

SCHEDULE -II

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

Sl. No.	Service Area	Time Standard	Compensation payable in case of violation of Standard	
			Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to individual consumer if the event affects more than one consumer
I	Normal Fuse-off			
i	Cities and towns	Within 4 working hours	Rs.100 in each case of default	Rs.50 to each consumer affected
ii	Rural areas	Within 12 working hours		
II	Overhead Line/cable breakdowns			
i	Cities and towns	Within 6 hours	Rs.100 in each case of default	Rs. 50 to each consumer affected
ii	Rural areas	Within 24 hours		
III	Underground cable breakdowns			
i	Cities and towns	Within 12 hours	Rs.100 in each case of default	Rs.50 to each consumer affected
ii	Rural areas	Within 48 hours		
IV	Distribution Transformer failure			
i	Cities and towns	Within 24 hours	Rs.200 in each case of default	Rs.100 to each consumer affected
ii	Rural areas	Within 48 hours		
V	Period of Scheduled Outage			
i	Maximum duration in a single stretch	Not to exceed 12 hours	Rs.200 in each case of default	Rs.100 to each consumer affected
ii	Restoration of supply	By not later than 6:00 PM		
VI	Voltage fluctuations			
i	No expansion/enhancement of network involved	Within 10 days	Rs.100 for each day of default	Rs.50 to each consumer affected for each day of default
ii	Up-gradation of distribution system required	Within 120 days	Rs.200 for each day of default	Rs.100 to each consumer affected for each day of default
iii	Erection of Substation	Within the time period as approved by the Commission	Rs.500 for each day of default	Rs.250 to each consumer affected for each day of default
VII	Meter complaints			
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.100 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		

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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 3 working days of receipt of application	Rs.100 for each day of default	Not Applicable
ii	If Network expansion/enhancement required to release supply			
a	Release of supply - Low Tension	Within 7 days of receipt of application	Rs.100 for each day of default	Not Applicable
b	Release of Supply - High Tension 11 kV	Within 15 days of receipt of application	Rs.500 for each day of default	
c	Release of Supply - High Tension 33 kV	Within 30 days of receipt of application		
d	Release of Supply - Extra High Tension	Within 45 days of receipt of application		
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.100 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.100 for each day of default	Not Applicable
b	Release of Supply - High Tension 11 kV	Within 60 days of receipt of prescribed charges	Rs.500 for each day of default	
c	Release of Supply - High Tension 33 kV	Within 90 days of receipt of prescribed charges		
d	Release of Supply - Extra High Tension	Within 180 days of receipt of prescribed charges		
e	Erection of substation required for release of supply	Within the time period approved by the Commission	Rs.1000 for each day of default	
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.100 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		

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XI	Resolution of complaints on consumer's bill			
i	If no additional information is required	Within 24 working hours of receipt of complaint	Rs.50 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.100 in each case of default	Not Applicable
ii	Rural Areas	Within 12 working hours of production of proof of payment by consumer		
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.100 in each case of default	Not Applicable
ii	Levy of reconnection charges without actual physical disconnection.			

Manner of payment of compensation amount:

1. The Licensee shall register every complaint of a consumer regarding various service parameters as mentioned in the above schedule, at the customer service centers of each Sub-Division office, centralized customer service centers at Towns/Cities, Fuse-off-call offices wherever available and intimate the unique complaint identification (UCI) number to the consumer.
2. Once the complaint is rectified/addressed, the Distribution Licensee shall arrange a SMS message to the registered mobile number of the Consumer or the number from which complaint has been made. The time of sending of such message from the licensee shall be treated as time of rectification of the complaint for the purpose of reckoning compliance to the Service Standard.
3. The Licensee shall maintain consumer-wise records regarding the guaranteed standards of performance in order to give a fair treatment to all consumers and avoid disputes regarding violation of standard.
4. Consumer will be required to make a claim for compensation towards non-compliance of a Guaranteed Standard, within 30 days of violation of such service standard by the Licensee, to a senior officer as may be designated by the Licensee for this purpose, who is based at the headquarters of the Licensee. The same officer is responsible for monitoring compliance of the Regulation and submitting periodical reports to the Commission, as may be required.

5. All payments of compensation shall be made by way of adjustment against current and/or future bills for supply of electricity, but not later than 90 days from the date of violation of a Guaranteed Standard.
6. If the Licensee, however, fails to dispense the compensation amount as laid out in paragraphs above the aggrieved consumer(s) can approach the Forum for Redressal of Grievances of Consumers (CGRF) to seek such compensation.
7. Any consumer, who is aggrieved, by non-redressal of his grievance by the Forum, may make a representation to the Vidyuth Ombudsman appointed by the Commission, in accordance with the provisions of the Act.