



Payment of Compensation to Persons / Consumers

(Regulation 12 & Appendix A of MERC, Standards of Performance Regulations, 2005)

	Details / Description	Total No. of cases of compensation paid by the Company	Compensation actually paid to Applicants / Consumers for instances of violation of SoP norms						Number of cases of compensation pending (No.)
			By the Company on its own knowledge of default		On Applicants claim for the compensation without dispute		On decision by CGRF / Ombudsman		
			No. of cases	Paid in Rs.	No. of cases	Paid in Rs.	No. of cases	Paid in Rs.	
		(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
FY 2010-11 (Oct.10)									
1	For delay in period for provision / giving supply, as per norms in Regulations 4.1 to 4.7 of SoP	N.A.	-	-	-	-	-	-	-
2	For delay in period for restoration of supply, as per norms in Regulations 6.1 to 6.4 of SoP	N.A.	-	-	-	-	-	-	-
3	For delay in period for restoration of supply for metering / reconnection, as per norms in Regulations 7 of SoP	N.A.	-	-	-	-	-	-	-
4	For not maintaining the Quality of Supply as per norms for maintaining voltage level or control of Harmonics in Regulation 5.1 of SoP	N.A.	-	-	-	-	-	-	-
5	For not maintaining the consumer charter / services as per norms in Regulation 8 as well as 9 of SoP	N.A.	-	-	-	-	-	-	-