

SCCHEDULE - II (A.P.Gazette. No.197, Dt: 8-8-2013 of Regulation No.9 of 2013)

Revised Guaranteed Standards of Performance (SOP norms)

Service Area	Time Standard existing now	Revised time standard
I. Normal fuse of calls		
i. Cities and Towns	Within 4 working hours	Within 4 working hours
ii. Rural areas	Within 12 working hours	Within 12 working hours
II. Overhead line / cable breakdowns		
i. Cities and towns	Within 6 hours	Within 6 hours
ii. Rural areas	Within 24 hours	Within 24 hours
III. Underground cable breakdowns		
i. Cities and towns	Within 12 hours	Within 12 hours
ii. Rural areas	Within 48 hours	Within 48 hours
IV. Distribution Transformer Failures		
i. Cities and towns	Within 24 hours	Within 12 hours
ii. Rural areas	Within 48 hours	Within 24 hours
V. Period of Scheduled Outage		
i. Maximum duration in a single stretch	Not to exceed 12 hours	Not to exceed 12 hours
ii. Restoration of Supply	By not later than 6.00 PM	By not later than 6.00 PM
VI. Voltage fluctuations		
i. No expansion/ enhancement of network involved	Within 10 Days	Within 3 Days
ii. Up Gradation of distribution system required	Within 120 Days	Within 30 Days
iii. Erection of Sub Station	Within the time period as approved by the Commission	Within the time period as approved by the Commission
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 there after	Inspection within 3 days in towns and cities and within 5 days in rural areas and replacement within 5 days there after
ii. Replace burnt meters if cause attributable to Licensee	Within 7 Days	Within 3 Days
iii. Replace burnt meters if cause attributable to Consumer	Within 7 Days of receiving payment from consumer	Within 3 Days of receiving payment from consumer

Service Area	Time Standard existing now	Revised time standard
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	Within 3 working days of receipt of application
ii.If Network expansion / enhancement required to release of supply		
a. Release of supply - Low Tension	Within 7 days of receipt of application	Within 5 Days of receipt of application
b. Release of supply - HT Tension 11 KV	Within 15 days of receipt of application	Within 7 days of receipt of application
c. Release of supply - HT Tension 33 KV	Within 30 days of receipt of application	Within 20 days of receipt of application
d. Release of supply - Extra High Tension	Within 45 days of receipt of prescribed charges	Within 45 days of receipt of prescribed charges
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)	Within 2 days of receipt of application (along with prescribed charges) in Urban and 5 days in Rural area
ii. Network expansion / enhancement required to release of supply		
a. Release of supply - Low Tension	Within 30 days of receipt of prescribed charges	Within 10 days of receipt of prescribed charges
b. Release of supply - HT Tension 11 KV	Within 60 days of receipt of prescribed charges	Within 15 days of receipt of prescribed charges and 10 days for every additional 1 Kilometer
c. Release of supply - HT Tension 33 KV	Within 90 days of receipt of prescribed charges	Within 90 days of receipt of prescribed charges
d. Release of supply - Extra High Tension	Within 180 days of receipt of prescribed charges	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	Within the time period approved by the commission
X. Transfer of ownership and conversion of services		
Title transfer of ownership	Within 7 days along with necessary documents and prescribed fee if any	Within 3 days along with necessary documents and prescribed fee if any
Change of category	Within 7 days along with necessary documents and prescribed fee if any	Within 3 days along with necessary documents and prescribed fee if any
Conversion from LT 1-ph to LT 3-ph and vice versa	Within 30 days of payment of charges by the consumer	Within 5 days of payment of charges by the consumer
Conversion from LT 3-ph to HT and vice versa	Within 60 days of payment of charges by the consumer	Within 60 days of payment of charges by the consumer

Service Area	Time Standard existing now	Revised time standard
XI. Resolution of complaints on consumer's bill		
If no additional information is required	Within 24 working hours of receipt of complaint	Within 24 working hours of receipt of complaint
If additional information is required	Within 7 working days of receipt of complaint	Within 7 working days of receipt of complaint
XII. Re Connection 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	Within 4 working hours of production of proof of payment by consumer
ii. Rural areas	Within 12 working hours of production of proof of payment by consumer	Within 12 working hours of production of proof of payment by consumer
XIII. Wrongful disconnection of service connection/levy of reconnection charges without		
i. Wrongful disconnection of service connection even after payment of electricity charges due	Not Applicable	
ii. Levy of reconnection charges without actual physical disconnection	Not Applicable	