

GUJARAT ELECTRICITY REGULATORY COMMISSION (GERC)
Standard of Performance of Distribution Licensee
Notification No. 10 of 2005

CHAPTER XIV

Compensation in case of under performance

14.1 If a Licensee fails to meet the standards specified, the affected domestic consumer is entitled to compensation from the Licensee as provided below:

Sr. No.	Events	Compensation payable
1	Duty to give supply on request a) New Service connection b) Additional Load c) Temporary Supply d) Shifting of service connection e) Transfer of service connection f) Change of tariff	Rs.50 per day of delay
2	Complaints in billing	Rs.50 for non reply within the period.
3	Replacement of meters	Rs.25 for each day of delay subject to a maximum of Rs.2,500 for LT connections and Rs. 250 per day of delay subject to a maximum of Rs. 5,000 for HT connections.
4	Interruption of supply	Rs.25 for each six hours (or part thereof) of delay in restoration of supply subject to a maximum of Rs.500 for LT connection and Rs. 50 for each six hours (or part thereof) of delay in restoration of supply subject to a
		maximum of Rs.1,000 for LT connection
5	Voltage fluctuations and complaints	Rs.50 for failure to visit or convey findings within the stipulated period
6	Responding to consumer's complaints	Rs.25 for each day of delay subject to a maximum of Rs.500
7	Grievance handling	Rs.25 for failure of grievance handling