

Guaranteed standards of performance are the minimum standards of service that a distribution licensee shall achieve. The guaranteed standards of performance shall be differentiated across the licensee area based on the concentration of population. The categorisation shall be applicable for Cities, Urban areas, rural areas and Remote areas.

GUARANTEED STANDARDS OF PERFORMANCE

1. Restoration of supply

Parameter	Time limit	
Normal fuse off : Licensee shall maintain the percentage of fuse-off calls rectified within the time limits specified* to a value not less than 98% of the total calls	Cities	2 hrs
	Urban Areas	3 hrs
	Rural Areas	6 hrs
	Remote Areas	12 hrs
Overhead Line / cable Breakdown: Licensee shall ensure restoration of power supply within the time limits specified* in atleast 95% of overall cases of line breakdown	Cities	3 hrs
	Urban Areas	5 hrs
	Rural Areas	18 hrs
	Remote Areas	24 hrs
Underground Cable Breakdown : Licensee shall ensure restoration of power supply within the time limits specified* in atleast 95% of overall cases of line breakdown	Cities	9 hrs
	Urban Areas	9 hrs
	Rural Areas	24 hrs
	Remote Areas	36 hrs
Distribution Transformer Failures: Licensee shall maintain the percentage of distribution transformers replaced within the time limits specified* to a value not less than 95% of the total distribution transformers failures.	Cities	10 hrs
	Urban Areas	18 hrs
	Rural Areas	42 hrs
	Remote Areas	72 hrs
Reconnection of supply following disconnection due to non-payment of bills: Licensee shall achieve the standards of performance as specified* in atleast 95% of the cases	Cities	3 hrs
	Urban Areas	3 hrs
	Rural Areas	10 hrs
	Remote Areas	12 hrs

2. Meter complaints

(a) Inspection and checking the correctness of the meter will be as per the following time limit

within 5 working days of receiving the complaint	Cities
within 10 working days of receiving the complaint	Urban areas
within 15 working days of receiving the complaint	Rural areas
within 25 working days of receiving the complaint	Remote areas

(b) Replacement of the non-working (stuck up, running slow, fast or creeping) meter at its own cost

within 5 working days of receiving the complaint	Cities
within 10 working days of receiving the complaint	Urban areas
within 25 working days of receiving the complaint	Rural areas
within 30 working days of receiving the complaint	Remote areas

(c) Replacement of the burnt out meters at its own cost if the burning of meter is due to causes attributable to licensee

within 5 working days of receiving the complaint	Cities
within 10 working days of receiving the complaint	Urban areas
within 25 working days of receiving the complaint	Rural areas
within 30 working days of receiving the complaint	Remote areas

3. New connections/additional load

In cases where power supply can be provided from existing network, licensee shall release supply to an applicant within the following time limit:

Supply Voltage	Time limit
Low Tension	30 days in Cities, 40 days in Urban areas and 50 days in Rural & Remote areas.
High Tension	90 days in Cities, 120 days in Urban areas and 150 days in Rural & Remote areas
Extra High Tension	180 days in Cities, 210 days in Urban areas and 240 days in Rural & Remote areas

5. Consumer bills complaint

(a) Acknowledgement of the consumers' complaint-

Immediately	If, received in person
within 2 working days of receipt	If, received by post

(b) Resolving the complaint

within 7 days of the receipt	if no additional information is required to be collected
within 15 days of the receipt	any additional information is required

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

Restore the power supply to a consumer, whose supply has been disconnected due to non-payment of electricity bills, within 48 hours of receipt of production of proof of payment by the consumer.

7. Shifting of meter/service lines

The following time schedule shall be observed for completing the works from the date of payment of the charges by the consumer for shifting the service connection in the existing premises or for deviation for the existing lines:

Shifting of meter/ service line	7 working days
Shifting of LT/HT lines	20 working days
Shifting of Transformer	30 working days