

Before
UTTARAKHAND ELECTRICITY REGULATORY COMMISSION

In the Matter of:

Regulation 5 'Complaint Handling Procedures' of UERC (Standards of Performance) Regulations, 2022 in accordance with Clause 23.4 of the Distribution and Retail Supply Licence by the Distribution Licensee (UPCL).

And

In the Matter of:

Uttarakhand Power Corporation Limited. (UPCL)

Coram

Shri D.P. Gairola Member (Law) /Chairman (I/c)

Date of Order: December 07, 2023

ORDER

This Order relates to the provisions of Regulation 5 'Complaint Handling Procedure' of UERC (Standards of Performance) Regulations, 2022 wherein the distribution licensee is required to update the Complaint Handling Procedures before the Commission for approval in-line with the conditions mentioned at Clause 23.4 of 'Distribution and Retail supply Licence' [Licence No.2 of 2003.

2. In accordance with the Clause 23.4 (a) of the 'Distribution and Retail supply Licence' [Licence No.2 of 2003] issued to UPCL, the Distribution Licensee is required to furnish the Complaint Handling Procedure and also required to seek the approval of the Commission.
3. UERC notified its UERC (Standards of Performance) Regulations, 2022 in official gazette on 08.10.2022 and according to provisions of Regulation 5 (1) of the aforesaid Regulations, the distribution licensee was required to update the Complaint Handling Procedure within 03 months of notification of the aforesaid Regulations. In compliance

to the same, UPCL vide its letter dated 23.02.2023 submitted draft Complaint Handling Procedure for approval before the Commission.

4. On examination of the draft Complaint Handling Procedure, the Commission observed that the draft document appeared to be merely a guiding policy document and was devoid of formal structure & components essential for a Complaint Handling Procedure. Therefore, a model draft Complaint Handling Procedure was sent to UPCL directing it to make a formal submission inline with the same before the Commission. Accordingly, UPCL vide its letter dated 16.08.2023 submitted a draft Complaint Handling Procedure and requested to allow some changes w.r.t. the relaxation in compensation during the odd hours i.e. between 20:00 Hours till 08:00 Hours and provisions of automatic compensation.
5. On the request of UPCL pertaining to the above issues, the Commission is of the view that:-
 - (a) The electricity comes under the essential service and needs to be supplied 24x7 to all consumers as mandated in Rule 10 of the Electricity (Rights of Consumers) Rules, 2020. Further, the provisions in UERC (Standards of Performance) Regulations, 2022 have been provided duly considering the reasonable timelines which could be required for resolution of the consumer complaints. In fact, the timelines provided in UERC (Standards of Performance) Regulations, 2022 have been increased in comparison to UERC (Standards of Performance) Regulations, 2007. Therefore, the request of UPCL is not tenable.
 - (b) With regard to the reservation of the distribution licensee w.r.t. automatic compensation, it is observed that the distribution licensee had itself added 03 services for automatic compensation in its draft Complaint Handling Procedure furnished on 23.02.2023 and now UPCL is retracting from its said submission on the pretext of unilateral determination of compensation. In this regard, it is prudent to highlight that provision of compensation in the Regulations is made after following a detailed consultative process of seeking comments from all the stakeholders. Further, with regard to the contention of UPCL that the provision may result into mechanical calculation without proper application of mind is not correct as, per day compensation amount has already been determined in the Regulations and only the number of days of default is to be calculated by UPCL.

Moreover, the Electricity (Rights of Consumers) Rules, 2022 also mandates that certain services should be brought under the ambit of automatic compensation. Accordingly, the Commission has decided to consider certain services as per para 10(2) of Annexure-A of this Order for automatic payment of compensation in case a violation of Standards takes place.

