

## Schedule - I

STANDARDS OF PERFORMANCE AND AMOUNT TO BE PAID TO CONSUMERS FOR  
DEFAULT IN EACH CASE

Nature of Service	Standards of Performance (Indicative Maximum time limit for rendering service)	Amount payable to affected consumer
<b>1. Normal Fuse-off</b> Cities and Towns	Within 6 hours	Rs.200 in each case of default
Rural areas	Within 24 hours	Rs.200 in each case of default
<b>2. Line Breakdowns</b> Cities and Towns	Within 6 hours (10 hours if poles are broken down)	Rs.200 to each affected consumer
Rural areas	Within 24 hours in all cases	Rs.200 to each affected consumer
<b>3. Number of interruptions beyond a particular limit – excluding normal fuse off, line breakdowns and distribution transformer failure.</b>	Number of interruptions (scheduled / unscheduled) in a day should not exceed a maximum of two (2) numbers in urban areas including NJY feeders and three (3) numbers in rural areas.	Rs.50 for each of the interruptions beyond the specified limit to each of the consumer.
Duration of interruptions beyond a particular limit – excluding normal fuse off, line breakdowns and distribution transformer failure.	The total duration of interruptions (scheduled / unscheduled) in a month should not exceed a maximum of ninety (90) minutes in urban areas, one hundred and twenty (120) minutes in case of NJY feeders and one hundred and eighty (180) minutes in rural areas.	Rs.50 for each of the default in case of consumers in urban areas including NJY feeders and Rs.25 for each of the default in case of consumers in rural areas beyond the specified limit to each of the consumer.
<b>4. Distribution Transformer Failure</b> Cities and Towns	Within 24 hours	Rs.200 to each affected consumer
Rural areas	Within 72 hours	Rs.200 to each affected consumer
<b>5. Period of Scheduled outages</b> Maximum duration in a single stretch	Not to exceed 12 hours	Rs.200 to each affected consumer
Restoration of supply	By 6 PM on any day	Rs.200 to each affected consumer
<b>6. Voltage Variations</b> Where no expansion or enhancement of network is involved	Within 7 days	Rs.200 in each case of default

Nature of Service	Standards of Performance (Indicative Maximum time limit for rendering service)	Amount payable to affected consumer
Where up-gradation of distribution system is required	Within 120 days	Rs.200 in each case of default
Opening of neutral and neutral voltage exceeding 2% of supply voltage	Within 6 hours in Cities Within 24 hours in Rural Areas	Rs.200 in each case of default
<b>7. Meter Complaints</b> Inspect and check correctness of meters	Within 7 days	Rs.200 in each case of default
Replace defective, not recording, fast / slow recording, creeping or stuck meters	Within 24 hours in urban areas and 72 hours in rural areas	Rs.200 in each case of default
Replace burnt meters if cause not attributable to consumer	Within 24 hours in urban areas and 72 hours in rural areas, after the receipt of complaint	Rs.200 in each case of default
Replace burnt meters in all other cases and restoration of power Supply	Within 24 hours in urban areas and 72 hours in rural areas, after receipt of payment of charges by the consumer	Rs.200 in each case of default
<b>8.Application for new connection / additional load</b> Release of supply where service is feasible from existing network.	a) Metro Cities – 7 days b) Other Municipal areas – 15 days c) Rural areas – 30 days	Rs.1000 for each day of default
Release of supply where Network expansion / enhancement required for providing connection	As specified in the relevant Clauses of these Regulations.	Rs.200 for each day of default in Case of LT and Rs.1000 for each day of default in case of HT & EHT.
Release of Temporary power supply	Within 48 Hours of submission of applications in full.	Rs.100 for each day of default
IP sets	Within 30 days after attaining seniority (The number of new connections shall be limited to the target fixed for the year)	Rs.100 for each day of default
<b>9. Erection of sub- station release of supply</b>	As specified in the relevant Clauses of these Regulations.	Rs.1000 for each day of default
<b>10. Transfer of Ownership, conversion of service title, Change of category etc.,</b>	Within 7 days of receipt of application	Rs.200 for each day of default
<b>11. Time taken for disconnection on</b>	Within. a) Two (2) days in respect of	Rs.200 for each day of default

