

**Standard of Performance as per regulation No.9 of 2013 of APERC**

Service Area	Time Standard
<b>III. Underground cable breakdowns</b>	
i.Cities and towns	Within 12 hours
ii.Rural areas	Within 48 hours
<b>IV. Distribution Transformer Failures</b>	
i.Cities and towns	Within 24 hours
ii.Rural areas	Within 48 hours
<b>Vi. Voltage fluctuations</b>	
i. No expansion / enhancement of network involved	Within 10 days
ii. Up-gradation of distribution system required	Within 120 days
<b>VII. Meter complaints</b>	
i. Inspection and replacement of slow, fast/creeping, stuck-up meters	Inspection within 7days in towns and cities and within 15 days in rural areas and replacement within 15 days thereafter.
ii. Replace burnt meters if cause attributable to Licensee	within 7days
iii. Replace burnt meters if cause attributable to cause attributable to consumer	Within 7 days of receiving payment from consumer

**VIII. Processing of Application & intimation of relevant charges payable for new connection/  
sanction of additional load/Demand**

**i.If Network expansion / enhancement required to release of supply**

a. Release of supply- Low Tension	Within 7 Days of receiving payment from consumer
b. Release of supply- HT Tension 11 KV	Within 15 days of receipt of application
c. Release of supply- HT Tension 33 KV	Within 30 days of receipt of application
d. Release of supply - Extra High Tension	Within 45 days of receipt of application

**IX. Release of new connection/additional load upon payment of all charges**

i. All cases - if connection feasible from existing network for release of supply	Within 30 days of receipt of application (along with prescribed charges)
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**i.If Network expansion / enhancement required to release of supply**

a. Release of supply - Low Tension	Within 30 Days of receipt of prescribed charges
b. Release of supply - HT Tension 11 KV	Within 60 Days of receipt of prescribed charges

**X. Transfer of ownership and conversion of services**

i. Title transfer of ownership	Within 7 days along- with necessary documents and prescribed fee.if
ii. Change of category	Within 7 days along- with necessary documents and prescribed fee.if
iii. Conversion from LT 1-ph to LT 3-ph and vice-	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