

Presentation on Standards of Performance

Why SoP

Ensure that the Licensees

- operate their distribution & supply services for providing quality, continuity and reliability of service
- enforce the standards with respect to quality, continuity and reliability of service by the Licensees

Need for review of the existing Regulation:

- improve the reliability and quality of supply
- Address the shortfall in compliance of the standards set by the Commission
- no penalty/compensation is being paid for violation of such standards to the consumers
- non-compliance of the Standards in terms of the provisions of Section 57 of the Electricity Act, 2003

Legal provision

- Section 57, read with clause (i) of sub-section (1) of section 86 of the Act, the Commission shall specify the standards of performance of the distribution licensees
- Sub-section (1) of Section 57 of the Act stipulates that the Commission after consultation with the Licensees and persons likely to be affected shall specify the standards of performance of a Licensee or a class of Licensees
- Where a licensee fails to meet the standards specified under sub-section (1) of section 57 of the Act, in addition to any penalty or prosecution proceedings, shall be liable to pay to a person affected such compensation as may be determined under sub section (2) of section 57 by the Commission;

Provided that before determination of the compensation, the concerned Licensee shall be given a reasonable opportunity of being heard

TSERC

**Regulation No. 05 of 2016:
Licensees' Standards of
Performance**

TSERC REGULATION No. 05 of 2016: LICENSEES' STANDARDS OF PERFORMANCE

Guaranteed Standards of Performance and Compensation to Consumers in case of Default:

Sl.No	Service Area	Time Standard	Compensation payable in case of violation of standard	
			to individual consumer if the event affects a single consumer	to individual consumer if the event affects more than one consumer
I. Normal Fuse-Off				
i.	Cities and towns	Within Four (4) working hours	Rs.200 in each case of default	Rs.100 to each consumer affected
ii.	Rural areas	Within Eight (8) working hours	Rs.200 in each case of default	Rs.100 to each consumer affected
II. Overhead Line/cable breakdowns				
i.	Cities and towns	Within Six (6) hours default	Rs.200 in each case of default	Rs.100 to each consumer affected
ii.	Rural areas	Within Twenty Four (24) hours	Rs.200 in each case of default	Rs.100 to each consumer affected

TSERC REGULATION No. 05 of 2016: LICENSEES' STANDARDS OF PERFORMANCE

Guaranteed Standards of Performance and Compensation to Consumers in case of Default:

Sl.No	Service Area	Time Standard	Compensation payable in case of violation of standard	
			to individual consumer if the event affects a single consumer	to individual consumer if the event affects more than one consumer
III. Underground cable breakdowns				
i.	Cities and towns	Within Twelve (12) hours default	Rs.200 in each case of default	Rs.100 to each consumer affected
ii.	Rural areas	Within Forty Eight (48) hours	Rs.200 in each case of default	Rs.100 to each consumer affected
IV. Distribution Transformer failure				
i.	Cities and towns	Within Twenty Four (24) hours default	Rs.400 in each case of affected	Rs. 200 to each consumer
ii.	Rural areas	Within Forty Eight (48) hours	Rs.400 in each case of affected	Rs. 200 to each consumer

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Guaranteed Standards of Performance and Compensation to Consumers in case of Default:

Sl.No	Service Area	Time Standard	Compensation payable in case of violation of standard	
			to individual consumer if the event affects a single consumer	to individual consumer if the event affects more than one consumer
V. Period of Scheduled Outage				
i.	Maximum duration in a single stretch consumer affected	Not to exceed Twelve (12) hours	Rs.400 in each case of affected	Rs. 200 to each consumer
ii.	Restoration of supply	By not later than 6:00 PM	Rs.400 in each case of affected	Rs. 200 to each consumer
VI. Voltage fluctuations				
i.	No expansion/ enhancement of network involved	Within Ten (10) days	Rs.200 for each day of default	Rs.100 to each consumer affected for each day of default
ii.	Up-gradation of distribution system required	Within Ninety (90) days	Rs.400 for each day of default	Rs. 200 to each consumer affected for each day of default
iii.	Erection of Substation	Within the time period as approved by the Commission	Rs.4000 for each day of default	Rs.2000 to each consumer affected for each day of default

