

**ORISSA ELECTRICITY REGULATORY COMMISSION
(LICENSEES' STANDARDS OF PERFORMANCE)
REGULATIONS, 2004**

THE ORISSA GAZETTE**EXTRA ORDINARY****PUBLISHED BY AUTHORITY**

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**ORISSA ELECTRICITY REGULATORY COMMISSION
BHUBANESWAR****NOTIFICATION****The 21st May, 2004**

No. OERC-Engg-94/2003/ In exercise of powers under Sections 57, 58 and 59 read with Section 181 (za) and (zb) of the Electricity Act, 2003 and all powers enabling it in that behalf, and after consultation with the Licensees, the Orissa Electricity Regulatory Commission hereby frames the following Regulation regarding the Licensees Standards of performance, namely:-

1. Short title, commencement and interpretation:-

- (1) These Regulations may be called the Orissa Electricity Regulatory Commission (Licensees' Standards of Performance) Regulations, 2004.
- (2) These Regulations shall be applicable to all Distribution Licensees and all Trading Licensees engaged in supply of electricity to the public.
- (3) These Regulations extends to the whole of the State of Orissa.
- (4) These Regulations shall come into force from the date of the publication in the official Gazette.
- (5) The Orissa General Clauses Act,1937 shall apply to the interpretation of this Regulation.

2. Definitions:-

- (1) In these Regulations, unless the context otherwise requires:-
 - (a) "Act" means the Electricity Act, 2003;

- (b) “Commission” means the Orissa Electricity Regulatory Commission;
 - (c) “Extra High Tension/Extra High Voltage” means the voltage exceeding 33000 volts under normal conditions;
 - (d) “High Tension/High Voltage” means the voltage exceeding 440 Volts but, not exceeding 33000 volts under normal conditions;
 - (e) “Licensee” shall mean the Distribution Licensee and wherever the context so requires shall include the Trading Licensee;
 - (f) “Low/ Medium Voltage” means the voltage that does not exceed 230/440 Volts under normal conditions;
- (2) Words and expressions used and not defined in these regulations shall bear the same meaning as in the Act.

3. Registration of Complaint :-

The licensee shall maintain a register for recording the complaints received personally or phone or any other means available. Every complaint so received shall be recorded as Section no., name of the complainant, details of complaint, date and time of complaint. The complaint Sl. No. shall be intimated to the complainant on the spot. The record in the Register should be available for inspection any time by any person on demand. The aim of maintaining this register is to provide adequate service to the consumer and the required information to the Commission.

4. Guaranteed and Overall standards of performance:-

- (1) The Standards specified in Schedule-I shall be the Guaranteed Standards of Performance, being the minimum standards of service that a licensee shall achieve and maintain in the discharge of his obligations as a Licensee.
- (2) The Standards specified in the Schedule-II shall be the Overall Standards of Performance which the Licensee shall seek to achieve in the discharge of his obligations as a Licensee.
- (3) The Commission may from time to time add, alter, vary, modify or amend the contents of the Schedule I and Schedule-II, by a general or special order passed by the Commission.

5. Compensation:-

- (1) The Licensee shall be liable to pay to the affected consumers compensation specified in Schedule – III for Licensee’s failure to meet the Guaranteed Standards of Performance specified in Schedule – I.
- (2) The Licensee concerned shall on his own pay the compensation referred to under sub-clause (1) above within ninety days of the failure of the Guaranteed Standard of Performance and in the manner specified in Schedule – III.
- (3) The liability of compensation under sub-clauses (1) to (2) above shall be applicable to supply of electricity from such date the Commission may direct by order issued for the purpose.

