	1. RIM Oct-DEC, 2008
1. SoP Jan-Mar, 2009	1. RIM Jan-Mar, 2009
1. SoP April-Jun, 2009	1. RIM April-Jun, 2009
1. SoP Jul-Sep, 2009	1. RIM Jul-Sep, 2009
1. SoP Oct-DEC, 2009	1. RIM Oct-DEC, 2009
1. SoP Jan-Mar, 2010	1. RIM Jan-Mar, 2010

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Compensation in case of under performance

14.1 If a Licensee fails to meet the standards specified, the affected domestic consumer is entitled to compensation from the Licensee as provided below:

Sr. No.	Events	Compensation payable
1	Duty to give supply on request a) New Service connection b) Additional Load c) Temporary Supply d) Shifting of service connection e) Transfer of service connection f) Change of tariff	Rs.50 per day of delay
2	Complaints in billing	Rs.50 for non reply within the period.
3	Replacement of meters	Rs.25 for each day of delay subject to a maximum of Rs.2,500 for LT connections and Rs. 250 per day of delay subject to a maximum of Rs. 5,000 for HT connections.
4	Interruption of supply	Rs.25 for each six hours (or part thereof) of delay in restoration of supply subject to a maximum of Rs.500 for LT connection and

DGVCL:

www.dgvcl.com/dgvclweb/index.php

DGVCL residential consumers, under DELP programme to be launched on 26th May, will avail upto 10 LED bulbs on subsidized rates of Rs. 80 in cash and Rs. 85 in OBF. DGVCL's other than residential consumers will avail LED lamps rates of

- RAFORP Post Go Live Reports
- Lok Darbar
- Lok Samvad
- Advertisement
- Solar Pump Set Scheme 2014-15
- Photo Gallery
- Ujja Jyoti-myscheme
- Circulars
- GERC Supply Code

Consumer Corner

- Planned Shutdown/Outages
- Report Energy Misuse
- Ujja Suraksha Setu
- AG pending application
- De's & Dots
- CGRF
- Register Your Complaint Through SMS
- Consumer Address Detail

Way Forward

- QSM Programme
- SCADA implementation in Surat
- DGVCL's customer care center
- Project cell vision - 2016
- ABC/NLPE Conductor proposed on JGY Feeders & Urban sum areas

May I Help You?

- Requests notified by GERC
- Right to Information
- Electricity Act
- Public Information Officer
- Quality Policy & Objective
- Bill Collection Centers
- ATF centers
- SCP & RIMs
- FAQs

24x7 Customer Care Center Toll Free Number 1888-222-2000

THINK 2015

CO-IMO

GSCL

DGVCL

UGVCL


MGVCL

PGVCL

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www.dgvcl.com/dgvclweb/index.php

www.dgvl.com/dgvlweb/gerc.php



DAMSHIN GUJARATI VLI COMPANY LTD.
ISO 9001 : 2008 Certified
CIN U40102GJ2003SGC042909

[About us](#)
[Online Payment](#)
[Save Energy](#)
[Consumer Service](#)
[Procurement](#)
[Doing Business](#)
[Contact Us](#)

Details of GERC Regulations

Sr No	Name of Regulation	Notification Number	Date of application	
01	Grid Code	05 of 2004	25/08/2004	View/Download
02	Distribution Code	06 of 2004	25/08/2004	View/Download
02A	Distribution code (First Amendment)	GERC/T-1/2296/2006	26/10/2006	View/Download
03	Procedure for filing Appeal before the Appellate Authority Regulations	01 of 2005	07/01/2005	View/Download
04	Fees, fines and Charges Regulations	06 of 2005	30/03/2005	View/Download
05	Power System Management Standards	07 of 2005	30/03/2005	View/Download
06	Security Deposit Regulations	08 of 2005	31/03/2005	View/Download
06A	Security Deposit (Removal of Difficulties order of 2005)	01 of 2008	11/04/2008	View/Download
06B	Security Deposit Regulations (First Amendment)	5 of 2010	21/08/2010	View/Download
06C	Security Deposit Regulations (Second Amendment)	3 of 2015	15/07/2015	View/Download
07	Licensees Power to recover expenditure incurred in providing supply and Miscellaneous charges	09 of 2005	31/03/2005	View/Download
08	Standard of Performance of Distribution Licensee	10 of 2005	31/03/2005	View/Download
09	Electricity Supply code and related matters	530 of 2015	24/09/2015	View/Download
10	Terms and Conditions of Tariff	12 of 2005	31/03/2005	View/Download
11	Power Procurement from Co-generation and Renewable Sources by Distribution Licensee	15 of 2005	29/10/2005	View/Download

