

**COMPENSATION PAYABLE TO CONSUMERS IN CASE OF VIOLATION OF  
MINIMUM STANDARDS OF PERFORMANCE** (See Reg. 58 and 60)

Ref. No.	Complaint classification	Standard	Compensation payable for each block of delay for violation of standard		Mode of compensation Manual or Automatic
			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)	Urban areas	Within 2 hours	Rs.100/- in each block of 2/4 hrs	Rs. 50/- in each block of 2/4 hrs	Automatic
(b)	Rural areas	Within 4 hours			
1.2	Overhead Line breakdowns				
	LT Line				
(a)	Urban areas	Within 6 hours	Rs. 100/- in each block of 3/5 hrs	Rs. 50/- in each block of 3/5 hrs	Automatic
(b)	Rural areas	Within 10 hours			
	HT mixed feeder				
(c)	Urban areas	Within 6 hours	Rs. 200/- in each block of 3/5 hrs.	Rs. 100/- in each block of 3/5 hrs.	Automatic
(d)	Rural areas	Within 10 hours			
(e)	HT Cat. 2, 3 & 4 feeder	Within 6 hours	Rs. 2000/- in each block of 3 hrs.	Rs. 1000/- in each block of 3 hrs.	Automatic
	EHT Line				
(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	Automatic
(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.	Automatic
(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. 100/- in each block of 6/12 hrs	Rs.50/- in each block of 6/12 hrs	Automatic
(k)	Rural areas	Within 24 hours			

1.3	Underground cable breakdowns				
	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	Automatic
1.4	Distribution Transformer failure				
(a)	Urban areas	Within 24 hours	Rs. 200/- in each block of 12/24 hrs	Rs.100/- in each block of 12/24 hrs	Automatic
(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	Manual
1.6	Street Light Faults	i) Rectification of line faults within 4 hours ii) Replacement of defective units within 24 hours	Rs.200/- for each day of default	-	Manual
1.7	Period of Scheduled Outage				
(a)	Maximum duration in a single stretch	Not to exceed 6 hours in a day	Rs.200/- in each case of default	Rs.100/- in each case of default	Manual
(b)	Restoration of supply	not later than 6.00 PM			
2.	Meter complaints				
2.1	Inspection and replacement of slow, fast/creeping, stuck up meters	Inspection within 3 days and replacement within 24 hours in urban areas and 72 hours in rural areas of receipt of confirmation	Rs. 200/- for each day of default	Not applicable	Manual
2.2	Replacement of burnt meters	Within 24 hours in urban areas and 72 hours in rural areas of the receipt of complaint	Rs.300/- for each day of default	Not applicable	Manual
3.	Release of new connection/additional load/demand				
(a)	Grant of feasibility clearance	45 days or as approved by Commission	Rs. 100/- for each day of default	Not applicable	Automatic
(b)	Issue of demand notice	LT Supply: 5 days	Rs.100/- for each day of default	Not applicable	Automatic
		11 kV Supply: 10 days			
		33 kV and above: 20 days			

		After Commission approval: 10 days			
	<b>Release of new connection/additional load/demand without erection/augmentation</b>				
(c)	Release of supply	Big Cities like LDH, JAL, ASR: within 3 days. Other MC areas: within 7 days Rural areas: within 15 days	Rs.200/- for each day of default	Not applicable	
	<b>Network expansion/enhancement required to release supply</b>				
(d)	Release of supply – Low Tension	Within 30 days	Rs.400/- for each day of default	Not applicable	<b>Automatic</b>
(e)	Release of supply – High Tension 11000 volts	Within 60 days	Rs.1000/- for each day of default		
(f)	Release of supply - High Tension 33000 volts	Within 75 days			
(g)	Release of supply – Only EHT service line	Within 90 days			
(h)	EHT supply requiring extension/augmentation of system	Within the time period approved by the Commission	Rs.1000/-for each day of default		
<b>4.</b>	<b>Transfer of title and conversion of services</b>				
	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	<b>Manual</b>
<b>5.</b>	<b>Shifting of Meter/Service Connection &amp; other services</b>				
(a)	Shifting of Meter within premises	Within 3 days			<b>Manual</b>
(b)	Shifting of Service Connection LT Connection HT Connection	10 days 20 days	Rs.200/- for each day of default	Not applicable	
(c)	Shifting of LT	Within 20 days			
(d)	Shifting of 11 kV Line	Within 30 days			
(e)	Shifting of 33 kV line	45 days			

(f)	Shifting of EHT line	90 days			
(g)	Shifting of distribution Transformer	30 days			
<b>6.</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	<b>Manual</b>
(b)	Reconnection of supply following disconnection due to non-payment of bills	Within 6 working hours	Rs.400/- for each day of default	Not applicable	<b>Manual</b>