6. Information on Standards of Performance :-

- (1) The Licensee shall furnish to the Commission, in monthly reports and a consolidated annual report for each financial year, the following information as to the Guaranteed Standards of Performance:
 - (a) The levels of performance achieved by the Licensee with reference to those specified in Schedule – I to this regulation;
 - (b) The number of cases in which compensation were payable under clause 4 above, and the aggregate amount of the compensation paid and payable by the Licensee;
 - (c) The number of claims made by the consumer against the Licensee for failure to meet the Guaranteed Standards of Performance and the action taken by the Licensee including the reasons as to delay in payment, or non-payment of compensation for such claims; and
 - (d) The measures taken by the licensee to improve performance in the areas covered by Guaranteed Standards and Licensee’s assessment of the targets to be imposed for the ensuing year.
- (2) The monthly reports under sub-clause (1) shall be furnished to the Commission within 15 days of the close of the month and the annual report under the said sub-clause (1) shall be furnished to the Commission within 30 days of the close of the financial year.

- (3) The Licensee shall furnish to the Commission, in a report for every quarter and in a consolidated annual report for each financial year, the following information as to the Overall Standards of Performance:
 - a. The level of performance achieved with reference to those specified in Schedule – II to this regulation; and,
 - b. The measures taken by the licensee to improve performance in the areas covered by Overall Standards and licensee's assessment of the targets to be imposed for the ensuing year.
- (4) The Quarterly reports under sub-clause (3) shall be furnished to the Commission within 15 days of the close of the quarter and the annual report under the said sub-clause (3) shall be furnished to the Commission within 30 days of the close of the financial year.
- (5) The Commission shall, at such intervals as it may deem fit, direct the Licensee or otherwise arrange for the publication of the information furnished by licensees under this regulation in such form and manner as the Commission consider it to be appropriate.

7. Obligation of Trading Licensee:-

In the event the supply of electricity to the public is effected by a Trading Licensee utilizing the Electric Line or Works of a Distribution Licensee, it shall be the responsibility of the Trading Licensee to ensure the due performance of the obligation by the Distribution Licensee under this Regulation and the Trading Licensee shall be liable to ensure due payment of the compensation provided in this Regulation.

8. Exemption:-

- (1) The standards of performance specified in this regulation shall remain suspended during Force Majeure conditions such as war, mutiny, civil commotion, riot, flood, cyclone, lightning, earthquake or such other force and strike, lockout, fire affecting the Licensee's installations and activities.
- (2) The Commission may by a general or special order issued for the purpose, and after hearing the Licensee and such representatives of the affected consumer group as the Commission consider it to be appropriate, release the Licensee from the liability to compensate the consumers for any default in the performance of any standard, if the Commission is satisfied that such default is for reasons other than those attributable to the Licensee and further that the Licensee had otherwise duly made efforts to fulfill his obligations.

9. Issue of orders and practice directions:-

Subject to the provisions of the Electricity Act, 2003 and these Regulations, the Commission may, from time to time, issue orders and practice directions in regard to the implementation of these Regulations and procedure to be followed on various matters, which the Commission has been empowered by this regulation to direct, and matters incidental or ancillary thereto.

10. Power to remove difficulties:-

If any difficulty arises in giving effect to any of the provisions of these Regulations, the Commission may, by general or special order, do any thing not being inconsistent with provisions of the Act, which in the opinion of the Commission are necessary or expedient for the purpose of removing the difficulties.

11. Power to Amend:-

The Commission may at any time add, vary, alter, modify or amend any of the provisions of these Regulations or the Schedules attached to this Regulation.

12. Repeal and Savings:-

- (1) The Orissa Electricity Regulatory Commission (Consumer Right to Information and Standards of Performance) Regulation, 1998 is hereby repealed to the extent these Regulations has made specific provisions.
- (2) Section 5 of Orissa General Clauses Act, 1937 shall apply to such repeal in the same manner and to the same extent as it applies to any enactment.
- (3) Nothing in these Regulations shall affect the rights and privileges of the consumers under any other law including the Consumer Protection Act, 1986.

