

## 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/ Mode of compensation [Manual(M) or Automatic(A)]
			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	
<b>1.1</b>	<b>Normal fuse off call/complaint</b>				
(a)	Cities and towns/urban areas	Within 4 hours	Rs.100/- in each block of 2/4 hrs	Rs. 50/- in each block of 2/4 hrs	Concerned Lineman (A)
(b)	Rural areas	Within 8 hours			
<b>1.2</b>	<b>Overhead Line breakdowns</b>				
	<b>LT Line</b>				
(a)	Cities and towns/urban areas	Within 8 hours	Rs. 100/- in each block of 4/6 hrs	Rs. 50/- in each block of 4/6 hrs	JE/Incharge of area (A)
(b)	Rural areas	Within 12 hours			
	<b>HT mixed feeder</b>				
(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 (A)
(d)	Rural areas	Within 12 hours			
(e)	<b>HT Cat. II, III &amp; IV feeder</b>	Within 6 hours	Rs. 2000/- in each block of 3 hrs.	Rs. 1000/- in each block of 3 hrs.	
	<b>EHT Line</b>				
(f)	Normal fault such as Disc Insulator failure	Within 12 hours	Rs. 1000/- in each block of 6/12 hrs	Rs. 500/- in each block of 6/12 hrs	AE/AEE incharge of the Line (A)
(g)	Major fault such as Conductor Breakdown	Within 24 hours			
	<b>EHT Line feeding not more than 2 consumers or cluster S/S</b>				
(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 (A)
(i)	Major fault such as Conductor Breakdown	Within 16 hours			
	<b>Breakdowns including breakage of poles</b>				
(j)	Cities and towns/urban areas	Within 12 hours	Rs. 100/- in each block of 6/12 hrs	Rs.50/- in each block of 6/12 hrs	JE/Incharge of area (A)
(k)	Rural areas	Within 24 hours			
<b>1.3</b>	<b>Underground cable breakdowns</b>				
	Cities, towns/urban and rural areas	Within 24 hours	Rs.100/- in each block of 12 hrs	Rs.50/- in each block of 12 hrs	JE/Incharge of area (A)
<b>1.4</b>	<b>Distribution Transformer failure</b>				
(a)	Cities and towns/urban areas	Within 24 hours	Rs. 200/- in each block of 12/24 hrs	Rs.100/- in each block of 12/24 hrs	JE/Incharge of area (A)
(b)	Rural areas	Within 48 hours			
<b>1.5</b>	<b>Power Transformer failure (with primary voltage upto 66000 volts)</b>	Within 15 days	Rs. 2000/- for each day of default	Rs. 1000/-for each day of default	Sr.Xen/Grid const. (M)
<b>1.6</b>	<b>Street Light Faults</b>	i) Rectification of line faults within 4	Rs.200/- for each day of default	-	JE/Incharge of area

		hours ii) Replacement of defective units within 24 hours			(M)
<b>1.9</b>	<b>Period of Scheduled Outage</b>				
(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.200/- in each case of default	Rs.100/- in each case of default	JE/Incharge of area (M)
(b)	Restoration of supply	By not later than 6.00 PM			
<b>2.1</b>	<b>Voltage fluctuations</b>				
(a)	Due to loose joint	Within 4 hours	Rs.200 for each block of 2 hrs.	Rs 100/- for each block of 2 hrs	JE Incharge of area (M)
(b)	No expansion/enhancement of network involved	Within 2 working days	Rs.200/- for each day of default	Rs. 100/- for each day of default	JE/Incharge of area (M)
(c)	Up gradation of distribution system required	Within 30 days	Rs. 500/- for each day of default	Rs. 250/- for each day of default	AE/AEE Incharge of area/ function (M)]
<b>11</b>	<b>3. Meter complaints</b>				
3.1	Inspection and replacement of slow, fast/creeping, stuck up meters	Inspection within 3 working days and replacement within 24 working hours in urban areas and 72 working hours in rural areas of receipt of confirmation	Rs. 200/- for each day of default	Not applicable	JE/Incharge of area (M)
3.2	Replacement of burnt meters	Within 24 working hours in urban areas and 72 working hours in rural areas of the receipt of complaint	Rs.300/- for each day of default	Not applicable	JE/Incharge of area (M)]
<b>2</b>	<b>4. Release of new connection/additional load/demand feasible from existing network</b>				
(a)	Release of supply	Within 7 days for DS/NRS Within 15 days for other than DS/NRS	Rs.200/- for each day of default	Not applicable	AE/AEE Incharge of area/ function (A)
	<b>Network expansion/enhancement required to release supply</b>				
(b)	Release of supply – Low Tension	Within 30 days	Rs.400/- for each day of default	Not applicable	AE/AEE Incharge of area/ function (A)
(c)	Release of supply – High Tension 11000 volts	Within 45 days	Rs.2000/- for each day of default		
(d)	Release of supply - High Tension 33000 volts	Within 75 days			
(e)	Release of supply – Extra High Tension	Within 90 days			
(f)	Erection of substation required for release of supply	Within the time period approved by the Commission	Rs.2000/-for each day of default		

<b>5.</b>	<b>Transfer of title and conversion of services</b>				
(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.1000/- for each day of default	Not applicable	AE/AEE Incharge of area/ function (M)
(b)	Conversion from LT single phase to LT three phase or vice versa	Within 30 days	Rs.200/- for each day of default		
<b>6.</b>	<b>Shifting of Meter/Service Connection &amp; other services</b>				
(a)	Shifting of Meter within premises	Within 3 working days	Rs.200/- for each day of default	Not applicable	AE/AEE Incharge of area/ function (M)
(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			
<b>7.</b>	<b>Complaints about Consumer's Bills &amp; restoration of supply</b>				
(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.200/- for each day of default	Not applicable	ARA/RA (M)
(b)	Reconnection of supply following disconnection due to non-payment of bills	Within 24 hours	Rs.400/- for each day of default	Not applicable	JE Incharge of area (M)]
<b>11]8</b>	<b>Long Supply Voltage Interruptions</b>				
(a)	SAIDI in Minutes per consumer	(i)600 minutes/ consumer for urban areas (ii) 900 minute/ consumer for rural areas	5 paisa/minute/kW or kVA beyond the specified limit	2 paisa/minute/kW or kVA beyond the specified limit	Feeder in-charge (M)
(b)	SAIFI in interruptions per consumer	(i) 15 interruptions/ consumer for urban areas (ii) 25 interruptions/ consumer for rural areas	Rs. 50 per interruption beyond the specified limit	Rs. 20 per interruption beyond the specified limit	Feeder incharge (M)

<sup>11</sup>[NOTE:In the event of the failure of the distribution licensee to meet the Standards of Performance against Ref. No 1.1, 1.2, 1.3, 1.4 and 4 specified in the table above, the affected consumer(s) shall be automatically compensated as specified in Regulation 26 of these regulations.]