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The Gazette of Meghalaya
EXTRAORDINARY
PUBLISHED BY AUTHORITY

No. 186 **Shillong, Thursday, September 22, 2026** **31st Bhadra, 1948 (S. E.)**

PART-IIA

GOVERNMENT OF MEGHALAYA
DISTRICT COUNCIL AFFAIRS DEPARTMENT

NOTIFICATION

The 17th September, 2026.

No.DC.III/RA/227/2024-2026/5. – Whereas in exercise of the Powers conferred by Section 12 of the Khasi Hills Autonomous District (Khasi Social Custom of Lineage) Act, 1997 the Executive Committee, Khasi Hills Autonomous District through the Registration Authority is pleased to pass the order:-

Khasi Hills Autonomous District (Khasi Social Custom of Lineage) Act, 1997.

Whereas it has become expedient to accept the petitions for change of surname by petitioner from "Dohling" to "Kharsahnoh" by Smti. Thrisil Kharsahnoh and Smti. Isiana Kharsahnoh.

Now, therefore, it is satisfied that after due procedure prescribed in the said Act was duly followed by the Petitioner the proposed change of surname by Smti. Thrisil Kharsahnoh & Smti. Isiana Kharsahnoh is not in contravention with the prevailing Khasi Social Customs of Lineage in any way shape or form. Hence, the aforesaid petitioner is allowed to assume the Surname of Kharsahnoh and shall henceforth be known as such for all intents and purposes.

R. KHARRASWAI,
Registration Authority
Khasi Hills Autonomous District Council. Shillong.

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PART-IIA

GOVERNMENT OF MEGHALAYA
LAW (A) DEPARTMENT

NOTIFICATION

The 16th September, 2026.

No.LJ(A)31/2013/204. – The Governor of Meghalaya in consultation with the High Court of Meghalaya is pleased to make the following rules further to amend the Retired Judges Secretarial Assistance and Domestic Help Rules, 2013, herein after referred to as principal rules namely:-

1. Short title and commencement :- (1) These rules may be called the Retired Judges Secretarial

(2) They shall come into force at once.

2. Amendment of Rule 3 :- (i) In the principal rules:

1) In sub-rule 1 of Rule 3, the words *"fifty thousand"* shall be substituted by the word *"ninety thousand"*.

2) In sub-rule 2 of Rule 3, the words *"forty thousand"* shall be substituted by the word *"eighty thousand"*.

ii) After sub-rule (2), the following provision shall be inserted:

3) The lump sum monthly amount payable under sub-rules (1) and (2) shall stand increased by *5% (five percent) every five years.*

4) The lump sum monthly amount prescribed herein shall cover expenses incurred towards Electricity, POL, Residential Phone, Mobile Phone, Broadband Internet, Spectacles, Driver, Domestic Help, Secretarial Assistance and Security Services.

5) 50% of the lump sum monthly amount shall be extended to the surviving spouse of retired Chief Justice and retired Judges for the lifetime.

3. **Amendment of Rule 5:-** In the principal rules, the existing Rule 5 shall be substituted as follows: *"Reimbursement in respect of entitlements as per Rule 3 shall be made by the High Court of Meghalaya. For this purpose the State Government shall provide adequate funds. "*

C.V.D. DIENGDOH,
Commissioner & Secretary to the Govt. of Meghalaya,
Law Department.

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PART-IIA

GOVERNMENT OF MEGHALAYA
DISTRICT COUNCIL AFFAIRS DEPARTMENT

NOTIFICATION

The 4th August, 2026.

No.DC.III/RA/89/2026/9. – Whereas in exercise of the Power conferred by Section 12 of the Khasi Hills Autonomous District (Khasi Social Custom of Lineage) Act, 1997. The Executive Committee, Khasi Hills Autonomous District through the Registration Authority is pleased to pass the order: -

The Khasi Hills Autonomous District (Khasi Social Custom of Lineage) Act, 1997.

Whereas it has become expedient to accept the petition for the change of surname of the following petitioner from "Doome" to "Shylla".

1. Shri Brington Doome to Brington Shylla

2. Smti. Suklangika Doome to Smti. Suklangika Shylla

Now, therefore, it is satisfied that after due procedure prescribed in the said Act was duly followed by the Petitioner the proposed change of Surname is not in contravention with the prevailing Khasi Social Customs of Lineage in any way shape or form. Hence, the aforesaid Petitioner is allowed to assume the surname of "Shylla" and shall henceforth be known as such for all intents and purposes.

Registration Authority
Khasi Hills Autonomous District Council, Shillong.

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PART-IV

MEGHALAYA STATE ELECTRICITY REGULATORY COMMISSION

NOTIFICATION

The 21st September, 2026.

No.MSERC/SOP-REG/2026/217. –

Preamble

1. The Commission vide Notification No.MSERC/MSERC-2013/77/01, dated 15th January 2013, had notified the Meghalaya State Electricity Regulatory Commission (Standard of Performance) Regulations, 2012. The said regulation is applicable to all the Distribution Licensees including Deemed Licensees under Section 14 of the Act and all its consumers in the State of Meghalaya.

2. Whereas the Commission has notified the Meghalaya State Electricity Regulatory Commission (Electricity Supply Code) (1 of 2026) Regulations, 2026, on 22nd April 2026 in line with the Electricity Right of Consumer Rules 2020 and its subsequent amendments.

3. Accordingly, to align with the aforementioned Regulations and Rules, the Commission undertook a review of its existing Regulations and, accordingly, has proposed re-enactment.

4. Therefore, in exercise of power conferred under Section 181 (1) and 182 (2) (za) (zb) read with Section 57, 58, 59, 86 (1) (i) of the Electricity Act, 2003 (Act 36 of 2003), and all powers enabling it in this behalf, the Commission vide Public Notice No.MSERC/SOP-REG/2026/182, dated 19th August 2026, it had issued and posted the Draft Meghalaya State Electricity Regulatory Commission (Standard of Performance) Regulations, 2026 in the website of the Commission inviting comments/ suggestions/objections from the stakeholders by 11th September 2026.

5. The Commission has received comments/suggestions/objections from the Meghalaya Power Distribution Corporation Limited (MePDCL).

