

Annexure 5

21 COMPENSATION PAYABLE TO CONSUMERS IN CASE OF VIOLATION OF MINIMUM STANDARDS OF PERFORMANCE (See Reg. 26)

Ref. No.	Complaint classification	Standard	Compensation payable for each block of delay for violation of standard		Designated functionary to deliver the service
			Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to each consumer if the event affects more than one consumer	
1.1	Normal fuse off call/complaint				
(a)	Cities and towns/urban areas	Within 4 hours	Rs. 50 100/- in each block of 4/8 2/4 hrs	Rs. 25 50/- in each block of 2/4 hrs	Concerned Lineman
(b)	Rural areas	Within 8 hours			
1.2	Overhead Line breakdowns				
	LT Line				
(a)	Cities and towns/urban areas	Within 8 hours	Rs. 50 100/- in each block of 8/12 4/6 hrs	Rs. 25 50/- in each block of 4/6 hrs	JE/Incharge of area
(b)	Rural areas	Within 12 hours			
	HT mixed feeder				
(c)	Cities and towns/urban areas	Within 8 hours	Rs. 200/- in each block of 4/6 hrs.	Rs. 100/- in each block of 4/6 hrs.	JE/Incharge of area
(d)	Rural areas	Within 12 hours			
(e)	HT Cat. II, III & IV feeder	Within 6 hours	Rs. 2000/- in each block of 3 hrs.	Rs. 1000/- in each block of 3 hrs.	
	EHT Line				
(f)	Normal fault such as Disc Insulator failure	Within 12 hours	Rs. 50 1000/- in each block of 12/24 6/12 hrs	Rs. 25 500/- in each block of 6/12 hrs	AE/AEE incharge of the Line
(g)	Major fault such as Conductor Breakdown	Within 24 hours			
	EHT Line feeding not more than 2 consumers or cluster S/S				
(h)	Normal fault such as Disc Insulator failure	Within 8 hours	Rs. 2000/- in each block of 4/8 hrs.	Rs. 1000/- in each block of 4/8 hrs.	AE/AEE incharge of the Line
(i)	Major fault such as Conductor Breakdown	Within 16 hours			
	Breakdowns including breakage of poles				
(j)	Cities and towns/urban areas	Within 12 hours	Rs. 50 100/- in each block of 12/24 6/12 hrs	Rs. 25 50/- in each block of 6/12 hrs	JE/Incharge of area
(k)	Rural areas	Within 24 hours			
1.3	Underground cable breakdowns				
	Cities, towns/urban and rural areas	Within 48 24 hours	Rs. 50 100/- in each block of 48 12 hrs	Rs. 25 50/- in each block of 12 hrs	JE/Incharge of area
1.4	Distribution Transformer failure				
(a)	Cities and towns/urban areas	Within 24 hours	Rs. 100 200/- in each block of 24/48 12/24 hrs	Rs. 50 100/- in each block of 12/24 hrs	JE/Incharge of area
(b)	Rural areas	Within 48 hours			

1.5	Power Transformer failure (with primary voltage upto 66000 volts)	Within 15 days	Rs. 2000/- for each day of default	Rs. 1000/-for each day of default	Sr.Xen/Grid const.
1.6	Street Light Faults	i) Rectification of line faults within 4 hours ii) Replacement of defective units within 24 hours	Rs. 100 200/- for each day of default	-	JE/Incharge of area
1.9	Period of Scheduled Outage				
(a)	Maximum duration in a single stretch	Not to exceed 6 hours in a day during the months from Apr to Oct & 8 hrs in a day during the months from Nov to March	Rs. 100 200/- in each case of default	Rs. 50 100/- in each case of default	JE/Incharge of area
(b)	Restoration of supply	By not later than 6.00 PM			
2.1	Voltage fluctuations				
(a)	Due to loose joint	Within 4 hours	Rs. 100 200 for each block of 4- 2 hrs.	Rs. 50 100/- for each block of 2 hrs	JE Incharge of area
(b)	No expansion/enhancement of network involved	Within 2 working days	Rs. 100 200/- for each day of default	Rs. 50 100 /- for each day of default	JE/Incharge of area
(c)	Up gradation of distribution system required	Within 30 days	Rs. 250 500/- for each day of default	Rs. 125 250/- for each day of default	AE/AEE Incharge of area/ function
3.	Meter complaints				
3.1	Inspection and replacement of slow, fast/creeping, stuck up meters	Inspection within 7 working days and replacement within 10 working days of receipt of complaint	Rs. 50 200/- for each day of default	Not applicable	JE/Incharge of area
3.2	Replacement of burnt meters	Within 5 working days	Rs. 100 300/- for each day of default	Not applicable	JE/Incharge of area
4.	Release of new connection/additional load/demand feasible from existing network				
(a)	Release of supply	Within 30 7 days for DS/NRS Within 15 days for other than DS/NRS	Rs. 100 200/- for each day of default	Not applicable	AE/AEE Incharge of area/ function
Network expansion/enhancement required to release supply					
(b)	Release of supply – Low Tension	Within 45 30 days	Rs. 200 400/- for each day of default	Not applicable	AE/AEE Incharge of area/ function
(c)	Release of supply – High Tension 11000 volts	Within 60 45 days	Rs. 1000 2000/- for each day of default		
(d)	Release of supply - High Tension 33000 volts	Within 90 75 days			
(e)	Release of supply –	Within 120 90 days			

	Extra High Tension				
(f)	Erection of substation required for release of supply	Within the time period approved by the Commission	Rs. 1000 2000/-for each day of default		
5.	Transfer of title and conversion of services				
(a)	Transfer of title and/or change of category	Within 7 working days in case of LT consumer and 14 days in case of HT/EHT consumers	Rs. 500 1000/- for each day of default	Not applicable	AE/AEE Incharge of area/ function
(b)	Conversion from LT single phase to LT three phase or vice versa	Within 30 days	Rs. 100 200/- for each day of default		
6.	Shifting of Meter/Service Connection & other services				
(a)	Shifting of Meter within premises	Within 3 working days	Rs. 100 200/- for each day of default	Not applicable	AE/AEE Incharge of area/ function
(b)	Shifting of Service Connection LT Connection HT Connection	10 working days 20 days			
(c)	Shifting of LT/HT lines upto 11 kV	Within 20 days			
(d)	Shifting of HT lines above 11 kV	Within 30 days			
(e)	Shifting of distribution Transformer	Within 30 days			
7.	Complaints about Consumer's Bills & restoration of supply				
(a)	Resolution of complaints on disputed electricity bill	(i) within 24 hrs if no additional information is required (ii) Within 7 working days if additional information is required	Rs. 100 200/- for each day of default	Not applicable	ARA/RA
(b)	Reconnection of supply following disconnection due to non-payment of bills	Within 24 hours	Rs. 200 400/- for each day of default	Not applicable	JE Incharge of area

.....
²¹ The annexure5 amended by 2nd amendment issued vide notification no. PSERC/Secy./Regu. 116 dated 05.10.2016