(BY ORDER OF THE COMMISSION)

(M.R.HAZRA)
S E C R E T A R Y

SCHEDULE – I
(See Regulations – 4,5,6)

GUARANTEED STANDARDS OF PERFORMANCE

I. Restoration of Power Supply

- 1.1 Within 4 (Four) hours of receipt of complaint, the Licensee shall inform, on enquiry by the consumer, the likely time by which the power supply be restored.
- 1.2 **Normal Fuse-off:** The Licensee shall restore power supply in the case of normal fuse-off calls (replacing Horn Gap (HG) fuses or Low Tension (LT) fuses at the distribution transformer or at the consumer premises) within 6 hours of receiving the complaint in towns and cities and within 24 hours of receiving the complaint in rural areas.
- 1.3 **Line Breakdowns:** In case of line breakdowns, the licensee shall ensure restoration of power supply within 12 hours of occurrence of breakdown in towns and cities and within 24 hours of occurrence of breakdown in rural areas. However, in case of major breakdowns due to heavy rain, lightning, whirlwind requiring replacement of conductor, structures the licensee shall ensure restoration of power supply within 24 hrs of occurrence of breakdown in towns and cities and within 48 hrs of occurrence of breakdown in rural areas.
- 1.4 **Distribution Transformer failure:** The Licensee shall restore supply in the case of distribution transformer failures by replacement of transformer within 24 hours of receiving the complaint in towns and cities and within 48 hours of receiving the complaint in rural areas.
- 1.5 **Period of scheduled outages:** Interruption in power supply due to scheduled outages shall be notified by the licensee at least 24 hours in advance and shall not exceed 12 hours in a day. In each such event, the licensee shall endeavour to ensure that the supply is restored by 6:00 PM during Summer and 5 PM during winter.

II. Quality of Power Supply

2.1 Voltage Variations

(i) The Licensee shall maintain the voltages at the point of commencement of supply to a consumer within the limits stipulated hereunder, with reference to declared voltage:

- (a) In the case of Low/Medium Voltage, +6% and -6%;
- (b) In the case of High Voltage, +6% and -9%; and,
- (c) In the case of Extra High Voltage, +10% and -12.5%.
Or as amended by the authority from time to time.

(ii) On receipt of a voltage variation complaint, the licensee shall verify if the voltage is varying outside the limits specified in sub-paragraph (i) above and if confirmed, the licensee shall –

- (a) Improve the voltage variations within 15 days of original complaint if no expansion/enhancement of network is involved;
- (b) Resolve the complaint within 120 days, in case of upto 11KV and 180 days in case of upto 33KV.
- (c) If it is beyond its control (i.e. due to transmission system) the Licensee should intimate the consumer of such reason within 7 days.

2.2 Harmonics

(i) The Licensee shall maintain the limits of harmonics as per the stages specified hereunder:

Stage-1: The cumulative Total Voltage Harmonic Distortion (THD_v) at the Point of Commencement of Supply for each consumer connected at 132KV and above shall be limited to 3% (as per Grid Code of Orissa) OGC.

Stage-2: The cumulative Total Voltage Harmonic Distortion (THD_v) at the Point of Commencement of Supply for each consumer connected at 33KV shall be limited to 8% (as per Grid Code of Orissa) OGC.

Stage-3: The cumulative Total Voltage Harmonic Distortion (THD_v) at the Point of Commencement of Supply for each consumer connected at 11KV shall be limited to 8% (as per Grid Code of Orissa) OGC.

(ii) The Stage-1 above shall be effective from the date, when the Commission makes order for such purpose.

(iii) The Commission shall lay down the effective dates for Stage-2 and Stage-3

in consultation with the Licensees.

- (iv) The assessment method for recording harmonic levels shall be as laid out in the Grid Code OGC of the State, until the Commission lays down a separate procedure.

2.3. **Complaints about meters**

(i) The licensee shall inspect and check the correctness of the meter within 7 working days of receiving the complaint. If the meter is not working including that it is stuck up, running slow, fast or creeping beyond the limits, the Licensee shall replace the meter within 30 days of receiving the original complaint if the meter belongs to the Licensee. If it belongs to the consumer, actions shall be taken as per OERC Distribution (Conditions of Supply) Code, 2004.