6. Thereafter, a Public Hearing was held on 21st September 2026 and attended only by officials of the MePDCL.

7. Accordingly, in exercise of its power conferred, the Commission hereby makes the Meghalaya State Electricity Regulatory Commission (Standard of Performance) (7 of 2026) Regulations, 2026.

ORDER

After considering the comments/suggestions/objections of the stakeholders on the Draft Regulations, the Commission hereby approves the Meghalaya State Electricity Regulatory Commission (Standard of Performance) (7 of 2026) Regulations, 2026.

CHANDAN KUMAR MONDOL,
Chairman.

No.MSERC/SOP-REG/2026/217. – In exercise of the power conferred under Section 181 (1) and 182 (2) (za) (zb) read with Section 57, 58, 59, 86 (1) (i) of the Electricity Act, 2003 (Act 36 of 2003), and all powers enabling it in this behalf, the Meghalaya State Electricity Regulatory Commission after previous publication hereby makes the Regulation namely Meghalaya State Electricity Regulatory Commission (Standard of Performance) (7 of 2026) Regulations, 2026.

1. SHORT TITLE, EXTENT AND COMMENCEMENT

1.1. These regulations shall be called the Meghalaya State Electricity Regulatory Commission (Standard of Performance) (7 of 2026) Regulations, 2026.

1.2. These regulations shall come into force from the date of its publication in the Gazette of Meghalaya.

2. SCOPE OF APPLICATION

2.1. These regulations shall be applicable to all the Distribution Licensees, including Deemed Distribution Licensees, under Section 14 of the Act and all its consumers in the State of Meghalaya.

3. DEFINITIONS

3.1. In these regulations, unless the context otherwise requires:

a. **"Act"** means the Electricity Act, 2003 and subsequent amendments thereof;

b. **"Application"** means the application complete in all respects in the appropriate form, as required by the licensee, along with documents showing payment of necessary charges and other compliances;

c. **"Area of Supply"** means the area within which a licensee is authorized by his License to supply electricity;

d. **"Call centre"** means the office set up with adequate technology and systems to register complaints round the clock;

e. **"Clearances"** means the necessary approval from outside agencies such as municipal authorities which is required for completion of work by the licensee;

f. **"Commission"** means the Meghalaya State Electricity Regulatory Commission;

g. **"Consumer"** means, any person who is supplied with electricity for his own use by a licensee engaged in the business of supplying electricity to the public under the Act or any other law for the time being in force and includes any person whose premises are for the time being connected for the purpose of receiving electricity with the works of a licensee, and covers such other person, as the case may be;

h. **"Consumer indexing"** shall mean identification and codification of each consumer in the electrical network with a unique code relating it to the network assets; so that with the help of that unique code it should be possible to identify the consumer, pole, distribution transformer, feeder and substation feeding the consumer;

i. **"Customer Average Interruption Duration Index (CAIDI)"** means the average interruption duration of the sustained interruptions for those who experienced interruptions during the reporting period, as specified by the Commission;

j. **"Customer Average Interruption Frequency Index (CAIFI)"** means the average interruption frequency of the sustained interruptions for those who experienced interruptions during the reporting period, as specified by the Commission;

k. **"Extra High Voltage (EHV)" or "Extra High Tension (EHT)"** means the voltage, which exceeds 33,000 volts, alternating current, 50 HZ frequency, conditions subject, however, to the percentage variation allowed under the CEA Regulations;

1. **"Grievance Redressal Forum Regulations"** means the regulations issued under section 42 (5), (6), (7) by the Commission;

m. **"High Voltage (HV)" or "High Tension (HT)"** means the voltage higher than 400 Volts, AC, 50 HZ, but which does not exceed 33,000 Volts, alternating current 50 HZ under normal conditions subject, however, to the percentage variation allowed under the CEA Regulations;

n. **"Low Voltage (LV)" or "Low Tension (LT)"** means the voltage, which does not exceed 230 volts at single phase (between phase and neutral) and 400 Volts at three phases (between any two phases), alternating Current 50 HZ under normal conditions subject, however, to the percentage variation allowed under the CEA Regulations;

o. **"Licensee"** means any person licensed under Part IV of the Act to distribute electricity;

p. "**Normal Fuse Off**" means fuse blown off because of overloading or ageing;

q. **"Rural Areas"** means the areas covered by Village Heads/ Rangbah Shnongs /Nokmas;

r. **"SOP"** means Standard of Performance;

s. **"Supply Code"** means the Meghalaya State Electricity Regulatory Commission (Electricity Supply Code) (1 of 2026) Regulations, 2026 and its subsequent amendment or re-enactment,

t. **"Urban Areas"** means the areas covered by all Municipal Corporations and other Municipalities including the areas falling under the various Urban Development Authorities, Cantonment Authorities and industrial estates or townships and also the District/ Sub-divisional headquarters.

Words and expressions used and not defined in these regulations but defined in the Act shall have the meanings assigned to them in the Act. Expressions used herein but not specifically defined in these regulations or in the Acts but defined under any law passed by a competent legislature and applicable to the electricity industry in the state shall have the meaning assigned to them in such law.

4. OBJECTIVES

4.1. These standards lay down the guidelines to maintain distribution system parameters within the permissible limits. These standards shall serve as guidelines for licensees for providing an efficient, reliable, coordinated and economical system of electricity distribution.

4.2. The objectives of these performance standards are:

a. to lay down standards of performance;

b. to measure performance against the standards for the licensee in providing service;

c. to ensure that the distribution network performance meets a minimum standard which is essential for the consumers installation to function properly;

d. to enable the consumers to design their systems and equipment to suit the electrical environment that they operate in; and

e. to enhance the quality of the services to meet acceptable customer service standards in the short term and gradually move towards improved customer service standards in the long term.

5. LEGAL PROVISIONS

5.1. This Regulation is made under provision of Section 57 of the Act, read with clause (i) of sub-section (1) of Section 86 of the Act, which provides that the Commission may after consultation with the licensees and persons likely to be affected, specify standards of performance of a licensee or a class of licensees.

