

PUNJAB STATE ELECTRICITY REGULATORY COMMISSION

Notification

The 2 Dec., 2011

No. PSERC/Secy/Regu.61 – The Punjab State Electricity Regulatory Commission hereby approves the procedure for payment of compensation in the event of failure to meet the Standards of Performance by the Licensee as envisaged in Regulation 26 of the Punjab State Electricity Regulatory Commission (Electricity Supply Code and Related Matters) Regulations, 2007 and enforce the provisions for payment of compensation in the event of failure on the part of the Licensee to meet the Standards of Performance:-

A. Procedure for Payment of Compensation

1. As specified in Regulation 25 of Supply Code the Licensee will be required to maintain Standards of Performance for rendering various services to its consumers as specified in Annexure-1 of the Supply Code. The period specified in these standards is the maximum time permissible for the service to be provided to the consumer.
2. The Licensee will register every complaint made by a consumer telephonically, verbally, in writing or electronically (SMS, E-mail etc.) where such facility is available regarding failure/interruption of power supply. The complaints regarding quality of power supply, defects in meter/ meter boxes/ metering system, service line, payment of bills and other services relating to power supply shall be submitted by the consumer in writing. The complaints will be registered by the Licensee in the proformas as specified in Annexure-3A and 3B of the Supply Code respectively.
3. In the event of failure to meet the Standards of Performance specified in the Annexure-1, the Licensee shall be liable to pay compensation to the affected consumers as specified in Annexure-5 of the Supply Code.
4. The aggrieved consumer may submit his claim in the format specified in CCHP (copy at Annexure 'A') for compensation to the nodal officer of the Dispute Settlement Committee (DSC) as per procedure contained in clause 5 of Consumer Complaint Handling Procedure (CCHP) approved by the Commission.

The jurisdiction of Dispute Settlement Committees depending upon financial limit and nodal officer is reproduced as under :-

Sr. No.	Dispute Settlement Committee	Nodal Officer	Financial Limit
a)	Divisional Dispute Settlement Committee (DDSC)	Divisional Superintendent of the concerned Division	All cases upto Rs. 50,000/- in each case.
b)	Circle Dispute Settlement Committee (CDSC)	Senior XEN/Additional SE/Tech. of the concerned circle.	All cases exceeding Rs. 50,000/- and upto Rs. 2.00 lac in each case.
c)	Zonal Dispute Settlement Committee (ZDSC)	SE/Dy.CE/HQ. of the concerned Zone	All cases exceeding Rs. 2.00 lac in each case.

5. The consumer may further pursue their claims with 'Forum for Redressal of Grievances of the Consumers' (Forum) and The Ombudsman Electricity as per PSERC (Forum and Ombudsman) Regulations, 2005.
6. The compensation payable by the Licensee for violation of minimum Standards of Performance will be paid by the functionary/officer incharge of the concerned notified office to the affected consumer(s) by way of adjustment in the electricity bills of the immediately succeeding months upon the award of compensation.

The services, time line and compensation payable in case of violation of 'Standards of Performance' along with designated functionary, are reproduced below :-

Ref. No.	Complaint classification	Standard	Compensation payable in case of violation of standard		Designated functionary to deliver the service
			Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to each consumer if the event affects more than one consumer	
1.1	Normal fuse off call/complaint				
(a)	Cities and towns/urban areas	Within 4 hours	Rs.50 in each block of 4/8 hrs	Rs.25/-	Concerned Lineman
(b)	Rural areas	Within 8 hours			

1.2	Overhead Line breakdowns				
(a)	Cities and towns/urban areas	Within 6 hours	Rs.50/- in each block of 6/12 hrs	Rs.25/-	JE/Incharge of area
(b)	Rural areas	Within 12 hours			
	Breakdowns due to breakage of poles				
(c)	Cities and towns/urban areas	Within 12 hours	Rs.50/- in each block of 12/24 hrs	Rs.25/-	JE/Incharge of area
(d)	Rural areas	Within 24 hours			
1.3	Underground cable breakdowns				
	Cities, towns/urban and rural areas	Within 48 hours	Rs.50/- in each block of 48 hrs	Rs.25/-	JE/Incharge of area
1.4	Distribution Transformer failure				
	Cities, towns/urban and rural areas	Within 24 hours	Rs.100/- in each block of 24 hrs	Rs.50/-	JE/Incharge of area
1.5	Power Transformer failure (with primary voltage upto 66000 volts)	Within 15 days	Rs.5000/- for each day of default	Rs.1000/- for each day of default	AE/AEE incharge of Sub station
1.6	Street Light Faults	i) Rectification of line faults within 4 hours ii) Replacement of defective units within 24 hours	Rs.100/- for each day of default	-	JE/Incharge of area

