

## CORRIGENDUM

### Corrigendum to Haryana Electricity Regulatory Commission (Standards of Performance of Distribution Licensees and Determination of Compensation) Regulations, 2020, dated 22.04.2020.

The Commission vide its Order dated 09.08.2021 in the matter of RA-17 of 2020 observed and corrected some clerical/typographical error in schedule-I and Schedule-2 of above said regulations.

Subsequent to the above correction of typographical error, clauses at sr. no. 3, 4, 10 & 19 of schedule I and Sr. No., 10 and 22 at Schedule-II shall be read as under:

#### Schedule -I

Sr. No.	Nature of Service	Standard (Including Time Limit for rendering Service)	Compensation Payable
3	<b>Normal fuse-off</b>	Urban Area	Within 2 hrs of receipt of complaint, complainant shall be informed about the likely time to be taken for restoration of supply if asked for by the complainant
		Rural Area	
4	<b>Line Break Down</b>	Urban Area	Within 16 hrs (48 hrs. if pole gets broken)
		Rural Area	
10	<b>Meter Complaints</b>	Inspect and check correctness	Within 3 days of receipt of request/complaint along with the requisite fee.
		Replace slow/fast meters/creeping or stuck meters	Urban- Within 3 days Rural – Within 7 days
		Replace burnt meters	The burnt meter should be replaced within 24 hours subject to maximum of 72 hours as per Supply Code Regulations 5.8.
19	<b>Issue of No Dues Certificates</b>	Within 7 days from the date of application and clearance of outstanding dues, if any.	Rs. 100 per day or part thereof in case of delay

**Schedule-II**

<b>Sr. No.</b>	<b>Nature of service</b>		<b>Standard (Including Time Limit for rendering Service)</b>	<b>Overall Standards of performance (%)</b>
10	<b>Meter Complaints</b>	Inspect and check correctness	Within 3 days of receipt of request/complaint along with the requisite fee	95.0
		Replace slow/fast meters/ creeping or stuck meters	Urban- Within 3 days Rural – Within 7 days	
		Replace burnt meters	Within 72 hours of receipt of complaint. However, supply should be restored within 24 hrs as per the provisions of Electricity Supply Code.	
22	<b>Faulty Meters (MNR, Burnt, Stick, etc.)</b>		Shall not exceed 2% of metered installation	

This shall form part of the Haryana Electricity Regulatory Commission (Standards of Performance of Distribution Licensees and Determination of Compensation) Regulations, 2020, dated 22.04.2020.

Date: 09.12.2021  
Place: Panchkula

(Naresh Sardana)  
Member

(R.K. Pachnanda)  
Chairman