(ii) The Licensee shall replace burnt out meters within 30 working days of removal of the meter after receiving the complaint if the burning of meter is not due to causes attributable to the consumer like tampering, defect in consumer's installation, meter getting wet, connecting unauthorized additional load by consumer etc.

(iii) If the meter is burnt due to reasons attributable to the consumer, the Licensee shall serve a notice to the consumer for recovery of cost of the meter within 7 days of detection, and shall replace the meter within 15 days of receiving the payment from the consumer and after necessary corrective action is taken to avoid future damage to the meter.

III. Applications for New connections/Additional Load

3.1. For 230V/400V supplies:

The licensee shall deal with consumer's application for new connection as follows:

(a) Within three days of receipt of application, the licensee shall send 3 (three) clear days notice to the applicant as specified in Regulation 11 (i) of the OERC Distribution (Conditions of Supply) Code, 2004 for the purpose of inspection of premises and fixation of point of entry of supply mains and the position of mains, cutouts or circuit breakers and meters.

(b) Estimate charges for providing connection and security deposit required shall be intimated within one week after the point of entry of supply mains and the position of mains, cutouts or circuit breakers and meter has been settled.

3.2. For H.T. supply up to 33KV and EHT supply:

The licensee shall deal with of consumer's application for new connection as follows:

- (a) If supply is requested to be given at H.T., the licensee shall respond whether connection is feasible or not within 21 working days of application. If feasible, licensee shall intimate voltage at which supply will be given and point of commencement of supply. The licensee shall intimate the consumer seeking the new connection, estimated charges and time required for providing the new connection within 60 (sixty) working days of notifying feasibility of supply.
- (b) If supply is requested to be given at EHT, the licensee shall obtain the final reply regarding feasibility from the Transmission licensee and communicate the same to the applicant within 30 working days of receipt of original application. The licensee shall intimate the consumer seeking the new connection, estimated charges and time required for providing the new connection within 60 (sixty) working days of notifying feasibility of supply.
- (c) Connection shall be provided within the estimated time, as intimated, after deposit of Estimated charges, submission of Test Report by consumers, inspection by Supplier's Engineer/Electrical Inspector and Agreement, if required. The licensee shall, however, not be held responsible for delay, if any, for providing connection, if the same is on account of statutory clearances, Rights of way, acquisition of land over which licensee has no reasonable control.

3.3. Where no extension of distribution main or commissioning of new sub-station is required for effecting such supply within one month after the receipt of the receipt of the application along with the fees, charges and security amount payable, the Licensee shall give supply of electricity to the consumer.

3.4. Where Power supply Requires Extension of Distribution Mains.

- (a) In cases where such extension of distribution main or commissioning of new sub-station is required but there is no requirement of erecting and commissioning a new 33/11kV sub station the supply of the electricity shall be provided within the time frame specified hereunder:

Type of service connection requested	Period from date of payment of required security, within which supply of electricity should be provided
Low Tension (LT) supply	(30) days
11KV supply	(60) days
33KV supply	(90) days

Provided that the Distribution Licensee may approach the Commission for extension of the time specified above, in specific cases where the magnitude of extension is such that the Licensee will require more time, duly furnishing the details in support of such claim for extension and if satisfied with the justification given by the Distribution Licensee, the Commission may extend the time for commencing the supply

(b) In the case of application for new connection, where extension of supply requires erection and commissioning of new 33/11 KV sub-station, the Distribution Licensee shall within 15 days of receipt of application, submit to the Commission a proposal for erection of 33/11 KV sub-station together with the time required for commissioning the substation. The Commission shall, after hearing the Distribution Licensee and the consumer concerned decide on the proposal and the time frame for erection of the sub-station. The Distribution Licensee shall erect and commission the sub-station and commence power supply to the applicant within the period approved by the Commission.