www.dgvl.com/dgvlweb/viewpdf.php?type=pdf&filename=SoP%20No-10of2005.pdf

www.dgvl.com/dgvlweb/viewpdf.php?type=pdf&filename=SoP%20No-10of202005.pdf

PDF Viewer

CHAPTER XIV

Compensation in case of under performance

14.1 If a Licensee fails to meet the standards specified, the affected domestic consumer is entitled to compensation from the Licensee as provided below:

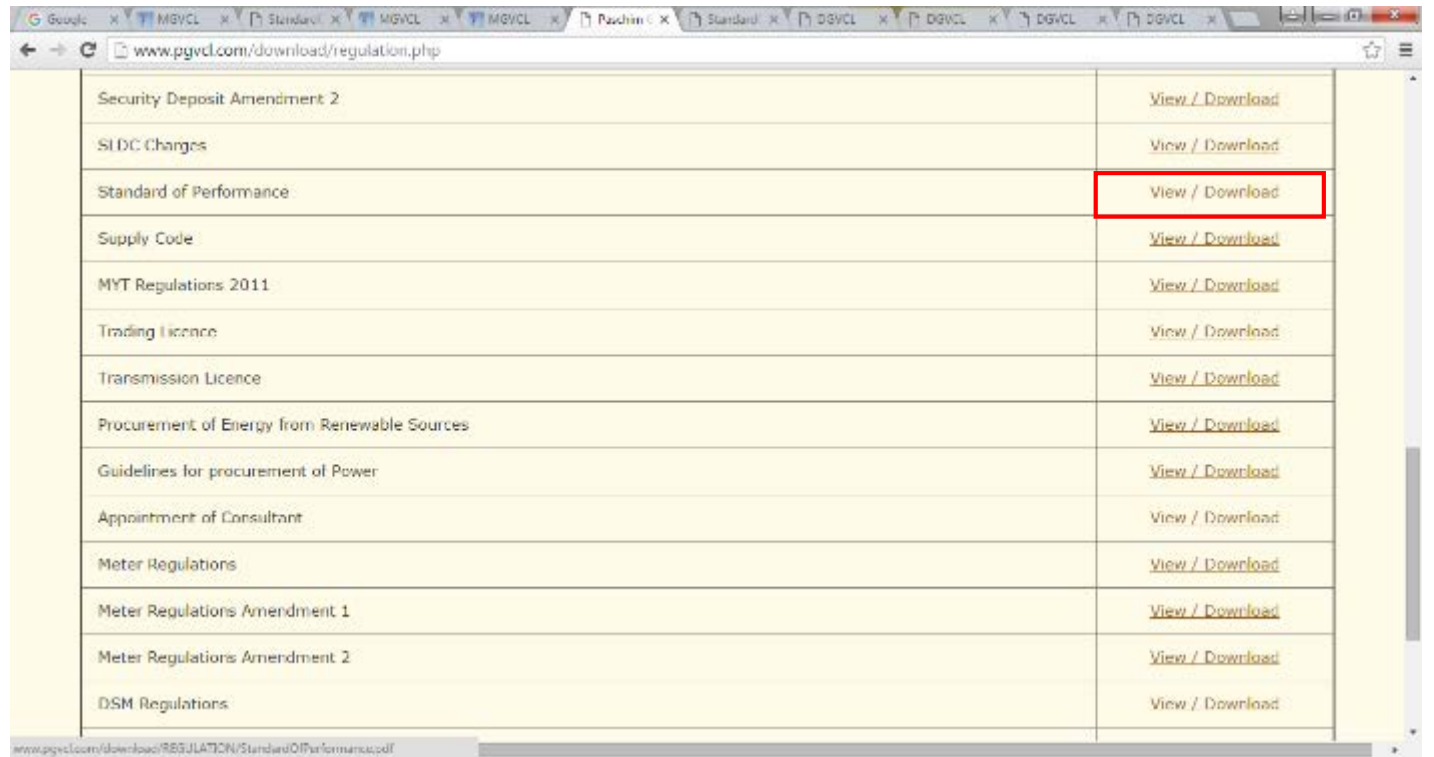
Sr. No.	Events	Compensation payable
1	Duty to give supply on request a) New Service connection b) Additional Load c) Temporary Supply d) Shifting of service connection e) Transfer of service connection f) Change of tariff	Rs.50 per day of delay
2	Complaints in billing	Rs.50 for non reply within the period.
3	Replacement of meters	Rs.25 for each day of delay subject to a maximum of Rs.2,500 for LT connections and Rs. 250 per day of