1.9	Period of Scheduled Outage				
(a)	Maximum duration in a single stretch	Not to exceed 6 hours in a day during the months from Apr to Oct & 10 hrs in a day during the months from Nov to March	Rs.100/- in each case of default	Rs.50/-	JE/Incharge of area
(b)	Restoration of supply	By not later than 6.00 PM			JE/Incharge of area
2.1	Voltage fluctuations				
(a)	No expansion/enhancement of network involved	Within 2 days	Rs.100/- for each day of default	Rs.50/-	JE/Incharge of area
(b)	Up gradation of distribution system required	Within 30 days	Rs.250/- for each day of default	Rs.125/-	AE/AEE incharge of the area/function.
3.	Meter complaints				
3.1	Inspection and replacement of slow, fast/creeping, stuck up meters	Inspection within 7 days and replacement within 10 days of receipt of complaint	Rs.50/- for each day of default	Not applicable	JE/Incharge of area
3.2	Replacement of burnt meters	Within 5 days	Rs.100/- for each day of default	Not applicable	JE/Incharge of area

4.	Release of new connection/additional load/demand feasible from existing network				
(a)	Release of supply	Within 30 days	Rs.100/- for each day of default	Not applicable	AE/AEE incharge of the area/function
Network expansion/enhancement required to release supply					
(b)	Release of supply – Low Tension	Within 45 days	Rs.200/- for each day of default	Not applicable	AE/AEE incharge of the area/function
(c)	Release of supply – High Tension 11000 volts	Within 60 days	Rs.1000/- for each day of default		
(d)	Release of supply - High Tension 33000 volts	Within 90 days			
(e)	Release of supply – Extra High Tension	Within 120 days			
(f)	Erection of sub station required for release of supply	Within the time period approved by the Commission			
5.	Transfer of title and conversion of services				
(a)	Transfer of title and/or change of category	Within 7 days in case of LT consumer and 14 days in case of HT/EHT consumers	Rs.500/- for each day of default	Not applicable	AE/AEE incharge of the area/function
(b)	Conversion from LT single phase to LT three phase or vice versa	Within 30 days	Rs.100/- for each day of default		
(c)	Conversion from LT to HT or vice versa	Within 60 days	Rs.500/- for each day of default		
(d)	Conversion from HT to EHT or vice versa	Within 120 days	Rs.500/- for each day of default		

6.	Shifting of Meter/Service Connection & other services				
(a)	Shifting of Meter/Service connection	Within 7 days	Rs.100/- for each day of default	Not applicable	AE/AEE incharge of the area/function
(b)	Shifting of LT/HT lines	Within 20 days			
(c)	Shifting of Transformer	Within 30 days			
7.	Complaints about Consumer's Bills & restoration of supply				
(a)	Resolution of complaints on disputed electricity bill	(i) within 24 hrs if no additional information is required (ii) Within 7 days if additional information is required	Rs.100/- for each day of default	Not applicable	AE/AEE incharge of the area/function
(b)	Reconnection of supply following disconnection due to non-payment of bills	Within one working day	Rs.200/- for each day of default	Not applicable	JE/Incharge of area

7. The authority for Redressal of Consumer Grievances and the time limit for filing request/appeal are specified below:-

Authority	Name of Authority	Time Limit
First Appellate Authority	Concerned Disputes Settlement Committee	1 Month
Second Appellate Authority	Consumer Grievances Redressal Forum	3 Months
Final Appellate Authority	Ombudsman Electricity	1 Month

B. **Date of commencement** : The provisions for payment of compensation as per Regulation 26 of Supply Code in the event of failure on the part of the Licensee to meet the Standards of Performance shall come into force w. e. f. **1st January, 2012** for defaults occurring on or after **1st January, 2012**.

By Order of the Commission

**Sd/-
Secretary,
PSERC, Chandigarh**

FORMAT FOR LODGING COMPLAINTS OF GENERAL NATURE

1. Name of the complainant
2. Full address with telephone number, if any
3. Consumer A/C No.
4. Brief description of the complaint

Signature of the complainant

Date: /

Place

Acknowledgement by the Licensee

1. Complaint Receipt No.
2. Date of receipt
3. By whom received
(Name & Designation)

Signature of the authorised official