



GUARANTEED STANDARDS OF PERFORMANCE AND COMPENSATION TO CONSUMERS IN CASE OF DEFAULT

Any person who is affected by the failure of the Licensee to meet the standards of performance specified below and who seeks to claim compensation shall file his claim, with such a Licensee within a maximum period of 60 (sixty) days from the time such a person is affected by such failure of the Licensee to meet the standards of performance and the Licensee shall compensate the affected person(s) within a maximum period of 90 (ninety) days from the date of filing his claim.

S. No.	Service Area	Standard	Computation of period of default	Compensation payable to consumer for the period of default in case of violation of standard
(1)	(2)	(3)	(4)	(5)
1.	Connection where no augmentation is required			
	Release of connection in Electrified Areas	As per Regulation 11	From 8 th day from the acceptance of application in case where no RoW or road cutting permission is required or from 15 th day from the acceptance of application in case where RoW or road cutting permission is required as the case may be.	1. Of the demand charges deposited by consumer for each day or default.
2.	Connection where Network Augmentation is required			
(i)	Release of connection in Electrified Areas (where extension of line up to five poles is required)	As per Regulation 11	From 16 th day from the date of receipt of full payment against demand note.	1.5% of the demand charges deposited by consumer for each day of default
(ii)	Release of connection in Electrified Areas (Where extension of lines or augmentation of Distribution Transformation capacity, where peak load of transformer has reached 90% of its rated capacity)	As per Regulation 11	After 2 months from the date of receipt of full payment against demand note	
(iii)	Release of connection in Electrified Areas (Where new Distribution Transformer is required)	As per Regulation 11	After 4 months from the date of receipt of full payment against demand note	

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(iv)	Release of connection in Electrified Areas (Where existing 11 KV network needs to be augmented)	As per Regulation 11	After 6 months from the date of receipt of full payment against demand note	1.5% of the demand charges deposited by consumer for each day of default
(v)	Release of connection in Electrified Areas (Where existing 66/33kV grid substation needs to be augmented)	As per Regulation 11	After 8 months from the date of receipt of full payment against demand note	
3.	Connection in Un-electrified Areas			
(i)	Release of connection in Un- Electrified Areas (Where connection from nearby existing network is possible)	As per Regulation 11	After 4 months from the date of receipt of full payment against demand note	1% of the amount deposited by Developer /applicants per day of default.
(ii)	Release of connection in Un-Electrified Areas /Green Field Projects (where network is to be laid or grid station needs to be established)	As per Regulation 11	After 12 months from the date of receipt of full payment against demand note	
4.	In case connection is denied after receipt of payment against demand note			1.5% of the demand charges deposited by consumer for each day of default subject to maximum of the amount paid as per demand note. Default to be computed from the date of receipt of payment.
5.	Connection energized through loop	As per Regulation 11		Rs. 500 per KW of sanctioned/ contract demand