

Annexure to schedule- I & II

LEVEL OF COMPENSATION PAYABLE TO CONSUMERS FOR FAILURE TO MEET STANDARDS OF PERFORMANCE

Nature of Service	Standards of Performance Indicating the maximum time limit for rendering the service		Compensation payable to affected consumer(s) in case of default
1. Restoration of Supply			
(a) Fuse-off call	4 (four) hours (class-A cities and urban areas) 24 (twenty-four) hours (rural areas)		Rs 500/- for each day
(b) Line breakdown.	6 (six) hours (minor)	(class-A cities and urban areas)	
	24 (twenty-four) hours (major)		
	12 (twelve) hours (minor)	(rural areas)	
	2 (two) days (major)		
(c) Distribution transformer failure	24 (twenty-four) hours (class-A cities and urban areas) 5 (five) days (rural areas)		
(d) Burnt meter (LT)	8 (Eight) hours (class-A cities) 12 (Twelve) hours (urban areas) 2 (two) days (rural areas)		
(e) Underground Cable Breakdown	12 (twelve) hours (class-A cities) 24 (twenty-four) hours (urban areas) 2 (two) days (rural areas)		
2. Quality of Supply			
(a) Maintenance of voltage within the specified range of the declared voltage	2 (two) days, if the fault is on account of transformer (local problem) 10 (ten), days wherever expansion / enhancement of the network is not required 120 (one hundred and twenty) days, in case up-gradation of the distribution system is required 1(one) year in case of substation is required		Rs 500/- for each day of default

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3. Meters		
(a) Meter inspection in case of customer complaint regarding faulty / non-working (stuck up, running slow / fast or creeping) meters	4 (four) days (class-A cities) 7 (seven) days (urban areas) 12 (twelve) days (rural areas).	Rs. 500/- for each day of default
(b) Replacement of meter if found faulty	24 (twenty-four) hours in class-A cities and urban areas	
(c) Replacement of burnt meter	72 (seventy-two) hours in rural areas	
4. Application for new Connection/ additional load		
4.1 LT connection excluding agriculture a) Normal connections (all category) (where no addition / augmentation / up-gradation of existing distribution mains is required)	Urban areas - 7 days (including class-A cities) Rural areas - 15 days	Rs 500/- for each day of default
b) All category (i) Where power supply requires extension of distribution mains, including distribution sub-station	Urban areas & Rural areas – 90 days (including class-A cities)	
4.2 LT Agriculture Connection		
i) Agricultural connection during season when clear access to fields is available	90 days, provided full cost of extension is paid	

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ii) Agricultural connection during season when no clear access is available	180 days, provided full cost of extension is paid	Rs 500/- for each day of default
4.3 High Tension (HT) Connection		
(a) Informing feasibility after receipt of the application	07 (Seven) days	
(b) Issue of demand note of estimated charges	30 (thirty) days	
(c) Completion time for extension of works after payment and finalization of agreement	90 (ninety) days	
(d) (i) Issue of three months' notice after completion of extension works by the licensee with installation of meter and metering equipment.	7 (seven) days	Rs 500 /- for each day of default
(ii) Release of load after completion of extension work by licensee and submission of clearance from Electrical Inspector by the applicant.	7 (seven) days	
5. Load Reduction	With effect from the first day of the following billing month.	Rs 500/- for each day of default

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6. Reconnection of supply following disconnection due to non-payment of bills (after the payment of all dues made by the consumer)	Class A cities - eight (8) hours Urban Areas- twenty-four (24) hours Rural Areas- two (2) days from the payment of dues made by the consumer	Rs 500/- for each day of default
7. Transfer of ownership and conversion of services		
(a) Transfer of ownership	Within two billing cycles after acceptance of application form and execution of supplementary agreement by new applicant	Rs 500/- for each day of default.
(b) Change of consumer category	From subsequent billing cycle from the date of payment of necessary charges, if any, by the consumer.	
(c) Conversion from LT to HT and vice versa	As in Table A	
8. Complaints on Consumer's Bills		
(a) Non receipt of a bill	Within 3 (three) days of the registration of the complaint.	Rs 500 /-for each day of default
(b) Inadequate time for payment of bill	Extension of due date of payment within 2 (two) days	
(c) Billing complaints	Urban areas – 7 days (including class-A cities) Rural areas - 15 days	
9. Reading of consumer's meter.	Monthly	Rs 500/- for first month Rs 1000/- per month beyond the first month of delay.
10. Refund of Deposits (After completion of formalities by the consumer)	60 (sixty) days	Rs 500/- for each day of default

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11. Maintenance of reliability within the specified limit		
SAIFI	15 interruptions per customer (class-A cities) 30 interruptions per customer (urban) 35 interruptions per customer (rural)	Rs. 500/- per consumer for each no of default
SAIDI	6 hrs./month (360 mins/month) (class-A cities) 15 hrs./month (900 mins/month) (urban) 20 hrs./month (1200 mins/month) (rural)	Rs. 500/- per consumer for each day of interruptions