

<b>Guaranteed Standard of Performance for Electricity Supply for Goa, Daman &amp; Diu, Chandigarh, Pondicherry, Lakshdweep, Dadar Nagar &amp; Haveli, Andaman &amp; Nicobar</b>		
<b>Nature of cause of power supply failure</b>		<b>Maximum Time Limit for restoration</b>
<b>1.1) Fuse blown out or MCB tripped</b>	Urban areas Rural area	4 hours 8 hours
<b>1.2) Service line broken/ Service line snapped from the pole</b>	Urban areas Rural area	6 hours 12 hours
<b>1.3) Fault in distribution line/system</b>		Rectification of fault and thereafter Restoration of normal power supply within 12 hours Temporary Supply to be restored within 4 hours from alternate source.
<b>1.4) Distribution transformer failed/burnt</b>	Urban area Rural area	Replacement of failed transformer : 24 hours 48 hours Temporary Restoration of supply through mobile transformer or another backup source within 8 hours
<b>1.5) HT mains failed</b>	Rectification of fault Temporary restoration of power supply	12 hours 4 hours
<b>1.6) Problem in grid (33 kV or 66 kV)</b>	Repair and restoration of supply Restoration of supply from alternate source	48 hours 6 hours
<b>1.7) Failure of Power Transformer</b>	Rectification action plan to be intimated to the Commission Rectification to be completed	72 hours 15 days
<b>Voltage Variation</b>	Local Problem	4 hrs
	Tap of Transformer	3 days

	Repair of Distribution Lines/ transformer/Capacitors	LT system : 30 days HT system : 120 days Capacitors : 30 days
	Installation & Up-gradation of HT / LT system	180 days
<b>Meter Complaint</b>		<b>Testing</b>
	Accuracy	Testing: 30 days Replacement ( if reqd.) : 15 days thereafter
	Defective / Stuck Meters	Testing : 30 days Replacement ( if reqd.) : 15 days thereafter
	Burnt Meter	Restore the supply within 6 hours New Meters shall be installed within 3 days
<b>Request</b>	Change of ownership	2 Billing Cycles
	Transfer of name to include Legal heir	2 Billing Cycles
	Load reduction	30 days
	Change of Category	10 days
	Shifting of Line / Meter	Submission of Estimates : One month After of estimated amonut : One month
<b>Billing Complaints</b>	Acknowledgement	Immediate if in person and 3 days if by post
		Resolution : if no additional information is required : 15 days else : 30 days
<b>Disconnection / Reconnection</b>	Disconnection due to Non-payment of dues	Notice period : 15 days
	Request for reconnection	5 days of payment of past dues & reconnection charges.