

SCHEDULE OF COMPENSATION AND MANNER OF PAYMENT

Type of Complaint	Resolution Time	Compensation Amount (if not resolved)	Mode of Compensation
Normal Fuse-off	6 Hours in Urban Areas 24 Hours in Rural Areas	Rs.100/-	Automatically to be paid by Distco
Line Breakdown (Ordinary)	12 Hours in Urban Areas 24 Hours in Rural Areas	Rs.100/-	To be claimed by the Complainant
Line Breakdown (Major)	24 Hours in Urban Areas 48Hours in Rural Areas	Rs.100/-	To be claimed by the Complainant
Distribution Transformer (DTR) Failure	24 Hours in Urban Areas 48Hours in Rural Areas	Rs.200/-	To be claimed by the Complainant
Period of Scheduled Outages	Exceeding beyond 12 hrs. a day	Rs.200/-	To be claimed by the Complainant
Improve voltage variation	15 days if no expansion/enhancement required	Rs.200/-	Automatically to be paid by Distco
Improve voltage variation	120 days for 11 kV 180 days for 33 kV	Rs.500/-	Automatically to be paid by Distco
Inspect and check correctness of the meter	7 working days	Rs.100/-	To be claimed by the Complainant
Replace slow/ creeping/stuck-up meters	30 days	Rs.100/-	Automatically to be paid by Distco
Replace burnt meters if cause not attributable to consumer	30 days	Rs.200/-	Automatically to be paid by Distco
Release of supply if no expansion/enhancement of network required.	30 days	Rs.100/- for each day of default	Automatically to be paid by Distco
Release of L.T. supply including Agriculture if expansion/enhancement of network required	30 days	Rs.100/- for each day of default	To be claimed by the Complainant
Release of H.T. (11 kV) supply if expansion/enhancement of network required	60 days	Rs.500/- for each day of default	To be claimed by the Complainant
Release of H.T. (33 kV) supply if expansion/enhancement of network required	90 days	Rs.500/- for each day of default	Automatically to be paid by Distco
Release of E.H.T. supply if erection of sub-station is required.	As decided by the Commission	Rs.1000/- for each day of default	Automatically to be paid by Distco
Title transfer of ownership	15 days	Rs.100/- for each day of default	Automatically to be paid by Distco
Change of category	15 days	Rs.100/- for each day of default	Automatically to be paid by Distco
Conversion from LT 1 Ph. to LT 3 Ph.	30 days	Rs.100/- for each day of default	Automatically to be paid by Distco
Conversion from LT to HT and vice-versa	60 days for 11 KV 90 days for 33 KV	Rs.200/- for each day of default	Automatically to be paid by Distco
Resolution of billing complaints	1 month	Rs.50/- for each day of default	Automatically to be paid by Distco
Reconnection of supply following disconnection due to non-payment of bill	4 working hrs.	Rs.100/-	Automatically to be paid by Distco