5.2. If a licensee fails to meet the standards specified under sub-section (1) of Section 57 of the Act, without prejudice to any penalty, which may be imposed, or prosecution be initiated, he shall be liable to pay to a person affected, such compensation as may be determined under sub section (2) of section 57 by the Commission;

Provided that before determination of compensation, the concerned licensee shall be given reasonable opportunity of being heard.

5.3. The Commission may, in exercise of the powers vested in it under section 58 of the Act, specify different standards under sub-section (1) of section 57 of the Act for a class or classes of the licensees.

5.4. Every licensee shall, within the period specified, under Section 59 of the Act, by the Commission, furnish to the Commission the following information, namely:

a) the level of performance achieved under sub-section (1) of Section 57 of the Act;

b) number of cases in which compensation was made under sub-section (2) of Section 57 of the Act and the aggregate amount of the compensation.

5.5. The Commission may at least once in every year arrange for publication, in such form and manner, as it considers appropriate, of such information furnished to it under Regulation 5.4.

5.6. The Commission may, in exercise of the powers vested in it under Section 142 of the Electricity Act 2003, resort to penal action against the officials of the licensee's responsible for non-compliance of the standards of performance, in cases where licensee is able to identify such officers.

6. STANDARD OF PERFORMANCE

6.1. The standards specified in Schedule-I shall be the guaranteed standards of performance, which are the minimum standards of service that a licensee shall achieve. The guaranteed standards of performance shall be differentiated across the licensee area based on the concentration of population. The categorization shall be applicable for urban areas and rural areas.

6.2. The standards specified in Schedule-II shall be the overall standards of performance which

licensee shall seek to achieve in the discharge of its obligations.

6.3. The failure of licensee to achieve the guaranteed standards of service shall entail payment of compensation to the consumer as per Schedule-lll.

7. COMPLAINT HANDLING MECHANISM

Manual of practice for handling consumer complaints

7.1. Every licensee shall publish a "Manual of practice for handling consumer complaints" containing but not limited to the following information within sixty days from the date of commencement of these regulations:

a. channels of complaint registration - details of personnel concerned where complaints are to be lodged/offices, Call centre(s);

b. process of handling complaints;

c. duties and obligations of licensee - guaranteed standards of performance and compensation details; and

d. any other information which may be affecting the consumers.

Provided that the licensee while preparing the above manual shall also take reference of the Meghalaya State Electricity Regulatory Commission (Electricity Supply Code) (1 of 2026) Regulations, 2026.

7.2. The manual shall be prepared in English and other local languages so as to facilitate the consumers.

7.3. The manual shall be available for reference of consumers at every office of licensee on payment of fee and downloadable from its website.

7.4. A consumer shall always be entitled to approach the Grievance Redressal Forum directly in accordance with the Meghalaya State Electricity Regulatory Commission (Redressal of Consumer Grievances & Electricity Ombudsman) Regulations, 2017 and its subsequent amendment or re-enactment.

7.5. A copy of the manual certified by the licensee as "true copy" thereof shall be filed to the Commission immediately upon publishing the same.

8. REGISTRATION OF COMPLAINTS

8.1. The Licensee shall register and address every complaint regarding the following but not limited to, as per the provision of the Meghalaya State Electricity Regulatory Commission (Electricity Supply Code) (1 of 2026) Regulations, 2026 and its subsequent amendment.

i. Failure of power supply

ii. Voltage fluctuation

iii. Load shedding

iv. Scheduled outages

v. Metering

vi. Billing

vii. Any other commercial complaints

8.2. Power supply complaints may be lodged at Licensee's centralized call centers, complaints centers, etc. Complaints regarding metering, billing and other commercial issues shall be lodged at the sub-divisional offices of the concerned area.

9. PROCEDURE FOR LODGING COMPLAINTS

9.1. Complaints regarding failure of power supply, voltage fluctuation, etc, can be lodged by the Consumer over the Telephone to the central complaint call centre, giving the details of name, address, consumer number and telephone number and brief nature of complaint.

9.2. All complaints regarding delay in providing new connection, delay in enhancement or reduction of load, delay in transfer of connection, delay in change of category, wrong billing, metering and other commercial grievances shall be addressed to the sub-divisional officer of the Licensee.

9.3. All complaints received shall be immediately acknowledged by providing a Complaint Number to the Complainant. The centralized complaint call centre shall keep a record of all complaints either on register or computer data base.

9.4. The complaint centre shall communicate the complaint to the concerned divisional or office of the area or to the mobile service groups. The mobile service group or the concerned division or the service station shall proceed to the address provided by the Complainant, investigate the cause of complaint and resolve the problem. Upon resolution of the complaint the central complaint call centre shall be informed by them who would record the same.

9.5. In case the cause of complaint is more severe due to any reasons the mobile service group shall inform the nature of fault, severity and approximate time required for rectification to the centralize complaint call centers. They shall also inform this to next higher authority to take appropriate action and to deploy additional resources and material to resolve the complaint.

9.6. The centralized complaint call centre shall monitor all the complaints regarding resolution of the complaint and ensure that all complaints are being resolved in the time frame set out in this Regulation.

9.7. The Licensee shall publish a list of officers who will be responsible for attending the problems of the consumers with regard to billing, metering complaints, commercial issues and others. All contact numbers including mobile numbers of such officers shall be uploaded in the website of the Licensee and shall be printed in the rate schedule of the Licensee.

9.8. All complaints shall be resolved in the time frame allowed in this Regulation; failure of the Licensee shall be liable to pay compensation to the affected consumers.

10. ESTABLISHMENT OF CALL CENTRE(S)

10.1. Licensee shall within the following time limits, from the date of commencement of these regulations, establish a centralised 24x7 toll-free call center for providing common services such as new connection, disconnection, reconnection, shifting of connection, change in name and particulars, load change, replacement of meter, no supply and to provide all services through a common Customer Relation Manager (CRM) System to get a unified view of all the services requested, attended and pending, at the backend for better monitoring and analytics.

a. for "Urban Areas" within 6 months; and

b. for "Rural Areas" within appropriate time period to be specified by the Commission on case to case to basis.

10.2. Licensee shall use the existing channels for recording the customer complaints till the establishment of call centre(s) as specified in Regulation 10.1.

