



తెలంగాణ రాజ పత్రము

**THE TELANGANA GAZETTE**

PART-II EXTRAORDINARY  
PUBLISHED BY AUTHORITY

No. 108]

HYDERABAD, SATURDAY, JULY 16, 2016.

**NOTIFICATIONS BY HEADS OF DEPARTMENTS, Etc.**

—x—

**PUBLIC WORKS NOTIFICATIONS**

**TELANGANA STATE ELECTRICITY REGULATORY COMMISSION  
HYDERABAD**

**No. TSERC/ 05 /2016**

**Dated 13.07.2016**

**REGULATION No. 05 of 2016**

**LICENSEES' STANDARDS OF PERFORMANCE**

**Introduction:**

In order to improve the reliability and quality of supply, the erstwhile APERC notified the "Standards of Performance" to be adhered to by the Licensees in Regulation No. 7 of 2004. This Regulation was amended on 19.08.2005 and 08.08.2013. The Commission has been reviewing the working of the Licensees and had conducted tariff hearings in the last two financial years. During the tariff hearings it was submitted before the Commission that the services rendered by the Licensee are not upto the desired standard and there is a shortfall in compliance of the standards set by the Commission by way of regulation and no penalty/compensation is being paid for violation of such standards to the consumers. In order to facilitate the strict compliance of the standards, the Commission sought to bring in a new regulation encompassing the expectations of consumers. The Commission reviewed the existing standard and decided to prescribe the compensation payable to the Consumers for non-compliance of the

**SCHEDULE - II****GUARANTEED STANDARDS OF PERFORMANCE AND COMPENSATION TO CONSUMERS IN CASE OF DEFAULT**

Sl.No	Service Area	Time Standard	Compensation payable in case of violation of standard	
			to individual consumer if the event affects a single consumer	to individual consumer if the event affects more than one consumer
<b>I. Normal Fuse-Off</b>				
i.	Cities and towns	Within Four (4) working hours	Rs.200 in each case of default	Rs.100 to each consumer affected
ii.	Rural areas	Within Eight (8) working hours	Rs.200 in each case of default	Rs.100 to each consumer affected
<b>II. Overhead Line/cable breakdowns</b>				
i.	Cities and towns	Within Six (6) hours default	Rs.200 in each case of default	Rs.100 to each consumer affected
ii.	Rural areas	Within Twenty Four (24) hours	Rs.200 in each case of default	Rs.100 to each consumer affected
<b>III. Underground cable breakdowns</b>				
i.	Cities and towns	Within Twelve (12) hours default	Rs.200 in each case of default	Rs.100 to each consumer affected
ii.	Rural areas	Within Forty Eight (48) hours	Rs.200 in each case of default	Rs.100 to each consumer affected
<b>IV. Distribution Transformer failure</b>				
i.	Cities and towns	Within Twenty Four (24) hours default	Rs.400 in each case of affected	Rs. 200 to each consumer
ii.	Rural areas	Within Forty Eight (48) hours	Rs.400 in each case of affected	Rs. 200 to each consumer
<b>V. Period of Scheduled Outage</b>				
i.	Maximum duration in a single stretch consumer affected	Not to exceed Twelve (12) hours	Rs.400 in each case of affected	Rs. 200 to each consumer
ii.	Restoration of supply	By not later than 6:00 PM	Rs.400 in each case of affected	Rs. 200 to each consumer
<b>VI. Voltage fluctuations</b>				
i.	No expansion/enhancement of network involved	Within Ten (10) days	Rs.200 for each day of default	Rs.100 to each consumer affected for each day of default

ii.	Up-gradation of distribution system required	Within Ninety (90) days	Rs.400 for each day of default	Rs. 200 to each consumer affected for each day of default
iii.	Erection of Substation	Within the time period as approved by the Commission	Rs.4000 for each day of default	Rs.2000 to each consumer affected for each day of default
<b>VII. Meter complaints including Net Meter</b>				
i.	Inspection and replacement of slow, fast/ creeping, stuck-up meters	Inspection within 7 days in towns and cities and within 15 days in rural areas and replacement within 15 days thereafter	Rs. 200 for each day of default	Not applicable
ii.	Replace burnt meters if cause attributable to Licensee	Within 7 days		
iii.	Replace burnt meters if cause attributable to consumer	Within 7 days of receiving payment from consumer		
iv.	Shifting of meter/service line	Within 7 days	Rs.200 for each day of default	Not applicable
<b>VIII. Processing of application &amp; intimation of relevant charges payable for new connection/sanction of additional load /Demand</b>				
i.	All Cases – If connection feasible from existing network for release of supply	Within 2 working days of receipt of application	Rs.200 for each day of default	
<b>ii. If network expansion / enhancement required to release supply</b>				
a.	Release of supply -Low Tension	Within 7 days of receipt of application	Rs.200 for each day of default	
b.	Release of Supply - High Tension 11kV	Within 15 days of receipt of application	Rs.200 for each day of default	
c.	Release of Supply - High Tension 33 kV	Within 21 days of receipt of application	Rs.1000 for each day of default	Not Applicable
d.	Release of Supply - Extra High Tension	Within 45 days of receipt of application	Rs.1000 for each day of default	

<b>IX. Release of new connection/additional load upon payment of all charges</b>				
i.	All Cases – If connection feasible from existing network for release of supply	Within 30 days of receipt of application (along with prescribed charges)	Rs.200 for each day of default	Not Applicable
ii. Network expansion / enhancement required to release supply				
a.	Release of supply -Low Tension	Within 30 days of receipt of prescribed charges	Rs.200 for each day of default	Not Applicable
b.	Release of Supply - High Tension 11kV	Within 45 days of receipt of prescribed charges	Rs.400 for each day of default	
c.	Release of Supply - High Tension 33 kV	Within 60 days of receipt of prescribed charges	Rs.1000 for each day of default	
d.	Release of Supply - Extra High Tension	Within 180 days of receipt of prescribed charges	Rs.1000 for each day of default	
e.	Erection of substation required for release of supply	Within the time period approved by the Commission	Rs.2000 for each day of default	
<b>X. Transfer of ownership and conversion of services</b>				
i.	Title transfer of ownership	Within 7 days along- with necessary documents and prescribed fee, if any	Rs.200 for each day of default	Not Applicable
ii.	Change of category	Within 7 days along- with necessary documents and prescribed fee, if any		
iii.	Conversion from LT 1-ph to LT 3-ph and vice versa	Within 30 days of payment of charges by the consumer		
iv.	Conversion from LT to HT and vice versa	Within 60 days of payment of charges by the consumer	Rs.400 for each day of default	