

**Permissible Time Limits For Various Activities: Electricity Supply Code- 2005**

S.No	Activity	Time Period	Ref. of Code
1.	<b>Release of new connection</b> after receipt of complete application and payment	Within 1 month	4.1
2.	<b>Issue of position of dues</b> on premises.	Within 2 months from date of application	4.3 f
3.	<b>Site inspection</b> for new connection (a) Electrified Area (b) Un electrified Area	Within: -10 days -2 weeks from date of application	4.4 c
4.	<b>Intimation of Shortcomings</b> of application and installation	On the spot at the time of inspection	4.4 f
5.	<b>Intimation of charges</b> for new connection to prospective consumer. (a) If no new pole / cable is to be provided. (b) If new poles are to be provided.	-On the spot at the time of inspection. -10 days from site inspection	4.7 a
6.	<b>Deposit of charges</b> for new connection by consumer (a) Extn of mains/Commissioning of S/S not required (b) Extn of mains / Commissioning of S/S required	-7 day may be extended on request -within 90 days maximum as the per voltages	4.7(b) 4.8(c)
7.	<b>Release of connection</b> (a) If no poles are to be provided.  (b) If poles are to be provided. (i) Load up to 50 KW. (ii) H.T.-Supply (iii) E.H.T-Supply	-Within 7 days after payment and agreement.  Within - 15 days -30 days -60 days after payment	4.7. f  4.8. b
8.	<b>Execution of works by licensee</b> , related with release of connection. (i) Loads on 400 KV. (ii) Loads on 11 KV. (iii) Loads on 33 KV. (iv) Loads on 132 KV.	-45 days. -60 days. -120 days. -300 days. From the date of deposit	4.8 e
9.	<b>Maximum time frame</b> for which load can be sanctioned. (a) Where extension of lines or augmentation of Distribution Tr is required. (b) New Distribution transformer is required (c) Existing 11 KV not work needs to be	-60 days  -120 days  -180 days	4.8 e 1 <sup>st</sup> proviso

	strengthened or existing 66/33 KV S/S. needs to be augmented.		
10.	<b>Release of Connection in un -electrified area.</b> (a) Where augmentation from existing work is possible (b) Where new work or grid needs to be laid. (c) Isolated consumer	-180 days. -1 year. -180 days.	4.8 e, 2nd proviso
11.	<b>Energization of connection</b> after verification of work completion certificate, security deposit, test etc.	Inform within 7 days when connection will be energised.	4.8 h
12.	<b>Period of Temporary supply</b> required -Building construction -others  <b>Submission of application</b> before date when <b>supply required</b> -Where no pole required -Ext. of mains required  <b>Estimate of cost of service line</b>	-2 years -three months  15 days 30 days  Within one week of application	4.10
13.	Release of temp. Connection (i) Upto 50 KW load (ii) Load above 50 KW  <b>(iii) Under Tatkal Yojna</b>	Within - 3 days -21 days  -24 Hrs. of payment of charges	4.10  - 4.11
14.	Issue No Dues Certificate against request for permanent disconnection	30 days	4.14 g
15.	<b>Temporary Disconnection</b> (a) On Non payment of dues  (b) Permission to run the business is withdrawn (c) Power factor goes below 0.75 (d) Defective installation (e) Unauthorized use of electricity  (f) Non payment of additional security (g) Restricting entry (h) Dishonored cheque	-After 15 days notice  -After 7 days notice  -After 7 days notice -Within 48 Hrs. -After 15 days notice  -After 30 days -After 24 Hrs. -After 7 days	4.36

16.	<b>Reconnection</b> after payment of dues (a) Payment by cash  (b) Payment by cheque  (c) Removal of cause of temp. disconnection	-Within 24 Hrs. of application  -After encashment of cheque  -Inspection within 48 Hrs. and if found satisfactory, reconnection within 24 Hrs.	4.39
17.	Sanction for <b>Enhancement of Load</b>	Within 7 days	4.43b(i)
18.	<b>Mutation</b>	Within 21 days	4.44
19.	<b>Testing of Meters</b> - Single phase - LT 3 phase 20-100 KVA (CT operated) - Other L.T Metering system - E-H.T consumers above 10 MVA - Consumer 5 – 10 MVA - Remaining H.T. consumer	-Once every five years -Once a year  -Once in 2 years -Once in a quarter  -Once in six months -Once in a year	5.5
20.	<b>Installation of check Meter</b>	-Within 7 days of application	5.6 b (iii)
21.	<b>Replacement of meter</b> found not recording	-Within 15 days of test	5.6 c (ii)
	<b>Replacement of Burnt meter</b>	-3 days	
22.	Bills on NR, prov. Bill on average cons.	-Prev. 3 billing cycles	6.2 a
23.	<b>Notice for special reading</b> , disconnection before vacation of premises	-15 days before vacating	6.3
24.	<b>Correction of disputed bills</b>	-Within 7 days	6.5 b(i)
25.	Settlement of disputes regarding L.P. Surcharge	-Within two billing cycles	6.7
26.	<b>Failure of supply</b> (a) Fuse blown from pole (b) Overhead line break down (c) Underground cable or switchgear fault (d) Failure of Distribution T/F (e) Failure of power T/F	<i>Urban</i> <i>Rural</i> 4 Hrs.      8 Hrs. 8 Hrs.      48 Hrs. 24 Hrs.      96 Hrs.  24 Hrs.      72 Hrs. 15 days      15 days	
	Enhancement of Load	7 days	
	Transfer of Ownership	30 days	
	Reconnection after removal of cause	24 hrs	
	Termination of agreement	30 days	
	Carry foreword of fictitious arrear	one cycle	