TSERC REGULATION No. 05 of 2016: LICENSEES' STANDARDS OF PERFORMANCE

Guaranteed Standards of Performance and Compensation to Consumers in case of Default:

Sl.No	Service Area	Time Standard	Compensation payable in case of violation of standard	
			to individual consumer if the event affects a single consumer	to individual consumer if the event affects more than one consumer
VII. Meter complaints including Net Meter				
i.	Inspection and replacement of slow,fast/ creeping, stuck-up meters	Inspection within 7 days in towns and cities and within 15 days in rural areas and replacement within 15 days thereafter	Rs. 200 for each day of default	Not applicable
ii.	Replace burnt meters if cause attributable to Licensee	Within 7 days		
iii.	Replace burnt meters if cause attributable to consumer	Within 7 days of receiving payment from consumer		
iv.	Shifting of meter/service line	Within 7 days	Rs.200 for each day of default	Not applicable

TSERC REGULATION No. 05 of 2016: LICENSEES' STANDARDS OF PERFORMANCE

Guaranteed Standards of Performance and Compensation to Consumers in case of Default:

Sl.No	Service Area	Time Standard	Compensation payable in case of violation of standard	
			to individual consumer if the event affects a single consumer	to individual consumer if the event affects more than one consumer
VIII. Processing of application & intimation of relevant charges payable for new connection/sanction of additional load /Demand				
i.	All Cases – If connection feasible from existing network for release of supply	Within 2 working days of receipt of application	Rs.200 for each day of default	
ii. If network expansion / enhancement required to release supply				
a.	Release of supply - Low Tension	Within 7 days of receipt of application	Rs.200 for each day of default	
b.	Release of Supply - High Tension 11kV	Within 15 days of receipt of application	Rs.200 for each day of default	
c.	Release of Supply - High Tension 33 kV	Within 21 days of receipt of application	Rs.1000 for each day of default	Not Applicable
d.	Release of Supply - Extra High Tension	Within 45 days of receipt of application	Rs.1000 for each day of default	

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Guaranteed Standards of Performance and Compensation to Consumers in case of Default:

Sl.No	Service Area	Time Standard	Compensation payable in case of violation of standard	
			to individual consumer if the event affects a single consumer	to individual consumer if the event affects more than one consumer
IX. Release of new connection/additional load upon payment of all charges				
i.	All Cases – If connection feasible from existing network for release of supply	Within 30 days of receipt of application (along with prescribed charges)	-Rs.200 for each day of default	Not Applicable
ii. Network expansion / enhancement required to release supply				
a.	Release of supply - Low Tension	Within 30 days of receipt of prescribed charges	Rs.200 for each day of default	Not Applicable
b.	Release of Supply - High Tension 11kV	Within 45 days of receipt of prescribed charges	Rs.400 for each day of default	
c.	Release of Supply - High Tension 33 kV	Within 60 days of receipt of prescribed charges	Rs.1000 for each day of default	
d.	Release of Supply - Extra High Tension	Within 180 days of receipt of prescribed charges	Rs.1000 for each day of default	
e.	Erection of substation required for release of supply	Within the time period approved by the Commission	Rs.2000 for each day of default	

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Guaranteed Standards of Performance and Compensation to Consumers in case of Default:

Sl.No	Service Area	Time Standard	Compensation payable in case of violation of standard	
			to individual consumer if the event affects a single consumer	to individual consumer if the event affects more than one consumer
X. Transfer of ownership and conversion of services				
i.	Title transfer of ownership	Within 7 days along- with necessary documents and prescribed fee, if any	Rs.200 for each day of default	Not Applicable
ii.	Change of category	Within 7 days along- with necessary documents and prescribed fee, if any		
iii.	Conversion from LT 1-ph to LT 3-ph and vice versa	Within 30 days of payment of charges by the consumer		
iv.	Conversion from LT to HT and vice versa	Within 60 days of payment of charges by the consumer	Rs.400 for each day of default	

