

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

<b>Sl. No.</b>	<b>Nature of Service</b>	<b>Standards of Performance (Indicative)</b>	
1	Normal fuse-off calls	Urban	Within 6 hours of recording of complaints
	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

## Standards of Performance

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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 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 faulty meters within 30 days

Replace burnt meters if caused by defect within 7 days of receipt of complaint

Replace burnt meters in all 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 or proposed distribution system (Weather proof

Release of supply where as specified in Kerala Electricity Supply Code Regulations, 2005 providing co

7 Erection of substation for as specified in Kerala Electricity Supply Code Reg

## Standards of Performance

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|----|---|---|
| 8  | Transfer of ownership and withdrawal of asset                             | Within 4 days of receipt of application in complete |
| 9  | Conversion of LT single phase to 3 phase                                  | Within 30 days from the date of payment of charges  |
| 10 | Conversion from LT to HTAs 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 due to the fault of the victim  
Within 30 days to the receipt of 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 compensation

For item no. 1, 2 and 3, 6 pm to 8 am on the next day will not be considered as delay for calculation of

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Replace burnt meters in all 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 system to be shared (Weatherproof

Release of supply where as specified in Kerala Electricity Supply Code Regulations, 2005 providing co

7 Erection of substation for as specified in Kerala Electricity Supply Code Reg

- 8                                      Transfer of ownership and ~~Within 4 days of receipt of application in complete~~
- 9                                      Conversion of LT single phase ~~Within 30 days from the date of payment of charges~~
- 10                                     Conversion from LT to HTAs per Kerala Electricity Supply Code Regulations
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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

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