

Annexure-J
Service Standards and Time frame for rendering Services

Service Area	Guaranteed Standard Maximum time limit for rendering service
Fuse-off	
Cities	Within 4 working hours
Towns	Within 6 working hours
Rural areas	Within 24 working hours
Remote areas	Within 36 working hours
Overhead Line/cable breakdowns	
Cities	Within 24hours
Towns	Within 36 hours
Rural areas	Within 48 hours
Remote areas	Within 96 hours
Underground cable breakdowns	
Cities and towns	Within 36 hours
Rural areas	Within 72 hours
Remote areas	Within 144 hours
Distribution Transformer failure	
Cities and towns	Within 48 hours
Rural areas	Within 5 days
Remote areas	Within 10 days
Period of Scheduled Outage	
Maximum duration in a single stretch	Not to exceed 12 hours
Restoration of supply	By not later than 5:00 PM
Voltage fluctuations	
For local problems on the Transformer	Within 4 days
No Expansion/enhancement of network involved	Within 15days
Up-gradation of distribution system required	Within 120 days
Meter complaints	
L.T Consumers	
Testing, checking & calibration for correctness of meter	
Cities	Within 4 working days
Towns	Within 7 working days
Rural areas	Within 15 working days
Remote areas	Within 20 working days
Stuck up/ running slow / fast/creeping of E/M	
City/Urban/rural/remote area	
Replace not attributable to consumer	3 days /5 days/15 days/20 days
Burnt out of E/M City/Urban/rural/remote area	
Replace not attributable to consumer	3 days /5 days/15 days/30 days
Attributable to consumers due to tampering, etc.	
(a) Recovery of cost	Within 7 days
(b) Replacement of Energy meter	15 days after the receipt of payment
Shifting of meters/ service line in city/ urban/rural &remote	

At the request of consumers after receipt of payment for its cost	7 days /10 days /15 days /15 days
Release of new connection/additional load for L.T/H.T/ E.H.T Supply	
Connection feasible from existing network	Within 30 days
Extension of existing required	30days / 90 days / 180 days
Transfer of ownership and conversion of service	
Title transfer of ownership	Within 2 billing cycles from receipt of application
Change of category	
Conversion from LT 1ph to LT 3ph and vice versa	Within 2 billing cycles from payment of charges
Conversion from LT 3 ph to HT 3 ph and vice versa	Within 2 billing cycles from payment of charges
Resolving of complaints on consumer’s bill	
If received in person	immediately
If received through post	Within 24hours if no addl. information is not req.
	Within 15 days if addl. information is required.
Reconnection of supply following disconnection due to non – payment of bills	Within 48 hours after receipt of payment.