LEVEL OF COMPENSATION PAYABLE TO CONSUMER FOR FAILURE TO MEET STANDARDS OF PERFORMANCE AS PER REGULATION

1. Provision of Supply

Sr. No.	Supply activity/event	Standard	Month Wise Compensation Payble														
			Jan-07	#####	Mar-07	Apr-07	#####	Jun-07	Jul-07	#####	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08
1	Time period for completion of inspection of applicant's premises from date of receipt of application	Seven (7)days (towns & cities)/ Ten (10) days (rural areas)	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
2	Time period of intimation of charges to be borne by applicant from date of receipt of application:- A) In case connection is to be given from existing network. B) Where extension of distribution main or commissioning of substation is required.	A)Fifteen (15) days (town & cities)/ Twenty (20) days (rural areas). B) Thirty (30) days	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
3	Time period for completion of inspection of applicant's premises from date of receipt of application & payment of charges :- A) In case connection is to be given from existing network. B) Where extension or augmentation of distributing main is required. C) Where commssioning of sub-station is required.	A) One (1) month. B) Three (3) months. C) One (1) yaer	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL

2. Restoration of Supply

Sr. No.	Supply activity/event	Standard	Month Wise Compensation Payble														
			Jan-07	#####	Mar-07	Apr-07	#####	Jun-07	Jul-07	#####	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08
(i)	Normal fuse off call	A) Four(4) hours(towns & cities). B) Twenty Four (24) hours (rural areas)	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
(ii)	22KV/11KV/415V Overhead line breadown	A) Six (6) hours(towns & cities). B) Twenty Four (24) hours (rural areas)	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
(iii)	Distribution transformer failure	A) Twenty four (24) hours(towns & cities). B) Fourty eight (48) hours (rural areas)	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
(iv)	Under ground cable fault	Twelve (12) hours	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
(v)	Scheduled outage	As modified (clause 6.5) normally not exceeding Twelve (12) hours per day.	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL

3. Quality of Supply

Sr. No.	Supply activity/event	Standard	Month Wise Compensation Payble														
			Jan-07	#####	Mar-07	Apr-07	#####	Jun-07	Jul-07	#####	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08
1	Maintenance of voltage within the specified range of the declared voltage	In case of low or medium voltage within 6 per cent of the declared voltage	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
		In case of high voltage within 6 per cent on the higher side and within 9 percent on the lower side of the declared voltage.	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
		In case of extra high voltage within 10 per cent on the higher side and within 12.5 percent on the lower side of the declared voltage.	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
2	Control of harmonics level at the point of supply	As per IEEE STD 519-1992	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL

4. Meters

Sr. No.	Supply activity/event	Standard	Month Wise Compensation Payble														
			Jan-07	#####	Mar-07	Apr-07	#####	Jun-07	Jul-07	#####	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08
(i)	Restoration of supply in case of burnt meters	A) Twenty Four (24) hours from dtae of receipt of complaint(towns & cities). B) Forty eight(48) hours from the date of receipt of complaint(rural areas)	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL

5. Reconnection

Sr. No.	Supply activity/event	Standard	Month Wise Compensation Payble														
			Jan-07	#####	Mar-07	Apr-07	#####	Jun-07	Jul-07	#####	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08
(i)	Reconnection of a consumer who has been disconnected for less than six(6) months ,from the time the apyment of either all amounts to the satisfaction of the Distribution Licenses or,in case of dispute ,such amount under protest in accordance with the provision to sub-section (1) of secton 56 of the Act.	A) Twenty Four (24) hours from dtae of receipt of complaint(towns & cities). B) Two (2) days (rural areas)	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL

6. Consumer charter/service

Sr. No.	Supply activity/event	Standard	Month Wise Compensation Payble														
			Jan-07	#####	Mar-07	Apr-07	#####	Jun-07	Jul-07	#####	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08
(i)	Visible display by authorised reprensentative of Distribution licensee of name tag and if required by consumer, produce proof of identity & authorisation	All interactions with consumers.	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL

7. Other activities

Sr. No.	Supply activity/event	Standard	Month Wise Compensation Payble														
			Jan-07	#####	Mar-07	Apr-07	#####	Jun-07	Jul-07	#####	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08
(i)	Reading of Consumer's meters	A) Once in every three months(agricultural consumers). B) Once in every two months (all other	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
(ii)	Time period for other services from the date of application:		NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
	Change of name	Second billing cycle	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
	Change of tariff category	Second billing cycle	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
	reduction in contarct demand/sanctioned load	Second billing cycle	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
(iii)	Closure of account: Time period for payment of final dues to consumer from the date of receipt of application for closure of account.	Thirty (30) days	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL