STANDARDS OF PERFORMANCE AND AMOUNT TO BE PAID TO CONSUMERS FOR DEFAULT IN EACH CASE

Sl. No.	Nature of Service		Standards of Performance (Indicativ
1	Normal fuse-off calls	Urban	Within 6 hours of recordi
		Town	Within 8 hours of recording of complaints
		Rural	Within 24 hours of recording of complaints
		Remote / Hilly	Within 36 hours of recording of complaints
		Punja	Within 48 hours of recording of complaints
2	Line Breakdowns	Urban	Within 12 hours

Town	Within 16 hours	
Rural	Within 24 hours in all cases	
Remote / Hilly	Within 36 hours in all cases	
Punja	Within 48 hours in all cases	
3	Distribution Transformer Failure	Within 24 hours of report
Town	Within 38 hours of reporting of failure of transformers	
Rural	Within 48 hours of reporting of failure of transformers	
Remote / Hilly	Within 60 hours of reporting of failure of transformers	
Punja	Within 60 hours of reporting of failure of transformers	
4	Period of Scheduled outages	

Maximum duration in a single stretch	Not to exceed 12 hours
Restoration of supply	By 9 pm on any day
5	Meter complaints
Inspect and check correctness	Within 30 days
Replace slow, creeping or stuck meters	Within 30 days
Replace burnt meters if cause not attributable to consumer	Within 7 days of receipt of complaint
Replace burnt meters in all other cases	Within 48 hours of payment of charges by consumer
6	Application for new connection / additional load
Release of supply where service is feasible from existing application	Within one month of receipt of application in complete shape (We remit proof
Release of supply where extension of line, relaxed expansion / enhancement required	As specified in Kerala Electricity Supply Code Regulations, 2005 providing co
7	Erection of substation for release of supply	As specified in Kerala Electricity Supply Code Reg

8	Transfer of ownership and change of category	Within 14 days of receipt of application in complete
9	Conversion of LT single phase to LT three phase service on payment of charge	Within 30 days from the date of payment of charge
10	Conversion from LT to HT	As per Kerala Electricity Supply Code Regulations
11	Resolution of complaints on consumer's bills	
If no additional information is required		Within 24 hours of receipt of complaint
If additional information is required		Within 7 days of receipt of complaint
12	Reconnection of supply following disconnection	Within 24 hours
13	Payment of Exgratia in case of electric accidents	
If it is established that accident is not due to the fault of the licensee		Within 30 days without waiting for the report from CEIG
In other cases		Within 30 days after receipt of report from CEIG
14	Refund of deposits	Within 60 days after receipt of request and deposit

In case KSEB fails to achieve the above standards, consumers are eligible for payment of compensatio

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