11. CREATING AWARENESS

11.1. For creating proper awareness among consumers and licensee staff, the licensee shall ensure to undertake the following steps, namely:

a. Manual of procedure for providing common services and handling customer grievances shall be made available for reference of consumers at every office of the licensee on payment of fee and downloadable from its website.

b. The licensee shall publish the guaranteed standards of performance along with compensation structure, information on procedure for filing of complaints, in the bills for month of January and July. If it is not possible to publish the same at the back of the bills, the licensee shall publish it on a separate hand out and distribute it along with the bills.

c. The licensee shall arrange to give due publicity through media, 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 licensee.

d. The licensee shall arrange to display feeder wise outage data, efforts made for minimising outages, prevention of theft or unauthorised use of electricity or tampering, distress or damage to electrical plant, electric lines or meter and results obtained during the year, on its website.

12. CONSUMER INDEXING (CI)

12.1. Licensee shall within the specified time limits as under, from the date of commencement of these regulations, complete consumer indexing:

a. for "Urban Areas": to be completed within 6 months; and

b. for "Rural Areas": to be completed within 12 months.

12.2. Licensee shall maintain consumer-wise records regarding the guaranteed standards of performance in order to give a fair treatment to all consumers and avoid any dispute regarding violation of standards.

13. COMPENSATION MECHANISM

13.1. 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.

13.2. If the licensee fails to meet the guaranteed standards of performance as specified in **Schedule-I**, licensee shall pay compensation to the affected person on his complaint.

13.3. The minimum compensation to be paid by the licensee to the affected person is specified in **Schedule-III** of these regulations. However, the Commission may decide on the application of the consumer the actual compensation considering the following factors:

a) hardship caused to the consumer; and

b) average monthly bill of the consumer.

13.4. The distribution licensee, within six months from the date of notification of the regulations, 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.

13.5. In all cases of compensation, the payment of compensation shall be made by adjustment against current or future bills for supply of electricity, within stipulated time from the determination of claim as specified by the Commission. Consumers defaulting in payment of the electricity bills shall not be entitled to any compensation.

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

13.7. Licensee shall not be required to pay any compensation to affected consumer(s), if such violation is caused due to State Transmission Utility and/or Central Transmission Utility, grid failure, a fault on the Transmission licensee's network or on account of instructions given by State Load Dispatch Centre, over which the licensee has no reasonable control.

14. SUBMISSION OF REPORTS

14.1. Guaranteed standards: Licensee shall furnish to the Commission, quarterly report providing the following information, within 15 days from the close of each quarter:

i. performance levels achieved by licensee with reference to the guaranteed standards (specified in **Schedule-I** of these regulations) in the format as provided in Annexure - I of these regulations;

ii. measures taken to improve the performance; and

iii. details regarding the cases in which compensation was paid as per format provided in Annexure - I of these regulations.

14.2. Overall standards: Licensee shall furnish to the Commission, quarterly report providing the following information to be submitted within 15 days from the close of each quarter:

i. level of performance achieved with reference to the overall standards (specified in **Schedule-II** of these regulations) in the format as provided in **Annexure-II** of these regulations;

ii. measures taken by licensee to improve performance in the areas covered by overall standards; and

iii. separate projection of the capital expenditure requirement for meeting requirements of these regulations along with the performance trajectory.

15. INCLUSIONS AND EXCLUSIONS OF EVENTS

15.1. A power interruption shall include any outage in the distribution system, extending from the distribution substation to the consumer meter, which may be due to the tripping action of protective devices during faults or the failure of distribution lines and/or transformers, and which results in the loss of power supply to one or more consumers.

15.2. The application of the standard of performance specified in these regulations shall remain suspended in case of the following events:

a. Force Majeure conditions such as war, mutiny, civil commotion, riot, flood, cyclone, lightning, earthquake, lockout, fire, etc., affecting the licensee's installations and activities;

b. outages due to generation failure or transmission network failure;

c. outages that are initiated by the National Load Despatch Centre/Regional Load Despatch Centre/ State Load Despatch Centre during the occurrence of failure of their facilities; and

d. outages on account of local disputes or right of way issues;

e. outages due to other events that the Commission shall approve after due notice and hearing.

16. POWER TO REMOVE DIFFICULTIES

If any difficulty arises in giving effect to any of the provisions of these regulations, the Commission may, by general or special order, do or undertake or direct the licensees to do or undertake things, which in the opinion of the Commission are necessary or expedient for the purpose of removing the difficulties.

17. POWER TO AMEND

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

18. COMPATIBILITY WITH MSERC (ELECTRICITY SUPPLY CODE) (1 OF 2026) REGULATIONS, 2026

i. This SOP shall be consistent and compatible with the provisions of the Supply Code.

ii. If any of the provisions of this SOP is found to be inconsistent with the provisions of the Supply Code, then the provisions of Supply Code as notified by the Commission shall prevail.

19. REPEAL AND SAVINGS

18.1. Save as otherwise provided in these regulations, the Meghalaya State Electricity Regulatory Commission (Standard of Performance) Regulations 2012 shall stand repealed from the date of commencement of these regulations.

18.2. Notwithstanding such repeal, anything done or purported to have been done under the repealed regulations shall be deemed to have been done or purported to have been done under these regulations.

(By Order of the Commission)

(E. Slong)
Secretary

SCHEDULE-I: GUARANTEED STANDARDS OF PERFORMANCE

1. Operation of call centre(s)

a) First response against a consumer call: The response time for the consumer call shall be 5 minutes and any delay in the response time beyond standard time allowed shall be subject to compensation as per Schedule-Ill of these regulations.

b) Registration of consumer call and issue of complaint number: Complaints received shall be acknowledged within 10 minutes by providing a complaint number to the Complainant and any delay beyond standard time allowed shall be subject to compensation as per Schedule-Ill of these regulations.

2. Restoration of supply

a) Normal fuse-off: Licensee shall restore power supply in the case of normal fuse-off calls, fuses at the distribution transformer or at the consumer premises within 6 hours of receiving the complaint in Urban Areas and within 48 hours of receiving the complaint in Rural Areas.