TSERC REGULATION No. 05 of 2016: LICENSEES' STANDARDS OF PERFORMANCE

Guaranteed Standards of Performance and Compensation to Consumers in case of Default:

Sl.No	Service Area	Time Standard	Compensation payable in case of violation of standard	
			to individual consumer if the event affects a single consumer	to individual consumer if the event affects more than one consumer
XI. Resolution of complaints on consumer's bill				
i.	If no additional information is required	Within 24 working hours of receipt of complaint	Rs.100 for each day of default	Not Applicable
ii.	If additional information is required	Within 7 working days of receipt of complaint		
XII. Reconnection of supply following disconnection due to non-payment of bills				
i.	Cities and Towns	Within 4 working hours of production of proof of payment by consumer	Rs.200 in each day of default	Not Applicable
ii.	Rural areas	Within 12 working hours of production of proof of payment by consumer.	Rs.200 in each day of default	Not Applicable

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Guaranteed Standards of Performance and Compensation to Consumers in case of Default:

Sl.No	Service Area	Time Standard	Compensation payable in case of violation of standard	
			to individual consumer if the event affects a single consumer	to individual consumer if the event affects more than one consumer
XIII. Wrongful disconnection of service connection / levy of reconnection charges without disconnection				
i.	Wrongful disconnection of service connection even after payment of electricity charges due		Rs.200 in each day of default	Not Applicable
ii.	Levy of reconnection charges without actual physical disconnection			
XIII. Reduction in Load				
Before the expiry of second billing cycle after receipt of such request			Rs.50 for each default	

Summary of Overall Performance Standards

Summary of Overall Performance Standards

Service area	Overall Standard of Performance
Normal fuse-off calls	At least 99% calls received shall be rectified within the prescribed time limits in Cities and Towns and in Rural areas
Line Breakdowns	At least 95% of cases be resolved within time limit in Cities and Towns and in Rural areas
Distribution Transformer failure	At least 95% of DTRs to be replaced within prescribed time limits in Cities and Towns and in Rural areas
Period of scheduled outage	
Maximum duration in a single stretch	
Restoration of supply by 6.00 PM	At least 95% of cases be resolved within time limit

Summary of Overall Performance Standards

Service area	Overall Standard of Performance
Street Light Faults	At least 90% cases shall be complied within prescribed time limits
Rectification of line faults	
Replacement of fused/defective unit	
Continuity Indices	To be laid down in due course by the Commission
SAIFI	
SAIDI	
MAIFI	To maintain supply frequency within 49–50 Hz as per IEGC
Frequency variations	
Voltage Unbalance	Maximum of 3% at point of commencement of supply
% billing mistakes	Not exceeding 0.1%
% faulty meters	Not exceeding 3%

Manner of payment of compensation amount

Payment of compensation amount:

- 1) The Licensee shall register every complaint of a consumer at the customer service centers/ section offices and intimate the complaint number to the consumer.
- 2) The Licensee shall maintain consumer-wise records regarding the guaranteed standards of performance.
- 3) All payments of compensation shall be made by way of adjustment against the current and/or future bills for supply of electricity, but not later than 90 days from the date of violation of a Guaranteed Standard.
- 4) Where the Licensee, fails to Pay/Dispense the compensation amount, the aggrieved consumer(s) can approach the Forum for redressal of grievances of consumers (CGRFs) to seek such compensation.

Manner of payment of compensation amount:

- 1) The Licensee shall establish an Interactive Voice Response System (IVRS) to register the complaints of consumers.
- 2) Once the complaint is rectified/addressed, the Distribution Licensee shall arrange a Short Message Service (SMS) message to the registered mobile number of the Consumer or the number from which complaint has been made. The time of sending of such message from the licensee shall be treated as time of rectification of the complaint for the purpose of reckoning the compliance with the Service Standard.
- 3) A quarterly report should be sent to CGRF and Ombudsman. The reports shall be analysed/monitored by the CGRFs.

