

Item No. 4

**Norms set for the discharge of
functions**

NORMS SET FOR THE DISCHARGE OF FUNCTIONS

Norms for discharge of functions have been prescribed by Karnataka Electricity Regulatory Commission (KERC) vide KERC Regulations 2004 (Licensees Standards of Performance). The norms are named as Standard of Performance, the details are appended herewith. The features of the standards are as follows:

- a). The Standards of Performance specified shall be the minimum standard of service with reference to quality, continuity and reliability of service that a licensee shall achieve in the discharge of his obligations.
- b). Standards of Performance specification in schedule-I relates to Standards of Performance for which consumers are liable for payment of an amount in the manner provided in the schedule-I, in case the Licensee fails to achieve the Standards of Performance.
- c). In case of applications requiring supply under low tension agriculture category (IP Sets) such obligation on the part of the licensee shall be limited to the number of connections that can be covered within the target fixed for the year for release of agricultural connections. The licensee shall inform the applicants in writing, the period within which the power supply will be provided within one month from the date of fixation of target by the Government OR within one month from the date of registration of application, whichever is later. If the applicant's case cannot be covered in the programme of release of IP set connections fixed for the year, the same shall be intimated to the applicant.
- d). Schedule-II relates to overall Standards of Performance, which indicates the level of performance the Licensee shall achieve.