

**PUNJAB STATE ELECTRICITY REGULATORY COMMISSION**

**SCO 220-221, SECTOR 34-A, CHANDIGARH**

**Public Notice**

The Punjab State Electricity Regulatory Commission has laid down Standards of Performance making mandatory on Licensees i.e., PSPCL and PSTCL to provide various services to its consumers/applicants within specified time schedule and has made provisions for payment of compensation by the utilities in the event of failure to do so as per table given below. The compensation shall be payable for the defaults occurring on or after 1<sup>st</sup> January, 2012 as per Notification No. 61 dated 2<sup>nd</sup> December, 2011 issued by the Commission. This Notification can be referred at Commission's website ([www.pserc.nic.in](http://www.pserc.nic.in)).

As per the procedure indicated in the aforesaid Notification, Licensee(s) will register every complaint filed by a consumer regarding breakdown of power supply, defects in meter, wrong bills and other such services intimating the default. Licensee(s) shall attend to the grievance within the time schedule failing which the consumer(s) shall be entitled to claim compensation from the PSPCL at the rates indicated in the table below. The aggrieved consumers can lodge their claim for compensation with the nodal officer of the Dispute Settlement Committee (DSC). If unsatisfied with the decision of DSC, the consumer may file first appeal with Consumers Grievances Redressal Forum, at White house, Rajpura Colony, PSPCL, Patiala and thereafter second appeal with Ombudsman Electricity, PSERC at Plot No. A-2, 66 KV Sub-station, Industrial Area, Phase-1, SAS Nagar, Mohali.

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	
<b>1.1</b>	<b>Normal fuse off call/complaint</b>				
(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			
<b>1.2</b>	<b>Overhead Line breakdowns</b>				
(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			

	<b>Breakdowns due to breakage of poles</b>				
(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			
<b>1.3</b>	<b>Underground cable breakdowns</b>				
	Cities, towns/urban and rural areas	Within 48 hours	Rs.50/- in each block of 48 hrs	Rs.25/-	JE/Incharge of area
<b>1.4</b>	<b>Distribution Transformer failure</b>				
	Cities, towns/urban and rural areas	Within 24 hours	Rs.100/- in each block of 24 hrs	Rs.50/-	JE/Incharge of area
<b>1.5</b>	<b>Power Transformer failure (with primary voltage upto 66000 volts)</b>	Within 15 days	Rs.5000/- for each day of default	Rs.1000/- for each day of default	AE/AEE incharge of Sub station
<b>1.6</b>	<b>Street Light Faults</b>	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
<b>1.9</b>	<b>Period of Scheduled Outage</b>				
(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	<b>Voltage fluctuations</b>				
(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.	<b>Meter complaints</b>				
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.	<b>Release of new connection/additional load/demand feasible from existing network</b>				
(a)	Release of supply	Within 30 days	Rs.100/- for each day of default	Not applicable	AE/AEE incharge of the area/function
<b>Network expansion/enhancement required to release supply</b>					
(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			

<b>5.</b>	<b>Transfer of title and conversion of services</b>				
(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		
<b>6.</b>	<b>Shifting of Meter/Service Connection &amp; other services</b>				
(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			
<b>7.</b>	<b>Complaints about Consumer's Bills &amp; restoration of supply</b>				
(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

**(P. S. Jindal)**  
Secretary,  
PSERC, Chandigarh