Manner of payment of compensation amount:

- 4) A Consumer shall be required to make a claim for compensation for non-compliance of a Guaranteed Standard, within Thirty (30) days of violation of such service standard by the Licensee, to a senior officer (Divisional Engineer) as may be designated by the Licensee for this purpose, who is based at the headquarters of the Licensee.
- 5) The same officer is responsible for the monitoring compliance of the Regulation and submitting the periodical reports to the Commission, as may be required.
- 6) *The licensee shall fix the responsibility on their staff/officers for default in the service and shall realize the amount of compensation from concerned individual's (employee) salary after adjustment of the compensation in the consumer bill by way of a rebate. The Licensee shall pay compensation to the affected consumers through a rebate in the bill, automatically and without any delay.*

Manner of payment of compensation amount:

- *Any consumer, who is aggrieved by non-redressal of his grievance by the Forum (CGRF), may make a representation to the Vidyut Ombudsman appointed by the Commission, in accordance with the provisions of the Act.*
- *Where if the Licensee does not meet the overall standards, an amount as decided by the Commission not exceeding 2% of the Regulated Margin on Equity accounted for in the ARR of the year of failure shall be paid. Repetitive failures over a period of three years may lead to denial of regulated Return on Equity in the three subsequent years at the discretion of the Commission.*
- *Upon the recovery of the above sum, the Commission may at its discretion:*
 - a) Adjust such sum against the tariff so that the licensee shall not recover the said amount as a revenue. or*
 - b) Require the Licensee to give credit for the sum as computed above or any other sum decided by the Commission to the consumers by depositing the same in the consumer's security deposit account.*

Guaranteed Standards of Performance

Guaranteed Standards of Performance

Standard	time Standard	TSERC	APERC	MERC	KERC	KSERC
Normal Fuse-Off						
i.	Cities and towns	Within Four (4) working hours	Within Four (4) working hours	3 Hours	Within 6 Hours	Within 6 Hours
ii.	Rural areas	Within Eight (8) working hours	Within Eight (12) working hours	18 Hours	Within 12 Hours	Within 8 Hours
Overhead Line/cable breakdowns						
i.	Cities and towns	Within Six (6) hours default	Within Six (6) hours default	4 Hours	Within 6 Hours (10 Hours if poles are broken down)	Within 8 Hours
ii.	Rural areas	Within Twenty Four (24) hours	Within Twenty Four (24) hours	24 Hours	Within 24 Hours	Within 12 Hours In difficult areas: Within 16 Hours

Guaranteed Standards of Performance

Standard	time Standard	TSERC	APERC	MERC	KERC	KSERC
Underground cable breakdowns						
i.	Cities and towns	Within Twelve (12) hours default	Within Twelve (12) hours default	Within 8 Hours		Within 24 Hours
ii.	Rural areas	Within Forty Eight (48) hours	Within Forty Eight (48) hours	Within Forty Eight (48) hours		Within Forty Eight (48) hours
Distribution Transformer failure						
i.	Cities and towns	Within Twenty Four (24) hours default	Within Twenty Four (24) hours default	Within 18 hours	Within Twenty Four (24) hours	Within Twenty Four (24) hours
ii.	Rural areas	Within Forty Eight (48) hours	Within Forty Eight (48) hours	Within Forty Eight (48) hours	Within 72 hours	Within 36 Hours In difficult area: Within 48 Hours

Guaranteed Standards of Performance

Standard	time Standard	TSERC	APERC	MERC	KERC	KSERC
Period of Scheduled Outage						
i.	Maximum duration in a single stretch consumer affected	Not to exceed Twelve (12) hours	Not to exceed Twelve (12) hours		Not to exceed Twelve (12) hours	10 Hours in a day
ii.	Restoration of supply	By not later than 6:00 PM	By not later than 6:00 PM		By 6:00 PM on any day	
Voltage fluctuations						
i.	No expansion/ enhancement of network involved	Within Ten (10) days	Within Ten (10) days		Within 7 days	Within 7 days
ii.	Up-gradation of distribution system required	Within Ninety (90) days	Within 120 days		Within 120 days	Within 120 days
iii.	Erection of Substation	Within the time period as approved by the Commission	Within the time period as approved by the Commission			Within the time period as approved by the Commission