Provided that the licensee shall not attend any repair/replacement work in the consumer's installation beyond the point of supply.

b) Overhead line/cable breakdowns: In case of overhead line/cable breakdowns, licensee shall ensure restoration of power supply within 10 hours of occurrence of breakdown in Urban Areas and within 96 hours of occurrence of breakdown in Rural Areas (Commission can specify on case to case basis).

c) Underground cable breakdowns: In case of breakdown of underground cable, licensee shall ensure restoration of power supply within 12 hours of occurrence of breakdown in Urban Areas and within 48 hours of occurrence of breakdown in Rural Area, after obtaining clearances.

d) Distribution transformer failure: Licensee shall restore supply in the case of distribution transformer failures by replacement of transformer within 24 hours of receiving the complaint in Urban Areas and within 96 hours of receiving the complaint in Rural Areas.

e) Period of scheduled outages: Interruption in power supply due to scheduled outages, other than the load-shedding, shall be notified by licensee at least 24 hours in advance and shall not exceed 12 hours in a day.

3. Quality of supply

A. Voltage fluctuations

a. Licensee shall maintain voltages at the point of commencement of the supply to the consumer within the limits, with reference to the declared voltage as stipulated within the permissible limits as in CEA's Regulations/Grid Code.

These limits are subject to changes as and when deemed necessary by the Competent Authority.

b. The above standards shall be applicable subject to voltage availability at transmission distribution interfaces within the specified limits.

c. On receipt of a voltage fluctuation complaint, licensee shall verify if the voltage fluctuation is exceeding the limits specified and upon confirmation that such fluctuation is not occurring due to installations in consumers premises, licensee shall:

i. ensure that the voltages are brought within the specified limits, within 2 days of original complaint provided the fault is identified to a local problem on the transformer;

ii. ensure that the voltages are brought within the specified limits, within 10 days of original complaint provided no expansion/enhancement of the network is involved; and

iii. resolve the complaint within 120 days, if up-gradation of the distribution system is required.

d. The compensation for industrial and agricultural consumers, who are expected to install capacitors at their end, shall not be paid the compensation if capacitors of adequate capacity are not installed at their premises.

B. Meter complaints

a. The licensee shall read consumer's meter as per provision of the MSERC (Electricity Supply Code) (1 of 2026) Regulations, 2026 and its subsequent amendment.

b. The licensee shall read consumer's meter as per the following schedule:

Consumer Category	Meter Reading and billing
Domestic in Rural & BPL	Monthly/Bi-monthly
Domestic in Urban	Monthly
Non-Domestic < 5 kW in Rural	Monthly/Bi-monthly
Non-Domestic or Others (Urban & Rural)	Monthly
LT Industrial	Monthly
Agriculture - Rural	Monthly/Bi-monthly
Agriculture - Urban	Monthly
Street light, Water works, X-Ray plants,	Monthly
Electric Crematorium	Monthly
HT, EHT	Monthly (as far as practicable on the same day of the month)

c. Testing of meters shall be done by the distribution licensee within a period not exceeding 7 working days in urban areas and within 12 working days in rural areas, of receipt of the complaint from the consumer.

d. If the meter is actually found to be not recording, the licensee shall replace the non-working (stuck, running slow, fast or creeping) meter within 5 working days in urban areas and within 15 working days in rural areas.

e. If the meter is burnt due to causes attributable to the licensee, the licensee shall replace the burnt-out meter within 3 working days of receiving the complaint. Provided that non availability of meter shall not be a reason for delay in restoration of supply.

f. If the meter is burnt due to causes attributable to the consumer such as tampering, defect in consumer's installation, meter getting wet, connecting unauthorised additional load etc., the procedure laid down in Regulation 8.10.3 of the Supply Code shall be followed with respect to cost of meter. The licensee shall serve a notice to the consumer for recovery of cost of the meter within 7 working days of detection and shall replace the meter within 15 working days

of receiving payment from the consumer and after necessary corrective action is taken to avoid future damage to the meter.

C. Shifting of meters/service lines

a. Wherever the consumer requests for shifting the meter in the existing premises or for shifting of the existing service connection, licensee shall inspect, examine the technical feasibility upon receipt of application and inform the estimated cost to the consumer within ten (10) days in Urban areas and fifteen (15) days in Rural areas after receipt of application.

b. The following time schedule shall be observed for completing the works from the date of payment of charges:

i. Shifting of meter: 7 days

ii. Shifting of LT lines: 20 days

iii. Shifting of HT lines: 20 days

iv. Shifting of transformer: 30 days

D. New connections/additional load

a. The overall timeline for releasing new electricity connection, from the date of receipt of application in all respects including payment against Demand Note, shall be as under:

i. Where no extension/augmentation of distribution mains i.e. LT/HT line or commissioning of distribution sub-station is required, the distribution licensee shall provide supply of electricity to the premises

- within seven (7) days in Municipal Areas and thirty (30) days in Rural areas from the date of acceptance of application complete in all respects including payment against Demand Note, for LT connections;

- within thirty (30) days in Municipal Areas and forty-five (45) days in Rural areas from the date of acceptance of application complete in all respects including payment against Demand Note, for HT connections;

ii. Where extension/augmentation of distribution mains or commissioning/augmentation of distribution sub-station or grid sub-station is required, the distribution licensee shall provide supply of electricity to such premises immediately after such extension or commissioning within a period not exceeding 90 days.

b. Licensee may approach the Commission for extension of time specified above, in specific cases where the extension of distribution mains requires more time, along with the details. In such cases, licensee shall inform the consumer about the likely time of resolution of the complaint.

c. Licensee shall not, be held responsible for the delay, if any, in extending supply, if the same is on account of problems relating to right of way, acquisition of land, or the delay in consumer's obligation over which licensee has no reasonable control.

E. Others

a. Licensee shall give effect to the following within the time frame as specified in the Supply Code

i. transfer of ownership

ii. Change of category and conversion of the existing services from Low Tension to High Tension and vice-versa

iii. Change of name due to the death of a consumer

iv. Change of name due to change in ownership of the occupancy

v. Transfer of name to the legal heir

vi. Enhancement of Contract Demand/Connected Load

vii. Reduction of Contract Demand / Connected Load

F. Temporary supply of power

i. Where extension of distribution mains is not required:

a. for loads up to 10 KW: The licensee shall release the supply within 3 days for Urban Areas and 7 days for Rural areas after payment of charges and compliance of other requirements by the consumer and

b. for load exceeding 10 KW: The licensee shall release the supply within 10 days for Urban Areas and 15 days for Rural areas after payment of charges and compliance of other requirements by the consumer.

ii. Where extension of distribution mains is required:

a. In case of LT consumers: The supply shall be released within 30 days for Urban Areas and 40 days for Rural areas,

b. In case of HT consumers: The supply shall be released within 90 days for HT consumers and.