Provided that if the substation is meant to extend supply to an individual consumer, the Licensee may, unless otherwise directed by the Commission, commence erection of the substation only after receipt of necessary security from the applicant.

Provided further that, where such substation is covered in the investment plan approved by the Commission, the Distribution Licensee shall complete the erection of such substation within the time period stated in such investment plan.

- 3.5. The Distribution Licensee shall not be responsible for the delay, if any, in extending the supply, if the same is on account of problems relating to statutory clearances, right of way, acquisition of land, or the delay in consumer's obligation to obtain approval of Chief Electrical Inspector for his High Tension or Extra High Tension

installation, or for any other similar reasons beyond the reasonable control of the Distribution Licensee.

- 3.6. Subject to the above it shall be the responsibility of the Distribution Licensee to have necessary commercial arrangements with the respective Transmission Licensee(s) to ensure that the required supply at Extra High Tension (EHT), i.e. above 33 KV, is made available within the time frame in consultation with Transmission Licensee.
- 3.7. In cases where the village or hamlet or area is not electrified earlier, the Distribution Licensee shall give supply of electricity to premises in such village or hamlet or area as per the programme of electrification of habitations covered in the investment plan approved by the Commission. The supply shall be extended within the time frame stated in such investment plan approved by the Commission.

IV Transfer of ownership and conversion of services

4. The licensee shall give effect to transfer of ownership, change of category and conversion of the existing services from Low Tension to High Tension and vice-versa within the following time limits:
- | | |
|---|--|
| (a) Title transfer of ownership | - within 15 days of receipt of application, with necessary documents and necessary fee, if any |
| (b) Change of category | |
| (c) Conversion from Low Tension single phase to Low Tension 3-phase and vice-versa. | - within 30 days from the date of payment of necessary charges by the consumer. |
| (d) Conversion from Low Tension 11KV and vice-versa. | - within 60 days from the date of payment of necessary charges by the consumer. |
| (e) Conversion from Low Tension 33KV and vice-versa. | - within 90 days from the date of payment of necessary charges by the consumer |

V Complaints about consumer's bills

5.1

- (i) The Licensee shall acknowledge the consumer's complaint immediately, if received in person and within 2 days, if received by post. The licensee shall resolve the complaint regarding electricity bills within 30 days of its receipt.
- (ii) In case the complaint is genuine and revision of bill already issued becomes necessary, the due date for payment of bill shall be reckoned from the date of receipt of revised bill for the purpose of disconnection of supply or for levy of additional charges for belated payment.

5.2 Reconnection of supply following disconnection due to non-payment of bills.

The licensee shall restore power supply to a consumer, whose supply has been disconnected due to non-payment of electricity bills, within 4 working hours of receipt of production of proof of payment by the consumer.

SCHEDULE-II
(See Regulations – 4,5,6)

OVERALL STANDARDS OF PERFORMANCE

- 1.1 **Normal fuse-off calls:** The licensee shall maintain the percentage of fuse-off calls rectified within the time limits specified under sub-paragraph 1.1 of Schedule-I to total calls received of not less than 90 %.
- 1.2 **Line Breakdowns:** In case of line breakdowns, the licensee shall ensure restoration of power supply within 12 hours of occurrence of breakdown in towns and cities and within 24 hours of occurrence of breakdown in rural areas as specified in sub-paragraph 1.3 of Schedule-I. The licensee shall achieve this standard of performance in at least 95 % of the cases.
- 1.3 **Distribution Transformer Failures:** The licensee shall maintain the percentage of distribution transformers replaced within the time limits specified in sub-paragraph 1.4 of Schedule-I to the total distribution transformers failed at a value not less than 95 %.
- 1.4 **Period of scheduled outages:** As specified in sub-paragraph 1.5 of Schedule-I, interruption in power supply due to scheduled outages shall be notified in advance by the Licensee and shall not exceed 12 hours in a day and in each such event, the Licensee has to ensure that the supply is restored by 6:00PM during Summer and 5 PM during Winter. The Licensee shall achieve both of these standards of performance in at least 90% of the cases.
- 1.5 **Reliability Indices**
 - (i) The following reliability/outage indices are specified by the Institute of Electrical and Electronics Engineers (IEEE) Standard 1366 of 1998. The licensee shall compute and report the value of these indices from (AAA) onwards:
 - (a) **System Average Interruption Frequency Index (SAIFI):** The licensee shall calculate the value as per the formula and methodology specified below.
 - (b) **System Average Interruption Duration Index (SAIDI):** The licensee shall calculate the value as per the formula and methodology specified below.
 - (c) **Momentary Average Interruption Frequency Index (MAIFI):** The licensee shall calculate the value as per the formula and methodology specified below.