Guaranteed Standards of Performance

Standard	time Standard	TSERC	APERC	MERC	KERC	KSERC
Meter complaints						
i.	Inspection and replacement of slow,fast/ creeping, stuck-up meters	Inspection within 7 days in towns and cities and within 15 days in rural areas and replacement within 15 days thereafter	Inspection within 7 days in towns and cities and within 15 days in rural areas and replacement within 15 days thereafter	Class 1 cities: 4days Urban Areas: 7 Days Rural Areas: 12 Days	Inspect and check: Within 7 Days replace slow, creping or stuck meter: Within 10 dyas	Inspect and check: Within 5 Days replace : Within 7 dyas
ii.	Replace burnt meters if cause attributable to Licensee	Within 7 days	Within 7 days	Within subsequent billing cycle	Within 7 days	
iii.	Replace burnt meters if cause attributable to consumer	Within 7 days of receiving payment from consumer	Within 7 days of receiving payment from consumer		Within 24 Hours of payment of charges by consumer	
iv.	Shifting of meter/service line	Within 7 days				

Guaranteed Standards of Performance

Standard	time Standard	TSERC	APERC	MERC	KERC	KSERC
Processing of application & intimation of relevant charges payable for new connection/sanction of additional load /Demand						
i.	All Cases – If connection feasible from existing network for release of supply	Within 2 working days of receipt of application				
Transfer of ownership and conversion of services						
i.	Title transfer of ownership	Within 7 days along-with necessary documents and prescribed fee, if any	Within 7 days along-with necessary documents and prescribed fee, if any		Within 7 dyas of receipt of application	
ii.	Change of category	Within 7 days along-with necessary documents and prescribed fee, if any	Within 7 days along-with necessary documents and prescribed fee, if any			
iii.	Conversion from LT 1-ph to LT 3-ph and vice versa	Within 30 days of payment of charges by the consumer	Within 30 days of payment of charges by the consumer		Within 30 days from date of payment of charges	
iv.	Conversion from LT to HT and vice versa	Within 60 days of payment of charges by the consumer	Within 60 days of payment of charges by the consumer			

Guaranteed Standards of Performance

Standard	time Standard	TSERC	APERC	MERC	KERC	KSERC
XI. Resolution of complaints on consumer's bill						
i.	If no additional information is required	Within 24 working hours of receipt of complaint	Within 24 working hours of receipt of complaint	Within 24 Hours	Within 24 hours of receipt of complaint	
ii.	If additional information is required	Within 7 working days of receipt of complaint	Within 7 working days of receipt of complaint	during subsequent billing cycle	Within 7 days of receipt of complaint	
XII. Reconnection of supply following disconnection due to non-payment of bills						
i.	Cities and Towns	Within 4 working hours of production of proof of payment by consumer	Within 4 working hours of production of proof of payment by consumer		Towns and cities: on the same days	
ii.	Rural areas	Within 12 working hours of production of proof of payment by consumer.	Within 12 working hours of production of proof of payment by consumer.		Rural Areas: Within 24 Hours of Receipt of payment from consumer	

Summary of Overall performance standards

Summary of Overall performance standards

Service area	TSERC	APERC	KERC	KSERC
Normal fuse-off calls	At least 99% calls received shall be rectified within the prescribed time limits in Cities and Towns and in Rural areas	At least 99% calls received shall be rectified within the prescribed time limits in Cities and Towns and in Rural areas	99%	95%
Line Breakdowns	At least 95% of cases be resolved within time limit in Cities and Towns and in Rural areas	At least 95% of cases be resolved within time limit in Cities and Towns and in Rural areas	95%	90%

Summary of Overall performance standards

Service area	TSERC	APERC	KERC	KSERC
Distribution Transformer failure	At least 95% of DTRs to be replaced within prescribed time limits in Cities and Towns and in Rural areas	At least 95% of DTRs to be replaced within prescribed time limits in Cities and Towns and in Rural areas	95%	90%
Period of scheduled outage				
Maximum duration in a single stretch	At least 95% of cases be resolved within time limit	At least 95% of cases be resolved within time limit	99%	
Restoration of supply by 6.00 PM				
Street Light Faults				
Rectification of line faults	At least 90% cases shall be complied within prescribed time limits	At least 90% cases shall be complied within prescribed time limits		
Replacement of fused/defective unit				

