

**PUNJAB STATE ELECTRICITY REGULATORY COMMISSION**  
**SCO No. 220-221, Sector 34-A, Chandigarh**

**PUBLIC NOTICE**

This is to inform the general public that Punjab State Electricity Regulatory Commission has issued 2<sup>nd</sup> amendment to PSERC (Electricity Supply Code & Related Matters) Regulations, 2014 vide Notification No. PSERC/Secy./Regu.116 dated 05.10.2016, wherein following amendments for the speedy release of connections and to facilitate Ease of Doing Business have been made:

- The limit of 2500 kVA specified for catering to industrial loads at 11 kV has been increased to 4000kVA.
- The limit of 35 MVA specified for catering to industrial loads at 66 kV has been increased to 50 MVA.
- The existing industrial consumers can also avail the benefit of enhanced Supply Voltage limits by signing fresh A&A form with PSPCL.
- To provide efficient and reliable service to the consumers, the Commission has specified minimum Standards of Performance in the Supply Code.
- The time period specified for release of connections/extension in load where no augmentation or erection of new lines etc. is involved, has been lowered from 30 days from the date of compliance of demand notice to 7 days for domestic/commercial connections and 15 days for other category of connections. A compensation of Rs. 200 for each day of default shall be payable to the affected applicant/consumer.
- The timelines for restoration of supply in case of fault/breakdown on industrial feeders have been lowered from maximum of 12 hours to 6 hours and a compensation of Rs. 2000 for each block of 3 hours shall be payable to the affected consumer. In case of Extra High Voltage consumers, the maximum period is 8 hours & and the compensation of Rs. 2000 for each block of 4 hours shall be payable to the affected consumer.
- In case of failure to meet these standards viz delay in release of connection or restoration of supply or replacement of defective meters or any other deficiency in service by the distribution licensee, the consumers are advised to approach the concerned Dispute Settlement Committee or the Chief Engineer/CGRF for lodging claim for compensation. The maximum limit of compensation has been enhanced from Rs. 5000/- to Rs. 20000/-.

The notification regarding 2<sup>nd</sup> amendment to Supply Code, 2014 can be downloaded from the website of the Commission [www.pserc.nic.in](http://www.pserc.nic.in).