

**SCHEDULE - II ( A.P.Gazette. No.197, Dt: 8-8-2013 of  
Regulation No.9 of 2013)**

**Revised Guaranteed Standards of Performance (SOP norms)**

Service Area	Time Standard existing now	Revised time standard
<b>I. Normal fuse of calls</b>		
i. Cities and Towns	Within 4 working hours	Within 4 working hours
ii. Rural areas	Within 12 working hours	Within 12 working hours
<b>II. Overhead line / cable breakdowns</b>		
i. Cities and towns	Within 6 hours	Within 6 hours
ii. Rural areas	Within 24 hours	Within 24 hours
<b>III. Underground cable breakdowns</b>		
i. Cities and towns	Within 12 hours	Within 12 hours
ii. Rural areas	Within 48 hours	Within 48 hours
<b>IV. Distribution Transformer Failures</b>		
i. Cities and towns	Within 24 hours	<b>Within 12 hours</b>
ii. Rural areas	Within 48 hours	<b>Within 24 hours</b>
<b>V. Period of Scheduled Outage</b>		
i. Maximum duration in a single stretch	Not to exceed 12 hours	Not to exceed 12 hours
ii. Restoration of Supply	By not later than 6.00 PM	By not later than 6.00 PM
<b>VI. Voltage fluctuations</b>		
i. No expansion/ enhancement of network involved	Within 10 Days	<b>Within 3 Days</b>
ii. Up Gradation of distribution system required	Within 120 Days	<b>Within 30 Days</b>
iii. Erection of Sub Station	Within the time period as approved by the Commission	Within the time period as approved by the Commission
<b>VII. Meter Complaints</b>		
i. Inspection and replacement of Slow, fast/ creeping, stuck up meters	Inspection within 7 days in towns and cities and within 15 days in rural areas and replacement within 15 days there after	<b>Inspection within 3 days in towns and cities and within 5 days in rural areas and replacement within 5 days there after</b>
ii. Replace burnt meters if cause attributable to Licensee	Within 7 Days	<b>Within 3 Days</b>
iii. Replace burnt meters if cause attributable to Consumer	Within 7 Days of receiving payment from consumer	<b>Within 3 Days of receiving payment from consumer</b>

Service Area	Time Standard existing now	Revised time standard
<b>VIII. Processing of Application &amp; intimation of relevant charges payable for new connection/sanction of additional load/Demand</b>		
i. All Cases- If connection feasible from existing network for release of supply	Within 3 working days of receipt of application	Within 3 working days of receipt of application
<b>ii.If Network expansion / enhancement required to release of supply</b>		
a. Release of supply - Low Tension	Within 7 days of receipt of application	<b>Within 5 Days of receipt of application</b>
b. Release of supply - HT Tension 11 KV	Within 15 days of receipt of application	<b>Within 7 days of receipt of application</b>
c. Release of supply - HT Tension 33 KV	Within 30 days of receipt of application	<b>Within 15 days of receipt of application</b>
d. Release of supply - Extra High Tension	Within 45 days of receipt of prescribed charges	Within 45 days of receipt of prescribed charges
<b>IX. Release of new connection/additional load upon payment of all charges</b>		
i. All cases - if connection feasible from existing network for release of supply	Within 30 days of receipt of application (along with prescribed charges)	<b>Within 2 days of receipt of application (along with prescribed charges) in Urban and 5 days in Rural area</b>
<b>ii. Network expansion / enhancement required to release of supply</b>		
a. Release of supply - Low Tension	Within 30 days of receipt of prescribed charges	<b>Within 10 days of receipt of prescribed charges</b>
b. Release of supply - HT Tension 11 KV	Within 60 days of receipt of prescribed charges	<b>Within 15 days of receipt of prescribed charges and 10 days for every additional 1 Kilometer</b>
c. Release of supply - HT Tension 33 KV	Within 90 days of receipt of prescribed charges	Within 15 days of receipt of prescribed charges
d. Release of supply - Extra High Tension	Within 180 days of receipt of prescribed charges	Within 180 days of receipt of prescribed charges
e. Erection of substation required for release of supply	Within the time period approved by the commission	Within the time period approved by the commission
<b>X. Transfer of ownership and conversion of services</b>		
Title transfer of ownership	Within 7 days along with necessary documents and prescribed fee if any	<b>Within 3 days along with necessary documents and prescribed fee if any</b>
Change of category	Within 7 days along with necessary documents and prescribed fee if any	<b>Within 3 days along with necessary documents and prescribed fee if any</b>
Conversion from LT 1-ph to LT 3-ph and vice versa	Within 30 days of payment of charges by the consumer	<b>Within 5 days of payment of charges by the consumer</b>
Conversion from LT 3-ph to HT and vice versa	Within 60 days of payment of charges by the consumer	Within 60 days of payment of charges by the consumer

Service Area	Time Standard existing now	Revised time standard
<b>XI. Resolution of complaints on consumer's bill</b>		
If no additional information is required	Within 24 working hours of receipt of complaint	Within 24 working hours of receipt of complaint
If additional information is required	Within 7 working days of receipt of complaint	Within 7 working days of receipt of complaint
<b>XII. Re Connection of supply following disconnection due to non-payment of bills</b>		
i. Cities and Towns	Within 4 working hours of production of proof of payment by consumer	Within 4 working hours of production of proof of payment by consumer
ii. Rural areas	Within 12 working hours of production of proof of payment by consumer	Within 12 working hours of production of proof of payment by consumer
<b>XIII. Wrongful disconnection of service connection/levy of reconnection charges without</b>		
i. Wrongful disconnection of service connection even after payment of electricity charges due	Not Applicable	
ii. Levy of reconnection charges without actual physical disconnection	Not Applicable	