Summary of Overall performance standards

Service area	TSERC	APERC	KERC	KSERC
Continuity Indices				
SAIFI	To be laid down in due course by the Commission	To be laid down in due course by the Commission	The standards will be laid down by the Commission	Urban areas: 98% Rural areas:97.5% Difficult areas: 97%
SAIDI				
MAIFI				
Frequency variations	To maintain supply frequency within 49–50 Hz as per IEGC	To maintain supply frequency within 49–50.5 Hz as per IEGC		
Voltage Unbalance	Maximum of 3% at point of commencement of supply	Maximum of 3% at point of commencement of supply	LT:+6% & -6% HT: +6% & -9% EHT: +12.5% & -12.5%	
% billing mistakes	Not exceeding 0.1%	Not exceeding 0.1%		
% faulty meters	Not exceeding 3%	Not exceeding 3%	Not exceeding 2.5%	

**Compensation payable in
case of violation of
standard**

Compensation payable in case of violation of standard

Standard	Time Standard	TSERC		APERC		MERC	KERC	KSERC
		to individual consumer if the event affects a single consumer	to individual consumer if the event affects more than one consumer	to individual consumer if the event affects a single consumer	to individual consumer if the event affects more than one consumer	Rs. 50 per hour or part there of delay		
Normal Fuse-Off								
i.	Cities and towns	Rs.200 in each case of default	Rs.100 to each consumer affected	Rs.50 in each case of default	Rs.25 to each consumer affected	Rs. 50 per hour or part there of delay	Rs.50 in each case of default	Rs.25 in each case of default
ii.	Rural areas	Rs.200 in each case of default	Rs.100 to each consumer affected					
Overhead Line/cable breakdowns								
i.	Cities and towns	Rs.200 in each case of default	Rs.100 to each consumer affected	Rs.50 in each case of default	Rs.25 to each consumer affected	Rs. 50 per hour or part there of delay	Rs.50 to each affected consumer	Rs.25 in each case of default
ii.	Rural areas	Rs.200 in each case of default	Rs.100 to each consumer affected					

Compensation payable in case of violation of standard

Standard	Time Standard	TSERC		APERC		MERC	KERC	KSERC
		to individual consumer if the event affects a single consumer	to individual consumer if the event affects more than one consumer	to individual consumer if the event affects a single consumer	to individual consumer if the event affects more than one consumer	Rs. 50 per hour or part there of delay		
Underground cable breakdowns								
i.	Cities and towns	Rs.200 in each case of default	Rs.100 to each consumer affected	Rs.50 in each case of default	Rs.25 to each consumer affected	Rs. 50 per hour or part there of delay		Rs.25 in each case of default
ii.	Rural areas	Rs.200 in each case of default	Rs.100 to each consumer affected					
Distribution Transformer failure								
i.	Cities and towns	Rs.400 in each case of affected	Rs. 200 to each consumer	Rs.100 in each case of default	Rs.50 to each consumer affected	Rs. 50 per hour or part there of delay	Rs.50 to each affected consumer	Rs.25 in each case of default
ii.	Rural areas	Rs.400 in each case of affected	Rs. 200 to each consumer					

Compensation payable in case of violation of standard

Standard	Time Standard	TSERC		APERC		MERC	KERC	KSERC
		to individual consumer if the event affects a single consumer	to individual consumer if the event affects more than one consumer	to individual consumer if the event affects a single consumer	to individual consumer if the event affects more than one consumer	Rs. 50 per hour or part there of delay		
Period of Scheduled Outage								
i.	Maximum duration in a single stretch consumer affected	Rs.400 in each case of affected	Rs. 200 to each consumer	Rs.100 in each case of default	Rs.50 to each consumer affected	Rs. 50 per hour or part there of delay	Rs.50 to each affected consumer	Rs.25 in each case of default
ii.	Restoration of supply	Rs.400 in each case of affected	Rs. 200 to each consumer					