G. Consumer bills complaint

a. On receipt of the complaint regarding a bill, such designated officer shall issue a written or electronic acknowledgement on the spot and give a complaint number for reference.

b. The supply of electricity shall not be cut off if the consumer deposits,

i. An amount equal to the sum disputed by him, or

ii. The electricity charges that may be due from him for the period for which bills are under dispute, calculated based on the average of past 3 months whichever is lower.

c. If no additional information is required to be collected, the licensee shall resolve the consumer's complaint and intimate the result to the consumer on the spot, and in any case not later than 3 days from the date of receipt of the complaint.

d. In case, any additional information is required to be collected, the same shall be obtained, the issue resolved and result intimated to the consumer within 7 days of receipt of the complaint in urban areas and within 15 days of the receipt of the complaint in rural areas. However, if the consumer does not provide information on time, the licensee shall not be held liable for the consequent delay.

e. Till the complaint on the bill is resolved, the consumer shall pay the amount based on average consumption of last three consecutive undisputed bills, for the period subsequent to the date

up to which payment has been made as per provision under sub-clause (b) above. Amount so recovered shall be subject to final adjustment on resolution of the complaint.

f. If the complaint is found to be valid by the licensee, a revised bill shall be issued within 5 working days of intimation of the same to the consumer. The consumer shall make the payment within 15 days after receipt of the revised bill. The consumer shall not be charged any late payment surcharge if the payment is made by the revised due date.

g. If the complaint was found to be invalid the consumer shall be notified and directed to make the payment as per the original bill immediately and the consumer shall be liable to pay late payment surcharge if the payment is made after the due date of the original bill and liability for payment shall be in line with the Electricity Supply Code.

H. Disconnection of supply

a. Licensee on receipt of request for disconnection of supply shall give a written acknowledgment on the spot.

b. The licensee shall arrange for a special meter reading and prepare a final bill including all arrears up to the date of such billing within 5 days from receipt of the request. Upon payment, the licensee shall issue a receipt with 'Final Bill' stamped on it and shall indicate that no due is pending on the premises. This receipt shall be treated as a No Dues Certificate:

Provided that whenever an agreement is terminated on notice given by the consumer, the licensee shall give a written intimation within 2 working days after termination, failing which such intimation shall be deemed to have been given to the consumer.

c. The disconnection shall be done immediately after payment of the final bill. The balance amount due to any consumption between the final reading and the permanent disconnection, if any, may be adjusted against the security amount with the distribution licensee. The remaining security deposit shall be refunded to the consumer within such period as specified by the Commission, not exceeding 7 days.

I. Reconnection of supply following disconnection due to non-payment of bills

a. Licensee shall restore power supply to a consumer, whose supply has been disconnected due to non-payment of electricity bills, within 24 working hours of receipt of production of proof of payment by the consumer in Urban Areas, and within 48 working hours of production of proof of payment by the consumer in Rural Areas.

SCHEDULE-II: OVERALL STANDARDS OF PERFORMANCE

Overall Standard Code	Guaranteed Standard reference (SCHEDULE-I)	Parameter	Areas	Time Limit
1.	2(a)	Normal fuse off: Licensee shall maintain the percentage of fuse-off calls rectified within the time limits as specified under Regulation 2(a) of SCHEDULE-I to total calls received of not less than 95 % of the total calls received.	Urban	6 Hrs
			Rural	48 Hrs
2.	2(b)	Overhead Line/Cable Breakdowns: Licensee shall ensure restoration of power supply within the time limits as specified under Regulation 2(b) of SCHEDULE-I. The licensee shall achieve this standard of performance in at least 95 % of the overall cases of the line breakdowns.	Urban	l0 Hrs
			Rural	96 Hrs
3.	2(c)	Underground Cable Breakdown: Licensee shall ensure restoration of power supply within the time limits as specified under Regulation 2(c) of SCHEDULE-I. The licensee shall achieve this standard of performance in at least 98 % of the overall cases of the line breakdowns.	Urban	12 Hrs
			Rural	48 Hrs
4.	2(d)	Distribution Transformer Failures: Licensee shall maintain the percentage of distribution transformers replaced within the time limits as specified under Regulation 2(d) of SCHEDULE-I to the total distribution transformer failures at a value not less than 95 % of the total distribution transformer failures.	Urban	24 Hrs
			Rural	96 Hrs
5.	3(1)	Reconnection of supply following disconnection due to non-payment of bills: Licensee shall achieve the standards of performance as specified under Regulation 3(1) of SCHEDULE-I in at least 95% of the cases.	Urban	24 Hrs
			Rural	48 Hrs

6. Period of scheduled outages: Licensee shall achieve the standards of performance as specified in Schedule-I in at least 95% of the cases.

7. Shifting of meters/service lines: Licensee shall achieve the standards of performance as specified in Schedule-I in at least 95% of the cases.

8. New Connection/additional Load: Licensee shall achieve the standards of performance as specified in Schedule-I in at least 95% of the cases.

9. Others: Licensee shall achieve the standards of performance as specified in Schedule-I in atleast 95% of the cases.

10. Temporary supply of power: Licensee shall achieve the standards of performance as specified in Schedule-I in at least 95% of the cases.

11. Disconnection of supply: Licensee shall achieve the standards of performance as specified in Schedule-I in at least 95% of the cases.

12. Faulty meters: Licensee shall maintain the percentage of defective meters to the total number of meters in service, at a value not greater than 5%.

13. Billing mistakes: Licensee shall maintain the percentage of bills requiring modifications following complaints to the total number of bills issued, at a value not greater than 0.5%.

14. Street light faults: Licensee shall rectify faults on streetlights within 48 working hours of detection or receipt of complaint, whichever is earlier, and shall achieve this standard of performance in at least 95% of the cases.