Method to compute Distribution System Reliability Indices

The Indices shall be computed for the Discom as a whole by stacking, for each month all the 11KV feeders in the supply area, excluding those serving predominantly agricultural loads, and then aggregating the number and duration of all interruptions in that month for each feeder. The Indices would then be computed using the following formulae:

$$(A) \quad \text{SAIFI} = \frac{\sum_{i=1}^n (A_i * N_i)}{N_t} \quad \text{Where,}$$

A_i = Total number of sustained interruptions (each longer than 5 minutes) on i^{th} feeder for the month

N_i = Connected load of i^{th} feeder affected due to each interruption

N_t = Total connected load at 11KV in the Distribution licensee's supply area

n = number of 11KV feeders in the licensed area of supply (excluding those serving predominantly agricultural loads)

$$(B) \quad \text{SAIDI} = \frac{\sum_{i=1}^n (B_i * N_i)}{N_t} \quad \text{Where,}$$

B_i = Total duration of all sustained interruptions on i^{th} feeder for the month.

$$(C) \quad \text{MAIFI} = \frac{\sum_{i=1}^n (C_i * N_i)}{N_t} \quad \text{Where,}$$

C_i = Total number of momentary interruptions (each less than or equal to 5 minutes) on i^{th} feeder for the month

Note: The feeders must be segregated into rural and urban and the value of the indices must be reported separately for each month.

- (i) The Licensee shall compute the value of the indices separately for feeders serving predominantly agricultural loads. The methodology for computation of indices shall remain the same as in the case of other feeders.
- (ii) Based on the information provided by the Licensees, the Commission may notify the target levels for these indices annually.

- 1.6 **Frequency variations:** The Licensee shall achieve coordination with other network constituents such as State Transmission Utility, State Load Dispatch Center, other Distribution Licensees; and other Transmission Licensees in an endeavour to maintain the supply frequency within +/-3% of nominal frequency (50Hz), as per the Indian Electricity Rules 1956, as applicable at present and as may be amended from time to time. The Licensee shall conduct hourly measurement of supply frequency and report the number of events when the supply frequency was outside specified limits.
- 1.7 **Voltage Unbalance:** The Licensee shall ensure that the voltage unbalance does not exceed 3% at the point of commencement of supply. Voltage Unbalance shall be computed in a manner to be specified by the Commission separately or as part of the Distribution (Planning and Operation) Code or Distribution Operating Standards.
- 1.8 **Street Light faults**
- The Licensee shall rectify line faults and restore streetlights within 6 hours of detection or receipt of complaint, whichever is earlier. The Licensee shall achieve this standard of performance in at least 90 % of the cases.
- 1.9 **Billing mistakes:** The Licensee shall maintain the percentage of bills requiring rectifications following complaints to the total number of bills issued, at a value not greater than 0.1 %.
- 1.10 **Faulty meters:** The Licensee shall maintain the percentage of defective meters to the total number of meters in service, at a value not greater than 5%.
- 1.11. The Licensee shall endeavour to minimize electrical accidents in the distribution system. Increase or decrease in no. of electrical accidents compared over a period of time will be an indicator of the Licensee's performance.