Nature of Service	Standards of Performance (Indicative Maximum time limit for rendering service)	Amount payable to affected consumer
consumer request and shifting	LT installations in urban areas and five (5) days in rural areas. b) Five (5) days in respect of HT installations in urban areas and seven (7) days in rural areas.	
<b>12. Conversion of LT single phase line to LT three phase line and vice- versa. Conversion from LT to HT and vice-versa</b>	Within 30 days from the date of payment of charges	Rs.200 for each day of default
<b>13.Resolution of Complaints on consumer's Bills</b> If no additional information is required.	Within 24 hours of receipt of complaint	Rs.200 for each day of default
If additional information is required.	Within 7 days of receipt of complaint	Rs.200 for each day of default
<b>14. Reconnection of supply following disconnection</b> Towns and cities	On the same day on receipt of payment from consumer	Rs.200 for each day of default
Rural areas	Within 24 hours of receipt of payment from consumer	Rs.200 for each day of default
<b>15. Payment of Solatium in case of electric accidents</b> Cases where it is established beyond doubt that the accident is not due to the fault of the victim.	Within 7 days without waiting for the report from CEIG.	Rs.500 for each day of default
In other cases,	Within 30 days after receipt of report from CEIG.	Rs.500 for each day of default.
<b>16. Refund of Deposits</b>	Within 60 days after receipt of request.	Rs.200 for each day of delay
<b>17. Issue of certificates</b>	On the same day of receipt of request.	Rs.200 for each day of default

**Schedule - II****OVERALL STANDARDS OF PERFORMANCE**

Service area	Standards (indicative Time Limit for rendering service)	Overall Standards of Performance
<b>1. Normal fuse-off</b>		
Cities and Towns	Within 6 hours	99 %
Rural areas	Within 24 hours	99 %
<b>2. Line Breakdowns</b>		
Cities and Towns	Within 6 hours	95 %
Rural areas	Within 24 hours	95 %
<b>3. Number of interruptions beyond a particular limit – excluding normal fuse off, line break downs and distribution transformer failure.</b>	Number of interruptions (scheduled / unscheduled) in a day should not exceed a maximum of two (2) numbers in urban areas and three (3) numbers in rural areas.	Urban areas - 98% Rural areas – 95%
Duration of interruptions beyond a particular limit – excluding normal fuse off, line break downs and distribution transformer failure.	The total duration of interruptions (scheduled / unscheduled) in a month should not exceed a maximum of ninety (90) minutes in urban areas and one hundred and eighty (180) minutes in rural areas.	Urban areas -98% Rural areas – 95%
<b>4. Distribution Transformer Failure</b>		
Cities and Towns	Within 24 hours	95 %
Rural areas	Within 72 hours	95 %
<b>5. Period of Scheduled outages</b>		
Maximum duration in a single stretch	Not to exceed 12 Hrs.	99 %
Restoration of supply	By 6 PM on any day	99 %
<b>6. Voltage Variations</b>		
Where no expansion or enhancement of network is involved.	Within 7 days	95 %
Where up-gradation of distribution system is required.	Within 120 days	90 %
Opening of neutral and neutral voltage exceeding 2% of supply voltage	Within 6 hours in Cities Within 24 hours in Rural Areas	90%
<b>7. Meter Complaints</b>		
Inspect and check correctness of meters.	Within 7 days	90%
Replace defective, not recording, fast / slow recording,	Within 24 hours in urban areas and 72 hours in rural	90%

Service area	Standards (indicative Time limit for rendering service)	Overall Standards of Performance
creeping or stuck meters	areas	
Replace burnt meters if cause is not attributable to consumer	Within 24 hours in urban areas and 72 hours in rural areas, after the receipt of complaint	90%
Replace burnt meters in all other cases and restoration of power supply.	Within 24 hours in urban areas and 72 hours in rural areas, after receipt of payment of charges by the consumer	95%
<b>8. Application for new connection / Additional load feasible from existing network</b> Release of supply	a) Metro Cities – 7 days b) Other Municipal areas – 15 days c) Rural areas – 30 days	95%
<b>9. Network expansion / Enhancement required for providing connection</b> Release of supply (LT)	As specified in Clause 3 (4) and 3 (5) of these Regulations.	95%
Release of supply (HT) 11 KV supply	As specified in Clause 3 (4) and 3 (5) of these Regulations.	95%
Release of supply (HT) 33 KV supply	As specified in Clause 3 (4) and 3 (5) of these Regulations.	95%
Release of supply (EHT)	As specified in Clause 3 (4) and 3 (5) of these Regulations.	95%
Release of Temporary power supply	Within 48 Hours of submission of applications in full.	98%
Irrigation Pump Sets	Within 30 days after attaining seniority (The number of new connections shall be limited to the target fixed for the year).	90%
<b>10. Erection of sub-station for release of supply</b>	As specified in Clause 3 (5) of these Regulations.	95%
<b>11. Transfer of ownership and conversion of service</b> Title transfer of ownership Change of category	Within 7 days of receipt of application	99%

