

SCHEDULE – II

GUARANTEED STANDARDS OF PERFORMANCE AND COMPENSATION TO CONSUMERS IN CASE OF DEFAULT

Regulation No.5 of 2016

Sl. No.	Service Area	Time Standard	Compensation payable in case of violation of standard	
			to individual consumer if the event affects a single consumer	to individual consumer if the event affects more than one consumer
I	Normal Fuse-Off			
i.	Cities and towns	Within Four (4) working hours	Rs.200 in each case of default	Rs.100 to each consumer affected
ii.	Rural areas	Within Eight (8) working hours	Rs.200 in each case of default	Rs.100 to each consumer affected
II	Overhead Line/cable breakdowns			
i.	Cities and towns	Within Six (6) hours default	Rs.200 in each case of default	Rs.100 to each consumer affected
ii.	Rural areas	Within Twenty Four (24) hours	Rs.200 in each case of default	Rs.100 to each consumer affected
III	Underground cable breakdowns			
i.	Cities and towns	Within Twelve (12) hours default	Rs.200 in each case of default	Rs.100 to each consumer affected
ii.	Rural areas	Within Forty Eight (48) hours	Rs.200 in each case of default	Rs.100 to each consumer affected
IV	Distribution Transformer failure			
i.	Cities and towns	Within Twenty Four (24) hours default	Rs.400 in each case of affected	Rs.200 to each consumer
ii.	Rural areas	Within Forty Eight (48) hours	Rs.400 in each case of affected	Rs.200 to each consumer
V	Period of Scheduled Outage			
i.	Maximum duration in a single stretch consumer affected	Not to exceed Twelve (12) hours	Rs.400 in each case of affected	Rs.200 to each consumer
ii.	Restoration of supply	By not later than 6:00 PM	Rs.400 in each case of affected	Rs.200 to each consumer
VI	Voltage fluctuations			
i.	No expansion/ enhancement of network involved	Within Ten (10) days	Rs.200 for each day of default	Rs.100 to each consumer affected for each day of default
ii.	Up-gradation of distribution system required	Within Ninety (90) days	Rs.400 for each day of default	Rs. 200 to each consumer affected for each day of default
iii.	Erection of Substation	Within the time period as approved by the Commission	Rs.4000 for each day of default	Rs.2000 to each consumer affected for each day of default

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VII	Meter complaints including Net Meter			
i.	Inspection and replacement of slow, fast/ creeping, stuck-up meters	Inspection within 7 days in towns and cities and within 15 days in rural areas and replacement within 15 days thereafter	Rs. 200 for each day of default	Not applicable
ii.	Replace burnt meters if cause attributable to Licensee	Within 7 days		
iii.	Replace burnt meters if cause attributable to consumer	Within 7 days of receiving payment from consumer		
iv.	Shifting of meter/ service line	Within 7 days	Rs.200 for each day of default	Not applicable
VIII	Processing of application & intimation of relevant charges payable for new connection/ sanction of additional load /Demand			
i.	All Cases – If connection feasible from existing network for release of supply	Within 2 working days of receipt of application	Rs.200 for each day of default	—
ii.	If network expansion / enhancement required to release supply			
a.	Release of supply - Low Tension	Within 7 days of receipt of application	Rs.200 for each day of default	—
b.	Release of Supply - High Tension 11kV	Within 15 days of receipt of application	Rs.200 for each day of default	—
c.	Release of Supply - High Tension 33 kV	Within 21 days of receipt of application	Rs.1000 for each day of default	Not Applicable
d.	Release of Supply - Extra High Tension	Within 45 days of receipt of application	Rs.1000 for each day of default	
IX	Release of new connection/additional load upon payment of all charges			
i.	All Cases – If connection feasible from existing network for release of supply	Within 30 days of receipt of application (along -with prescribed charges)	Rs.200 for each day of default	Not applicable
ii.	Network expansion / enhancement required to release supply			
a.	Release of supply - Low Tension	Within 30 days of receipt of prescribed charges	Rs.200 for each day of default	Not applicable
b.	Release of Supply - High Tension 11kV	Within 45 days of receipt of prescribed charges	Rs.400 for each day of default	
c.	Release of Supply - High Tension 33 kV	Within 60 days of receipt of prescribed charges	Rs.1000 for each day of default	
d.	Release of Supply - Extra High Tension	Within 180 days of receipt of prescribed charges	Rs.1000 for each day of default	
e.	Erection of substation required for release of supply	Within the time period approved by the Commission	Rs.2000 for each day of default	

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X	Transfer of ownership and conversion of services			
i.	Title transfer of ownership	Within 7 days along- with necessary documents and prescribed fee, if any	Rs.200 for each day of default	Not applicable
ii.	Change of category	Within 7 days along- with necessary documents and prescribed fee, if any		
iii.	Conversion from LT 1-ph to LT 3-ph and vice versa	Within 30 days of payment of charges by the consumer		
iv.	Conversion from LT to HT and vice versa	Within 60 days of payment of charges by the consumer	Rs.400 for each day of default	
XI	Resolution of complaints on consumer's bill			
i.	If no additional information is required	Within 24 working hours of receipt of complaint	Rs.100 for each day of default	Not applicable
ii.	If additional information is required	Within 7 working days of receipt of complaint		
XII	Reconnection of supply following disconnection due to non-payment of bills			
i.	Cities and towns	Within 4 working hours of production of proof of payment by consumer	Rs.200 in each day of default	Not applicable
ii.	Rural areas	Within 12 working hours of production of proof of payment by consumer.	Rs.200 in each day of default	
XIII	Wrongful disconnection of service connection / levy of reconnection charges without disconnection			
i.	Wrongful disconnection of service connection even after payment of electricity charges due		Rs.200 in each day of default	Not applicable
ii.	Levy of reconnection charges without actual physical disconnection			
XIV	Reduction in Load			
i.	Before the expiry of second billing cycle after receipt of such request		Rs.50 for each default	—