15. Load shedding: In case of shortage of power, licensee shall submit the load shedding plan to the Commission and get it approved. Licensee shall publish the same in the newspaper at least 48 hrs in advance.

16. Reliability of Supply

    i The licensee shall supply 24x7 power to all consumers. However, the Commission may specify lower hours of supply for some categories of consumers.

    ii The licensee shall calculate the reliability of its distribution system on the basis of number and duration of sustained interruptions in a reporting period, using the following Indices in line with MSERC Power Quality Regulations, 2018 and its subsequent amendment or re-enactment:

        a. System Average Interruption Frequency Index (SAIFI);

        b. System Average Interruption Duration Index (SAIDI);

        c. Momentary Average Interruption Frequency Index (MAIFI);

        d. Customer Average Interruption Frequency Index (CAIFI);

        e. Customer Average Interruption Duration Index (CAIDI);

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

        a. Scheduled outages;

b. Momentary outages of a duration not more than Five (5) minutes;

c. Outages due to the failure of the grid;

d. Outages due to the reasons described in Force Majeure conditions.

The licensee shall put in place a mechanism, preferably with automated tools to the extent possible, for monitoring and restoring outages.

iii. Method of computing reliability indices.

a) The Indices shall be computed for the distribution licensees for each month for all the 11 kV and 33 kV feeders in the supply area, and then aggregating the number and duration of all interruptions in that month for each feeder. The indices specified in clauses (a), (b) and (c)

$$SAIFI = \frac{\sum_{i=1}^{N} A_i * N_i}{N_t}$$

$$SAIDI = \frac{\sum_{i=1}^{N} B_i * N_i}{N_t}$$

$$MAIFI = \frac{\sum_{i=1}^{N} C_i * N_i}{N_t}$$

Where,

A_i = Total number of sustained interruptions (each longer than 3 min) on i^{th} feeder for the month;

B_i = Total duration in minutes of all sustained interruptions (longer than 3 min) on i^{th} feeder for the month;

C_i = Total number of momentary interruptions (each less than or equal to 5 minutes) on i^{th} feeder for the month;

N_i = Number of Customers on i^{th} feeder affected due to each sustained interruption;

N_t = Total number of customers served by the Distribution Licensee in the supply area;

n = number of llkV and 33kV feeders in the licensed area of supply;

b) The distribution licensee shall maintain the reliability on monthly basis within the limits specified in table below:

Reliability Indices	Limits
SAIDI	600 Minutes per customer
SAIFI	15 interruptions per customer

c) The distribution system reliability indices specified in clause 16 (2) (d) and (e) above, shall be computed using the following formula: -

$$CAIFI = \frac{\text{Number of consumer interruptions}}{\text{Number of consumers who had at least one interruption}}$$

$$CAID = \frac{\text{System Average Interruption Duration Index(SAIDI)}}{\text{System Average Interruption Frequency Idex (SAIFI)}}$$

Note:

1. The feeders must be segregated into Urban Area including Class-I cities and rural and the value of the indices must be reported separately for each month.
2. Licensee shall compute the value of these indices separately for agriculture feeders. The methodology for computation of indices shall remain the same as in the case of other feeders.

SCHEDULE-III: OVERALL STANDARDS OF PERFORMANCE

In case of failure of licensee to meet the guaranteed standards of performance as specified in SCHEDULE-I of these regulations, compensation shall be payable to the consumer, as shown in the table below:

Sl. No.	SOP Parameters	As per Clauses under SCHEDULE-I	Compensation payable to the consumer for the period of default in case of violation of the standard
1.	First response against a Consumer Call	1(a)	Rs 10/- in each case of default.
2.	Registration of consumer call and issue of complaint number	1(b)	Rs 20/- in each case of default.
3.	Normal fuse-off	2 (a)	Rs 50/- in each case of default
4.	Overhead line/cable breakdowns	2 (b)	Rs 50/- in each case of default
5.	Underground cable breakdowns	2 (c)	Rs 50/- in each case of default
6.	Distribution transformer failure	2 (d)	Rs 50/- in each case of default
7.	Period of scheduled outages	2 (e)	Rs 50/- in each case of default
8.	Voltage fluctuations in case no expansion/ augmentation of network required and includes fault identified to a local problem on the transformer	3	Rs 50 for each day of default
9.	Voltage fluctuations in case expansion/ augmentation of network required	3	Rs 50 for each day of default
10.	Voltage fluctuations in case erection of substation required	3	Rs 50 for each day of default
11.	Meter reading	B(b)	Rs 50 in each case of default
12.	Testing of Meters	B(c)	Rs 50 for each day of default
13.	Replacement of Non-working meter	B(d)	Rs 50 for each day of default
14.	Replacement of burnt meter	B(e) & (f)	Rs 50 for each day of default
15.	Shifting of meter/ service lines	C	Rs 50 for each day of default
16.	New connections	D	Rs 50 for each day of default
17.	Others	E	Rs 20 for each day of default
a)	Transfer of ownership		
b)	Change of category and conversion of the existing services from Low Tension to High Tension and vice-versa		
c)	Change of name due to the death of a consumer		
d)	Change of name due to change in ownership of the occupancy		
e)	Transfer of name to the legal heir		
f)	Enhancement of Contract Demand/Connected Load		
g)	Reduction of Contract Demand/Connected Load		

18.	Temporary supply of power	F	Rs 20 for each day of default
19.	Consumer bills complaint	G	Rs 20 for each day of default
20.	Disconnection of supply	H	Rs 50 for each day of default
	Disconnection of supply		
	Refund of Security Deposit		
	Issue of No Dues Certificate		
21.	Reconnection of supply following disconnection due to non-payment of bills	I	Rs 50 for each day of default

ANNEXURE-I REPORTING FROMATS-GURANTEED STANDARDS

Guranteed Standard Reference No. as per SCHEDULE-I	Guranteed Standard Parameter	Area	Previous Quarter Pending Complaints (No.)	Complaints received in the quarter (No.)	Total Complaints (No.)	No. of Complaints redressed in the Quarter (no.)				
						Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	Pending complaints
2(a)	Normal fuse-off	Urban								
		Rural								
2(b)	Overhead line/cable breakdowns	Urban								
		Rural								
2(c)	Underground cable breakdowns	Urban								
		Rural								
2(d)	Distribution transformer failure	Urban								
		Rural								
2(e)	Period of scheduled outages									
3	Voltage fluctuations in case no expansion/augmentation of network required and includes fault identified to a local problem on the transformer									