Service area	Standards (indicative Time Limit for rendering service)	Overall Standards of Performance
11. Time taken for disconnection on consumer request and shifting	Within, a) Two (2) days in respect of LT installations in urban areas and five (5) days in rural areas.	99%
	b) Five (5) days in respect of HT installations in urban areas and seven (7) days in rural areas.	99%
12. Conversion of LT single phase line to LT three phase line and vice-versa.  Conversion from LT to HT and vice-versa.	Within 30 days from the date of payment of charges	99%
<b>13. Resolution of complaints on consumer's bills</b> If no additional information is required.	Within 24 hours	99%
If additional information is required.	within 7 days	99%
<b>14. Reconnection of supply following disconnection</b> Cities and Towns	On the same day	99%
Rural areas	Within 24 hours	99%
<b>15. Payment of Solatium in case of electric accidents</b> Cases where it is established beyond doubt that the accident is not due to the fault of the victim.	Within 7 days without waiting for report from CEIG.	99%
In other cases.	Within 30 days after receipt of report from CEIG.	95%
<b>16. Refund of deposits</b>	Within 60 days	95%
<b>17. Issue of certificates</b>	On the same day of receipt of request.	99%
<b>18. Billing Efficiency</b>		100% of the consumers to be billed during the billing cycle
<b>19. Collection Efficiency:</b> Metered Installations		<b>98 per cent</b>
Un-metered installations		<b>85 per cent</b>
<b>20. Distribution Transformer failures</b> Urban areas		Shall not exceed 3 per cent p.a.

Service area	Standards (indicative Time Limit for rendering service)	Overall Standards of Performance
Rural Areas		Shall not exceed <b>7 per cent p.a.</b>
<b>21. Faulty Meters</b> (MNR, Burnt, sticky, faulty, etc.,)		Shall not exceed <b>1.5 per cent</b> of metered installations
<b>22. Voltage Variations at supply point</b>		The voltage variation shall be within the limits stipulated hereunder a) LT system +6% & -6% b) HT system +6% & -9% c) EHT system +12.5% & -12.5%
<b>23. Reliability Indices</b>		<p>The ESCOMS shall adhere to the Reliability Indices (RI) under their jurisdiction covering urban areas in cities and towns and also for rural areas in the Format-I and II for the following:</p> <ol style="list-style-type: none"> <li>1. Consumer affected / Interrupted basis on the feeder Reliability Indices (SAFI, SAIDI, CAIDI) for Urban / Rural areas. (Format-C).</li> <li>2. Load affected / Interrupted basis on the feeder Reliability Indices (SAFI, SAIDI, CAIDI) for Urban / Rural areas. (Format-D).</li> </ol> <p>ESCOMs need to furnish the RI report quarterly and the same to be hosted in their websites. ESCOMs shall put in place a mechanism, preferably with automated tools to the extent possible, for monitoring and restoring outages. The Commission may change the fixed target after seeing the achievement from the ESCOMs.</p>