SCHEDULE –III
(See Regulations –5)

PROPOSED GUARANTEED STANDARDS OF PERFORMANCE AND LEVEL
OF COMPENSATION TO CONSUMER FOR DEFAULT IN EACH
CASE

I SCHEDULE OF COMPENSATION AND MANNER OF PAYMENT

Service area	Compensation payable to affected consumer	Manner of payment
Normal Fuse-off		
Urban Areas	Rs. 100 in each case of default	Automatic
Other Areas		
Line Breakdowns		
Urban Areas	Rs. 100 to each affected consumer	To be Claimed
Other Areas		
Distribution Transformer failure		
Urban Areas	Rs. 200 to each affected consumer	To be Claimed
Other Areas		
Period of scheduled outages		
Maximum duration in a single stretch	Rs. 200 to each affected consumer	To be Claimed
Restoration of supply		
Voltage Variations		
No expansion/enhancement of network is involved	Rs. 200 in each case of default	Automatic
Up-gradation of distribution system is required	Rs. 500 in each case of default	
Harmonics		
EHT connections	To be decided by the Commission at appropriate time.	
HT connections		
Meter Complaints		
Inspect and check correctness	Rs. 100 in each case of default	To be Claimed
Replace slow, creeping or stuck up meters	Rs. 100 in each case of default	Automatic
Replace burnt meters if cause not attributable to consumer	Rs. 200 in each case of default	Automatic
Replace burnt meters in all other cases		
Application for new connection/additional load		
Connection feasible from existing network		
Release of supply	Rs. 100 for each day of default	Automatic

Service area	Compensation payable to affected consumer	Manner of payment
Network expansion/enhancement required for providing connection		
Release of supply – Low Tension (including agriculture)	Rs. 100 for each day of default	To be Claimed
Release of supply – High Tension 11KV supply	Rs. 500 for each day of default	To be Claimed
Release of supply – High Tension 33KV supply	Rs. 500 for each day of default	Automatic
Release of supply – Extra High Tension services		
Erection of Substation required for release of supply	Rs. 1000 for each day of default	Automatic
Transfer of ownership and conversion of service		
Title transfer of ownership	Rs. 100 for each day of default	Automatic
Change of category	Rs. 100 for each day of default	Automatic
Conversion from LT 1-ph to LT 3-ph		
Conversion from LT to HT and vice-versa	Rs. 200 for each day of default	Automatic
Resolution of complaints on consumer's bills		
<i>Resolution of complaint.</i>	Rs. 50 for each day of default	Automatic
Reconnection of supply following disconnection		
Urban Areas	Rs. 100 for each case of default	Automatic
Other Areas		

Conditions Applicable to payment of compensation:

1. The Licensee shall register every complaint of a consumer regarding failure of power supply, quality of power supply, meters and payment of bills etc. and intimate the complaint number to the consumer.
2. The Licensee shall maintain all records regarding the Guaranteed Standards of Performance, in a consumer-wise manner, in order to give a fair treatment to all consumers and avoid any dispute regarding violation of standard.

3. The compensation payable may be done by the licensee by way of adjustment against existing, current, and/or future bills for supply of electricity.
4. The compensation claims shall be dealt with in the following manner:
Automatic: This mode of payment requires the Licensee to calculate and pay or adjust the compensation amount to the affected consumer automatically, following non-compliance of the specific standard. The consumer can also approach the Licensee to claim compensation, if the standard is violated and the Licensee fails to dispense the compensation in a reasonable amount of time.
5. The Licensee is required to make internal investigation regarding fixing of liability for recovering the compensation amount from the erring employees concerned.
6. The employees should be informed on the details of Regulations and suitably trained so that they make endeavour in the form of proper operation and maintenance in their system to meet the standards.

To be Claimed: This mode of payment requires the consumer to bring to the notice of the Licensee that the standard has been violated and accordingly claim the compensation amount from the Licensee.
