

**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	
<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
(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
(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
(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
(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
(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
(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
<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
(b)	Rural areas	Within 48 hours			
1.5	<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.
1.6	<b>Street Light Faults</b>	i) Rectification of line faults within 4 hours ii) Replacement of defective units within 24 hours	Rs.200/- for each day of default	-	JE/Incharge of area
<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
(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
(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
(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
<b>3.</b>	<b>Meter complaints</b>				
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.200/- for each day of default	Not applicable	JE/Incharge of area
3.2	Replacement of burnt meters	Within 5 working days	Rs.300/- for each day of default	Not applicable	JE/Incharge of area
<b>4.</b>	<b>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
<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
(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
(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
(b)	Shifting of Service Connection LT Connection HT Connection	10 working days 20 days			
(c)	Shifting of LT/HT lines upto 11kV	Within 20 days			
(d)	Shifting of HT lines above 11kV	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
(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