## Schedule - III

**Consumer Complaints Handling Procedure**

Nature of Service	Standard (Indicative Maximum time limit for rendering service)	Primary responsibility centers where to lodge complaint	Next Higher Authority
<b>1. Normal Fuse- off</b>			
a) Cities and Towns	Within 6 hours	Central Consumer Complaints Division (CCCD) Service Station of the Sub- Division AE / JE (O&M) / Section Officer / Line Man in Lineman camp.	AEE (EI) of the Sub- Division
b) Rural areas	Within 24 hours		
<b>2. Line Breakdowns</b>			
a) Cities and Towns	Within 6 hours (10 hours if poles are broken down)	CCCD / Service station of the Sub- Division / AE(O&M) / JE(O&M) / Section Officer / Lineman in Lineman camp.	AEE (EI) of the Sub- Division
b) Rural areas	Within 24 hours in all cases		
<b>3. a. Number of interruptions beyond a particular limit - excluding normal fuse off, line breakdowns and distribution transformer failure.</b>	Number of interruptions (scheduled / unscheduled) in a day should not exceed a maximum of two (2) numbers in urban areas including NJY feeders and three (3) numbers in rural areas.	CCCD / Service station of the Sub- Division / AE(O&M) / JE(O&M) / Section Officer / Lineman in Lineman camp.	AEE (EI) of the Sub- Division
<b>b. Duration of interruptions beyond a particular limit - excluding normal fuse off, line breakdowns and distribution transformer failure.</b>	The total duration of interruptions (scheduled / unscheduled) in a month should not exceed a maximum of ninety (90) minutes in urban areas, one hundred and twenty (120) minutes in case of NJY feeders and one hundred and eighty (180) minutes in rural areas.	CCCD / Service station of the Sub- Division / AE(O&M) / JE(O&M) / Section Officer / Lineman in Lineman camp.	AEE (EI) of the Sub- Division
<b>4. Distribution Transformer Failure</b>			
a) Cities and Towns	Within 24 hours	CCCD / Service station of the Sub Division / AE(O&M) / JE(O&M) / Section Officer / Lineman in Lineman camp.	AEE (EI) of the Sub- Division
b) Rural areas	Within 72 hours		
<b>5. Voltage Variations</b>			
a) Where no expansion	Within 7 days	CCCD / Service station of the Sub Division/ AE(O&M) / JE(O&M) /	AEE (EI) of the Sub Division



Nature of Service	Standard (Indicative Maximum time limit for rendering service)	Primary responsibility centers where to lodge complaint	Next Higher Authority
or enhancement of network is involved		Section Officer / Lineman in Lineman camp.	
b) Where up - gradation of distribution system is required	Within 120 days		
c) Opening of neutral	Within 6 hours in cities and 24 hours in rural areas.		
<b>6. Meter Complaints</b>		AE (O&M) / JE (O&M) / Soujanya counter of the Sub-Division / Section Officer.	AEE (EI) of the Sub-Division.
a) Inspect and check correctness	Within 7 days		
b) Replace defective, not recording, fast / slow recording, creeping or stuck meters.	Within 24 hours in urban areas and 72 hours in rural areas.		
c) Replace burnt meters if cause not attributable to consumers.	Within 24 hours in urban areas and 72 hours in rural areas after the receipt of complaint.		
d) Replace burnt meters in all other cases and restoration of power supply.	Within 24 hours in urban areas and 72 hours in rural areas, after receipt of payment of charges by the consumers.		
<b>7. Application for new connection / additional load</b>		AEE(E)/AE(T) of the sub-division	EE (EI) of the Division
a) Release of supply where service is feasible from existing network.	a) Metro Cities – 7 days b) Other Municipal areas – 15 days c) Rural areas – 30 days		
b) Release of supply where Network expansion / enhancement required for providing connection	As specified in Clause 3 (4) and 3 (5) of these Regulations.	AEE(E)/AE(T) of the sub-division	EE (EI) of the Division
c) Release of temporary power supply	Within 48 hours of submission of application in full	AEE(E)/AE(T) of the sub-division	EE (EI) of the Division
d) IP sets	Within 30 days after attaining seniority (The number of new connections shall be	AEE(E)/AE(T) of the sub-division	EE (EI) of the Division

Nature of Service	Standard (Indicative Maximum time limit for rendering service)	Primary responsibility centers where to lodge complaint	Next Higher Authority
	limited to the target fixed for the year).		
<b>8. Transfer of ownership and Conversion</b> a) Title transfer of ownership	Within 7 days of receipt of application	AEE(E)/AE(T) of the sub-division	EE (EI) of the Division
b) Change of category	Within 7 days of receipt of application	AEE(E)/AE(T) of the sub-division	EE (EI) of the Division
<b>9. Time taken for disconnection on consumer request and shifting</b>	Within, a) Two (2) days in respect of LT installations in urban areas and five (5) days in rural areas. b) Five (5) days in respect of HT installations in urban areas and seven (7) days in rural areas	AE (O&M) / JE (O&M) / Soujanya counter of the Sub-Division / Section Officer.	AEE (EI) of the Sub-Division.
<b>10. Conversion of LT single phase to LT three phase. Conversion from LT to HT and vice-versa</b>	Within 30 days from the date of payment of charges	AEE(E) / AE(T) of the sub-division	EE (EI) of the Division
<b>11. Resolution of complaints on consumer's Bills</b> a) Where field report is not required	Within 24 hours of receipt of complaint	AAO/AE(T) / Soujanya Counter of the Sub- Division	AEE(E) of the Sub-Division
b) Where field report is required	Within 7 days of receipt of complaint		
<b>12. Reconnection of supply following disconnection</b> a) Towns and cities	On the same day	AAO of the Sub- Division AE(O&M) / JE (O&M) Section Officer	AEE(E) of the Sub-Division
b) Rural areas	Within 24 hours of receipt of payment from consumer		
<b>13. Payment of Solatium in case of electric accidents Cases where it is established beyond doubt that the accident is not due to the fault of the victim.</b>	Within 7 days without waiting for the report from CEIG.	AEE(E) of the Sub-division	EE (EI) of the O& M Division

