

PUNJAB STATE ELECTRICITY REGULATORY COMMISSION

Notification

The 28th August, 2012

No. PSERC/Secy./Regu.73 - The Punjab State Electricity Regulatory Commission hereby makes the following amendments in 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 notified vide Notification dated the 2nd December, 2011 and amended vide Notification dated 30th March, 2012:-

1) Amendment to clause A (3) “Procedure for Payment of Compensation”.

The following proviso after clause 3, shall be added :-

Provided that maximum limit of compensation payable in case of violation of any Standard of Performance will be Rs. 5000/-. In case affected consumers are more than one the amount of compensation within this limit will be shared by all the claimant consumers for each notified office and this amount will be distributed equally amongst all the claimant consumers who have been awarded the compensation by the competent authority.

2) Amendments to Table after Clause 6.

The following amendments in the table after clause 6 providing details of services, timeline & compensation payable in case of violation of Standards of Performance along with designated functionary are made :-

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	
1.2	Overhead Line breakdowns				
(a)	Cities and towns/urban areas	Within 8 hours	Rs.50/- in each block of 8/12 hrs	Rs.25/-	JE/ Incharge of area
(b)	Rural areas	Within 12 hours			

1.4	Distribution Transformer failure				
(a)	Cities and towns/urban areas	Within 24 hours	Rs.100/- in each block of 24/48 hrs	Rs.50/-	JE/Incharge of area
(b)	Rural areas	Within 48 hours			
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 upto 11 KV	Within 20 days			
(c)	Shifting of HT lines exceeding 11 KV	Within 30 days			
(d)	Shifting of Transformer	Within 30 days			

By Order of the Commission,

(P.P. GARG)

Secretary to the Commission