Guranteed Standard Reference No. as per SCHEDULE-I	Guranteed Standard Parameter	Area	Previous Quarter Pending Complaints (No.)	Complaints received in the quarter (No.)	Total Complaints (No.)	No. of Complaints redressed in the Quarter (no.)				
						Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	Pending complaints
3	Voltage fluctuations in case expansion/augmentation of network required									
3	Voltage fluctuations in case erection of substation required									
B(b)	Meter reading									
B (c)	Testing of Meters	Urban								
		Rural								
B(d)	Replacement of Non-working meter	Urban								
		Rural								
B(e) & (f)	Replacement of burnt meter	Urban								
		Rural								
C	Shifting of meter/ service lines	Urban								
		Rural								
D	New connections	Municipal								
		Rural								

Guranteed Standard Reference No. as per SCHEDULE-I	Guranteed Standard Parameter	Area	Previous Quarter Pending Complaints (No.)	Complaints received in the quarter (No.)	Total Complaints (No.)	No. of Complaints redressed in the Quarter (no.)				
						Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	Pending complaints
E	Others									
i	transfer of ownership									
ii	Change of category and conversion of the existing services from Low Tension to High Tension and vice-versa									
iii	Change of name due to the death of a consumer									
iv	Change of name due to change in ownership ot the occupancy									
v	Transfer of name to the legal heir									
vi	Enhancement of Contract Demand/Connected Load									
vii	Reduction of Contract Demand / Connected Load									

Guranteed Standard Reference No. as per SCHEDULE-I	Guranteed Standard Parameter	Area	Previous Quarter Pending Complaints (No.)	Complaints received in the quarter (No.)	Total Complaints (No.)	No. of Complaints redressed in the Quarter (no.)				
						Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	Pending complaints
F	Temporary supply of power	Urban								
		Rural								
G	Consumer bills	Urban								
	complaint	Rural								
H	Disconnection of supply									
	Disconnection of supply									
	Refund of Security Deposit									
	Issue of No Dues Certificate									
I	Reconnection of supply following disconnection due to non-payment of bills	Urban								
		Rural								

ANNEXURE-II REPORTING WITH RESPECT TO CALL CENTRE

With respect to the call centre following format shall be used by licensee for reporting the quarterly performance:

Guaranteed Standard Reference No.	Guaranteed Standard parameter	Response to the calls (No.)	
		Within stipulated time	More than stipulated time

ANNEXURE-III REPORT ON COMPENSATION

The **quarterly** information regarding the compensation shall be submitted by licensee to the Commission in the following format for individual complaints where compensation has been paid:

Sl.No.	Complaint No.	Date of Filing of Complaint	Consumer number	Name and Address of consumer	Nature of complaint	Reference Guaranteed standard	Amount of Compensation paid (Rs.)	Date of payment of compensation
1								
2								
3								
...								

ANNEXURE-IV REPORTING FORMAT OVERALL STANDARDS

Guranteed Standard Reference No. as per SCHEDULE-II	Overall standard parameter	Area	Number of Complaints pedning at the start of the quarter (A)	Total No. of complaints filed by the consumers in this quareter (B)	Total No. Complaints C=A+B	Total No. of complaints redressed within the stipulated time for overall standards	Number of complaints pending at the end of the quarter
1	Normal fuse-off	Urban					
		Rural					
2	Overhead line/cable breakdowns	Urban					
		Rural					
3	Underground cable breakdowns	Urban					
		Rural					
4	Distribution transformer failure	Urban					
		Rural					
5	Reconnection of supply following disconnection due to non-payment of bills	Urban					
		Rural					
6	Period of scheduled outages						
7	Shifting of meter/ service lines	Urban					
		Rural					
8	New connections	Municipal					
		Rural					
9	Others						
10	Temporary supply of power	Urban					
		Rural					
11	Disconnection of supply						
12	Billing mistakes						
13	Street Light faults						
14	Load shedding						

ANNEXURE-V REPORTING FORMAT FAULTY METERS

Reference Overall Standards SCHEDULE-II	No. of faulty meters at the start of the quarter	No. of faulty meters added during the quarter	Total no. of faulty meters	No. of meters rectified/ replaced	No. of faulty meters pending at the end of the quarter.
12					

ANNEXURE-VI REPORTING FORMAT ON RELIABILITY INDICES

Sl.No.	Month	Ni=Connected load of ith feeder affected for each interruption	Ai=Total number of sustained interruptions (each longer than 5 minutes) on ith feeder for the month.	Ni=Total connected load at 11kV in licensee's area of supply (l)	Ni=Total connected load at 11kV in licensee's area of supply (l)	SAIFI=(2)/ (1)
1	1					
2	N					

Sl.No.	Month	Ni=Connected load of ith feeder affected for each interruption	Bi=Total duration number of sustained interruptions (each longer than 5 minutes) on ith feeder for the month.	Ni=Total connected load at 11kV in licensees area of supply (l)	=Σ(Bi*Ni) for all 11kV feeders excluding agriculture feeders (2)	SAIDI=(2)/ (1)
1	1					
2	N					

Sl.No.	Month	Ni=Connected load of ith feeder affected for each interruption	Ci=Total number of momentary interruptions (each less than or equal to 5 minutes) on ith feeder for the month.	Ni=Total connected load at 11kV in licensees area of supply (l)	=Σ(Ci*Ni) for all 11kV feeders excluding agriculture feeders (2)	MAIFI=(2)/ (1)
1	1					
2	N					

ANNEXURE-VII REPORTING FORMAT ON COMPLAINT REGISTERED

Sl.No.	Time & Date of receiving complaint	Name, Address, Contact no. of complainant	Nature of complaint	Complaint number	Reference Guaranteed standard	Time & Date of redressal of complaint	Total time taken for complaint redressal (in Hrs/mts)

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