

<sup>3(1)</sup> GUARANTEED STANDARDS OF PERFORMANCE AND LEVEL OF COMPENSATION TO ELECTRICAL CONSUMER FOR DEFAULT IN EACH CASE

**SCHEDULE OF COMPENSATION AND MANNER OF PAYMENT**

| Service area  | Compensation payable to affected consumer (per Cycle of specified time) | Manner of payment |
|---|---|-------------------|
| Normal Fuse-off                                     | Rs. 50/- in each case of default  | Automatic *       |
| Line Breakdowns                                     | Rs. 50/- to each affected consumer                                      | Automatic *       |
| Distribution Transformer failure                    | Rs. 50/- to each affected consumer                                      | Automatic*        |
| Voltage Variations                                  |   | To be Claimed*    |
| No expansion / enhancement of network is involved   | Rs. 50/- in each case of default  | To be Claimed*    |
| Up-gradation of distribution system is required     | Rs. 150/- in each case of default                                       | To be Claimed*    |
| Meter Complaints                                    |   | To be Claimed     |
| Meter Accuracy                                      | Rs. 50/- in each case of default  | To be Claimed     |
| Meter not recording                                 | Rs. 50/- in each case of default  | To be Claimed     |
| Replacement of Burnt Meter                          | Rs. 50/- in each case of default  | To be Claimed     |
| Reduction of Load                                   | Rs. 100/- in each case of default                                       | To be Claimed     |
| Enhancement of Load                                 |   |                   |
| System of supply, meter etc is not be changed       | Rs. 100/- in each case of default                                       | To be Claimed     |
| System of supply, meter etc is not been changed     | Rs. 100/- in each case of default                                       | To be Claimed     |
| Transfer of Ownership of Service Connection         | Rs. 100/- in each case of default                                       | To be Claimed     |
| Reconnection  | Rs. 150/- in each case of default                                       | To be Claimed     |
| Termination of Agreement                            | Rs. 100/- in each case of default                                       | To be Claimed     |
| Carry forward of fictitious arrear beyond one cycle | Rs. 100/- in case of each default                                       | To be Claimed     |

\* To be implemented later.

Note: - Above compensation amount is for each default and for one cycle of specified time.

**Example 1:** Normal Fuse off complaints is attended in 4 hours, 6 hours, 8 hours, 10 hours and 13 hours in an urban area.

The specified time for attending a Normal Fuse off complaint in urban area is 4 hours. The compensation payable to each affected consumer shall be as follows: -

|          |                 |
|----------|-----------------|
| 4 hours  | No compensation |
| 6 hours  | Rs.50/-         |
| 8 hours  | Rs.50/-         |
| 10 hours | Rs.100/-        |
| 13 hours | Rs.150/-        |