Nature of Service	Standard (Indicative Maximum time limit for rendering service)	Primary responsibility centers where to lodge complaint	Next Higher Authority
14. Refund of Deposits	Within 60 days after receipt of Request.	AEE(E) / AAO / SA of the Sub-Division	EE (E) of the Division
15. Issue of certificates	On the same day of receipt of application or request.	AAO / SA / of the accounting Unit	AEE (E) of the Sub-Division

**FORM A****APPLICATION FOR CLAIMING COMPENSATION AMOUNT BY AFFECTED CONSUMER**

1	Name of the Consumer	
2	Address	
3	RR Number	
4	Nature of complaint in brief	
5	Complaint Number	
6	Date and time of lodging complaint	
7	Date and time the complaint is attended to by the Licensee.	
8	Standard time within which the complaint is to be attended to as per Licensees' Standards of Performance Regulations.	
9	Actual Time taken to attend to the complaint.	
10	Standard amount to be received as per Licensees' Standards of Performance Regulations.	

**Signature**

Date:

Place:

**ACKNOWLEDGMENT (To be given by the Licensee)**

Claim Number:

Date:

Name of the Consumer:

RR Number or Account ID:

Claim for standard amount received on (Date):

Signature of the Official of the Licensee  
with Name, Seal and Date

**FORM B****PROFORMA FOR LODGING COMPLAINT**  
(With the next higher authority)**Part A**

(to be filled in by the consumer)

1. Name and address of the Consumer:
2. Consumer Number (RR Number) or Account ID:
3. Brief description of the complaint:

Signature of the Applicant

Date:  
Place:

=====Tear at this line=====

**Part-B**

(To be acknowledged by the Licensee)

Complaint Number:

1. Name of the consumer:
2. Consumer Number (RR Number) or Account ID:
3. Details of complaint:
4. Target date to resolve the complaint:

Date:  
Place:

**FORMAT - C**  
**Consumer Affected/Interrupted Basis on the Reliability Index (SAIFI, SAIDI & CAIDI) for**  
**Urban/Rural Areas for the period of .....**

Sl No	DISCOM	Name of the Circle / Area	Type of the Circle / Area (Rural/Urban)	Total Nos of feeders (U/R) in the Circle Area	Total Nos of feeders (U/R) affected in the Circle Area	Total Consumers (U/R) in the feeders in the Circle Area	No of interruptions (>3 min/ 5 min/ 10 min)	Duration of interruption (>3 min/ 5 min/ 10 min)	No of Consumers in the Affected feeders	SAIFI	SAIDI minutes	CAIDI Minutes	RI
						Ct	Ni	Ti	Ci	ΣNi*Ci/Ct	ΣTi*Ci/Ct	SAIDI / SAIFI	
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3													
4													
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**FORMAT - D**  
**Load Affected/Interrupted Basis on the Reliability Index (SAIFI, SAIDI & CAIDI) for Urban/Rural**  
**Areas for the period of .....**

Sl No	ESCOM	Name of the Circle / Area	Type of the Circle / Area (Rural/Urban)	Total Nos of feeders (U/R) in the Circle Area	Total Nos of Consumers (U/R) in the Circle Area	Total connected Load (in KWs) (U/R) in the feeders in the Circle Area	No of interruptions (>3 min/ 5 min/ 10 min)	Duration of interruption (>3 min/ 5 min/ 10 min)	Affect ed Load (KW) in the feeder	SAIFI	SAIDI minutes	CAIDI Minutes	RI
					Ct	Li	Ni	Ti	U	ΣNi*Li/Ct	ΣTi*Li/Ct	SAIDI / SAIFI	
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