Ref: ESC 2005(3<sup>rd</sup> amendment)

Annexure 7.1 (Ref. Clause 6.5(c & d), 7.5, 7.9(a & b))

**GUARANTEED STANDARDS OF PERFORMANCE AND LEVEL OF COMPENSATION TO  
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
<b>Normal Fuse-off</b>	Rs. 50/- in each case of default	Automatic *
<b>Line Breakdowns</b>	Rs. 50/- to each affected consumer	Automatic *
<b>Distribution Transformer failure</b>	Rs. 50/- to each affected consumer	Automatic*
<b>Voltage Variations</b>		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
<b>Meter Accuracy</b>	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
<b>Reduction of Load</b>	Rs. 100/- in each case of default	To be Claimed
<b>Enhancement of Load</b>		

System of supply, meter etc is not be changed	Rs. 100/- in each case of default	To be Claimed
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<b>Transfer of Ownership of Service Connection</b>	Rs. 100/- in each case of default	To be Claimed
<b>Reconnection</b>	Rs. 150/- in each case of default	To be Claimed
<b>Termination of Agreement</b>	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/-

**Example: 2** If reduction of load has been sanctioned in 25 days, 40 days 60 days and 75 days.

The specified time for sanction of reduction of load is 30 days. The compensation payable shall be as follows: -

25 days	No Compensation
40 days	Rs.100/-
60 days	Rs.100/-
75 days	Rs 200/-

1. The compensation payable may be done by the licensee by way of adjustment against existing, current, and / or future bills for supply of electricity
2. The compensation claims shall be dealt with in the following manner:

Automatic: This mode of payment requires the Licensee to calculate and pay or adjust the compensation amount to the affected consumer automatically, following non-compliance of the specific standard. The consumer can also approach the Licensee to claim compensation, if the standard is violated and the Licensee fails to dispense the compensation in a reasonable amount of time.

To be claimed: This mode of payment requires the consumer to bring to the notice of the Licensee that the standard has been violated and accordingly claim the compensation amount from the Licensee.



**Report for the Quarter ( 200 to 200 )**

Process	<u>Complaint / Service type</u>	Average response/Redressal time recorded	Guaranteed time limits as per ESC-05	No. of cases		Remarks
				Reported	Pending resolution	
Interruption /Failure of power supply	<b>(a)Normal Fuse-off</b>					
	<u>Urban</u>		4 hours			
	Rural		8 hours			
	<b>(b)Overhead Line Breakdowns</b>					
	<u>Urban</u>		8 hours			
	Rural		48 hours			
	<b>(c)Underground Line Breakdowns</b>					
	<u>Urban</u>		24 hours			
	Rural		96 hours			
	<b>(e)Distribution Transformer failure</b>					
	<u>Urban</u>		24 hours			
Rural		72 hours				
<b>(f)Power Transformer failure</b>			15 days			
Voltage Variations	<b>No expansion/enhancement of network is involved</b>		24 hours			
	<b>Up-gradation of distribution system is required</b>					
	a. LT dist. system		6 months			
	b. HT dist. system		12 months			
	Replacement of Meter not recording/defective		15 days			
	Replacement of Burnt Meter		3 days			
<u>Billing</u>	<u>Reduction of Load</u>		30 days			
	<u>Enhancement of Load</u>		30 days			

	Transfer of Ownership of Service Connection		30 days		
	Termination of Agreement		30 days		
	Carry forward of fictitious arrear beyond one cycle		One billing cycle		
	<b><u>Reconnection after removal of cause</u></b>		24 hours		
	Issue of new bill from energization		2 billing cycles		

Report for the Quarter (        200    to        200 )  
 Compliance Audit of -----

Area	Core Process	Activities	Total cases processed during the month	Sample cases audited	Cases found in order	% Compliance	Remarks for Non-compliance
<b>Grant of Supply</b>	<b>New Service connection</b>	Application processing					
		Inspection					
		Estimate preparation					
		Service installation					
		Agreement execution					
	<b>Temporary connection</b>	Security deposit					
		Application processing					
	<b>Supply disconnection and reconnection</b>	Service installation					
		Temporary disc.					
		Permanent disc.					
<u>Metering</u>	<b>New installation of meters</b>	Reconnection					
		Meter-Fixing against new connection					
	<b>Replacement of meters</b>	Defective meters					
		Burnt meters					
<u>Billing</u>	<b>Bill processing and complaint resolution</b>	Lost meters					
		Periodicity (Cycle) of bill generation					
		Bill despatch					
		Billing dispute resolution					
<b>Minimization of losses</b>	<u>Theft Booking</u>	Recovery of arrears					
		Conduct of vigilance					
		Preparation of investigation report					
		Service of notices					
	<u>Hearings</u>	Penalty assessment					
		Conduct of proceedings					
	<b>Penalizations</b>	Assessment of penal charges					