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Designed & Developed by IT Dept. DGVL | Last updated on : September 28 2015 12:00:31 | Visitor No. :- 00002

PGVCL:



The screenshot shows the homepage of Paschim Gujarat Vij Company Limited. The header includes the company logo, name, and CIN number (U40102GJ2003SGC042908). It also features a navigation menu with links like Home, About Us, Consumer Links, Suppliers, Recruitment, Downloads, and Useful Links. A central banner highlights 'REGULATIONS' under 'Important Circulars'. On the right, there is a 'What's New' section and a list of services such as Online Payment, Payment Status, New Connection Application, etc.



The screenshot shows the 'Downloads' page of the PGVCL website. It contains a table with various regulatory documents and their corresponding 'View / Download' links. The 'Standard of Performance' row is highlighted with a red box.

Security Deposit Amendment 2	View / Download
SI DC Charges	View / Download
Standard of Performance	View / Download
Supply Code	View / Download
MYT Regulations 2011	View / Download
Trading Licence	View / Download
Transmission Licence	View / Download
Procurement of Energy from Renewable Sources	View / Download
Guidelines for procurement of Power	View / Download
Appointment of Consultant	View / Download
Meter Regulations	View / Download
Meter Regulations Amendment 1	View / Download
Meter Regulations Amendment 2	View / Download
DSM Regulations	View / Download

www.pgvccl.com/download/REGULATION/StandardOfPerformance.pdf

CHAPTER XIV

Compensation in case of under performance

14.1 If a Licensee fails to meet the standards specified, the affected domestic consumer is entitled to compensation from the Licensee as provided below:

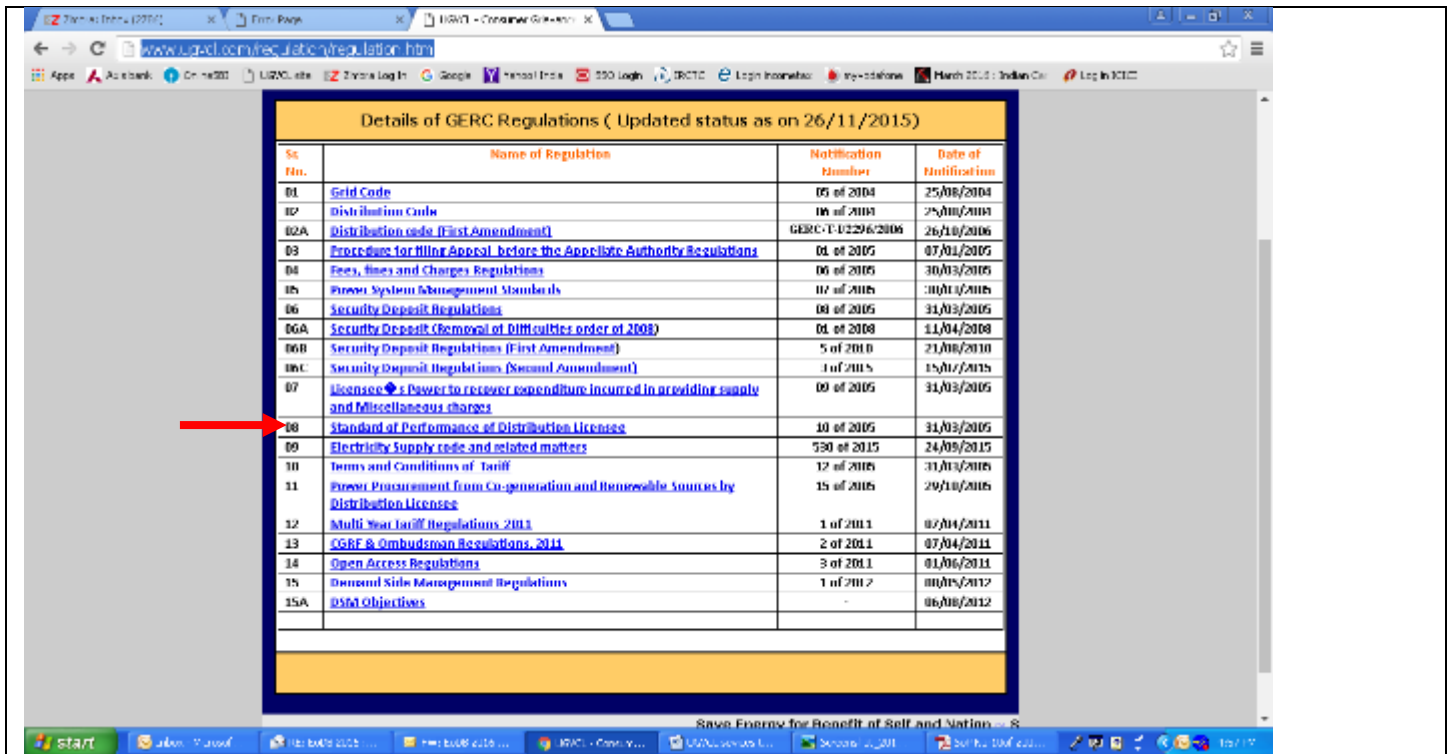
Sr. No.	Events	Compensation payable
1	Duty to give supply on request a) New Service connection b) Additional Load c) Temporary Supply d) Shifting of service connection e) Transfer of service connection f) Change of tariff	Rs.50 per day of delay
2	Complaints in billing	Rs.50 for non reply within the period.
3	Replacement of meters	Rs.25 for each day of delay subject to a maximum of Rs.2,500 for LT connections and Rs. 250 per day of delay subject to a maximum of Rs. 5,000 for HT connections.
4	Interruption of supply	Rs. 25 for each six hours or part thereof of

UGVCL:

www.ugvcl.com/index.htm

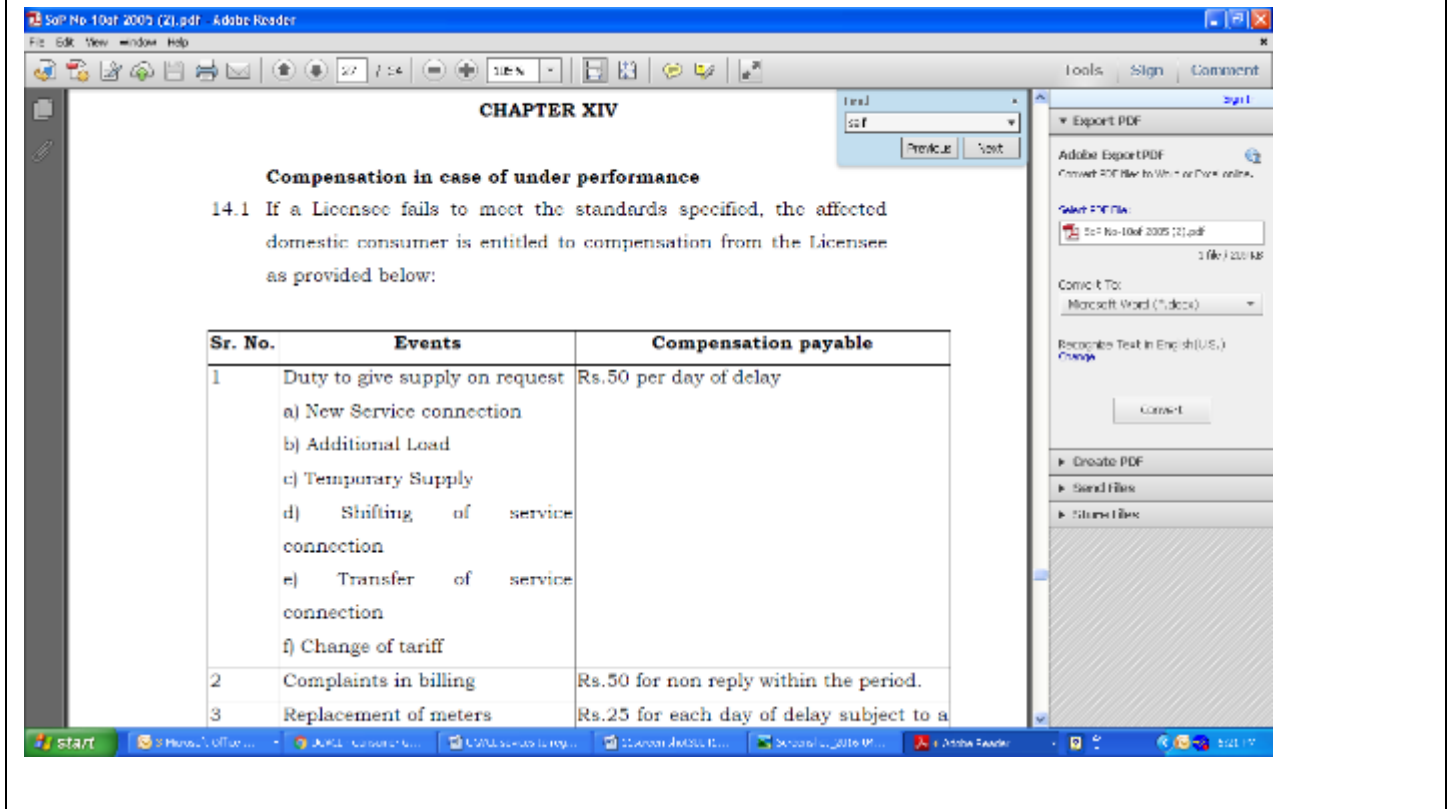


The screenshot shows the UGVCL website homepage. At the top, there is a navigation menu with links for Home, About Us, Legal, Suppliers, Consumer, Careers, Download, and Other Links. The main content area features a 'Welcome to Uttar Gujarat' message, a 'Photo Gallery', and a 'NEWS' section with several headlines. A 'Customer Care Centre' banner is also visible. The website is branded with the UGVCL logo and the 'Ibrant GUJARAT 2015' logo.



Details of GERC Regulations (Updated status as on 26/11/2015)

Sr. No.	Name of Regulation	Notification Number	Date of Notification
01	Grid Code	05 of 2004	25/08/2004
02	Distribution Code	06 of 2004	25/08/2004
02A	Distribution code (First Amendment)	GERC-T-02296/2006	26/10/2006
03	Procedure for filing Appeal before the Appellate Authority Regulations	01 of 2005	07/01/2005
04	Fees, fines and Charges Regulations	06 of 2005	30/03/2005
05	Power System Management Standards	02 of 2005	30/03/2005
06	Security Deposit Regulations	08 of 2005	31/03/2005
06A	Security Deposit (Removal of Difficulties order of 2008)	01 of 2008	11/04/2008
06B	Security Deposit Regulations (First Amendment)	5 of 2010	21/08/2010
06C	Security Deposit Regulations (Second Amendment)	1 of 2015	15/01/2015
07	Licensee's Power to recover expenditure incurred in providing supply and Miscellaneous charges	09 of 2005	31/03/2005
08	Standard of Performance of Distribution Licensee	10 of 2005	31/03/2005
09	Electricity Supply code and related matters	590 of 2015	24/08/2015
10	Terms and Conditions of Tariff	12 of 2005	31/03/2005
11	Power Procurement from Co-generation and Renewable Sources by Distribution Licensees	15 of 2005	29/10/2005
12	Multi Year Tariff Regulations 2011	1 of 2011	07/04/2011
13	GGEF & Ombudsman Regulations, 2011	2 of 2011	07/04/2011
14	Open Access Regulations	3 of 2011	01/06/2011
15	Demand Side Management Regulations	1 of 2012	01/06/2012
15A	DSM Objectives	-	06/08/2012



SoP No-10af 2005 (2).pdf - Adobe Reader

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2	Complaints in billing	Rs.50 for non reply within the period.
3	Replacement of meters	Rs.25 for each day of delay subject to a