Compensation payable in case of violation of standard

Standard	Time Standard	TSERC		APERC		MERC	KERC	KSERC
		to individual consumer if the event affects a single consumer	to individual consumer if the event affects more than one consumer	to individual consumer if the event affects a single consumer	to individual consumer if the event affects more than one consumer	Rs. 50 per hour or part there of delay		
Voltage fluctuations								
i.	No expansion/ enhancement of network involved	Rs.200 for each day of default	Rs.100 to each consumer affected for each day of default	Rs.50 for each day of default	Rs.25 to each consumer affected for each day of default	Rs 100 per week or part thereof for which voltage varies beyond the specified range: Provided that compensation specified above shall be payable,— (i) In Mumbai city and Suburbs, Mumbai Metropolitan Region and Pune Metropolitan Region, (ii) In all other Municipal Corporation areas at the end of one year from the notification of these Regulations : (iii) Provided further that the Commission shall separately notified the date on which such compensation shall be payable in other areas, not covered above, in the State.	Rs.50 in each case of default	Rs.25 in each day of default
ii.	Up-gradation of distribution system required	Rs.400 for each day of default	Rs. 200 to each consumer affected for each day of default	Rs.100 for each day of default	Rs. 50 to each consumer affected for each day of default			
iii.	Erection of Substation	Rs.4000 for each day of default	Rs.2000 to each consumer affected for each day of default	Rs.250 for each day of default	Rs.125 to each consumer affected for each day of default			

Compensation payable in case of violation of standard

Standard	Time Standard	TSERC		APERC		MERC	KERC	KSERC
		to individual consumer if the event affects a single consumer	to individual consumer if the event affects more than one consumer	to individual consumer if the event affects a single consumer	to individual consumer if the event affects more than one consumer	Rs. 50 per hour or part there of delay		
Meter complaints								
i.	Inspection and replacement of slow,fast/ creeping, stuck-up meters							
ii.	Replace burnt meters if cause attributable to Licensee	Rs. 200 for each day of default	Not applicable	Rs. 50 for each day of default	Not applicable	Rs. 50 per weak or part there of delay	Rs.50 in each case of default	LT:Rs.25 in each day of default HT:Rs.25 in each day of default
iii.	Replace burnt meters if cause attributable to consumer							
iv.	Shifting of meter/service line	Rs.200 for each day of default	Not applicable					

Compensation payable in case of violation of standard

Standard		Time Standard		TSERC		APERC		MERC	KERC	KSERC
				to individual consumer if the event affects a single consumer	to individual consumer if the event affects more than one consumer	to individual consumer if the event affects a single consumer	to individual consumer if the event affects more than one consumer	Rs. 50 per hour or part there of delay		
Transfer of ownership and conversion of services										
i.	Title transfer of ownership	Rs.200 for each day of default	Not Applicable	Rs.50 for each day of default	Not Applicable				Rs.50 in each case of default	Rs.50 in each day of default
ii.	Change of category									
iii.	Conversion from LT 1-ph to LT 3-ph and vice versa									
iv.	Conversion from LT to HT and vice versa									

Compensation payable in case of violation of standard

Standard	Time Standard	TSERC		APERC		MERC	KERC	KSERC
		to individual consumer if the event affects a single consumer	to individual consumer if the event affects more than one consumer	to individual consumer if the event affects a single consumer	to individual consumer if the event affects more than one consumer	Rs. 50 per hour or part there of delay		
Resolution of complaints on consumer's bill								
i.	If no additional information is required	Rs.100 for each day of default	Not Applicable	Rs.25 for each day of default	Not Applicable	Rs. 100 per weak or part there of delay	Rs.50 in each case of default	Rs.50 in each day of default
ii.	If additional information is required							
Reconnection of supply following disconnection due to non-payment of bills								
i.	Cities and Towns	Rs.200 in each day of default	Not Applicable	Rs.50 in each day of default	Not Applicable	Rs. 100 per weak or part there of delay	Rs.50 in each case of default	Rs.50 in each day of default
ii.	Rural areas							

Thank You