6. The Commission in the interest of consumers of the State has decided to approve the 'Complaint Handling Procedure of Distribution Licensee (UPCL)' which is annexed with this Order as **Annexure A**. These Procedures are subject to revision from time to time with prior approval of the Commission.
7. In light of the above, the Commission hereby directs the Distribution Licensee:
 - (1) To implement the "Complaint Handling Procedure" throughout the State **within two months from the dates of issuance of this Order**.
 - (2) The provision of automatic compensation provided at Para 10 of the Complaint Handling Procedure shall be applicable from **01.04.2024** and the distribution licensee shall ensure to complete all the necessary works at its end for successful implementation of automatic compensation for consumers of the State as per the approved Complaint Handling Procedure from the aforesaid date.
 - (3) To make wide publicity of these "Procedures" through available modes of public information system such as but not limited to the following:-
 - (a) Public Notice about these "Procedures" in the newspapers having wide circulation in the State within one month after implementation of these Procedures.
 - (b) Publicity campaign of these "Procedures" in electronic media/ TV channels having wide viewership after implementation of these Procedures.
 - (c) Sending e-mails/sms to consumers informing about these Procedures whose e-mail Id/ mobile numbers are available in UPCL's records within one month after implementation of the Procedures.
 - (d) Install suitable Banners at every Divisional/Sub-divisional offices including Bill Collection Centers of the licensee informing about the salient features of the Complaint Handling Procedures.

- (e) Uploading the Procedures on UPCL's website.
- (f) Information in the Electricity Bills about these Procedures being available on UPCL's website.

Ordered Accordingly

(D.P. Gairola)

Member (Law) /Chairman (I/c)

**COMPLAINT HANDLING PROCEDURES OF DISTRIBUTION LICENSEE
(UPCL)**

(Under Para 23.4 of Uttarakhand Distribution and Retail Supply Licence [Licence No.2 of 2003])

1. Preamble :

To meet the requirements prescribed in Clause 23.4 of the Distribution and Retail Supply Licence, the following Procedures shall be followed by Uttarakhand Power Corporation Limited for resolution of consumer complaints:

2. Lodging of Complaints :

- (1) The Complaint can be lodged over telephone including the toll free telephone number(s) of the Centralized Customer Care Centre or the Local Complaint Centers or Help Desk or through website (online) or through Mobile Application, or through CM helpline Portal, Apuni Sarkar Portal of GoU or through Single Window Clearance System of GoU or through e-mails or by post or by personally giving the details such as name, registration no./connection no./account no., address of the complainant, phone number and brief nature of the complaint.
- (2) Wide publicity of Address & Telephone number(s) including toll free number(s) and other relevant information of these Complaint Centers shall be done through the following mode but not limited to:
 - (a) Display Boards affixed at the field offices & sub-stations of the licensee.
 - (b) At UPCL's website.
 - (c) Press Publicity including notices/information dissemination in the newspaper.

3. Procedure for logging of Complaint

- (1) All the complaints lodged over telephone or by the consumer personally or through post at Local Complaint Centre or Help Desk shall necessarily be logged into the Centralized Customer Care Centre. Any complaint received, either directly or through other complaint centers, at the

Centralized Customer Care Center shall immediately be acknowledged by providing a Unique Complaint Number to the complainant directly or through the Local Complaint Centre/ office from where the complaint has been received. An acknowledgement shall be sent to the complainant through SMS/email.

- (2) If any officer receives a complaint directly on telephone or mobile, he would advise the complainant to get the complaint logged/registered in the Centralized Customer Care Centre or Local Complaint Centre or Help Desk so that resolution of his complaint can be initiated.

4. Handling of Complaints and their Resolution

- (1) The Centralized Customer Care Centre shall keep details of the complaints in the database server including the date & time of logging of the complaint and its subsequent time of resolution. All complaints can be tracked with the help of this Unique Complaint Number. Licensee shall maintain records of all complaints as per **Format SoP-I** of the UERC (Standards of Performance) Regulations, 2022.

- (2) **Restoration of Power Supply, Voltage Problem and Burnt Meter:**

With regard to the complaints pertaining to restoration of power supply, voltage problem and burnt meter, resolution of the complaint shall be in the following manner: -

- (a) Except where the complaint is received at the Local Complaint Center, the Centralized Customer Care Centre shall communicate the complaint to the local complaint Centre of the concerned sub-division/area who would then direct the mobile field staff to proceed to the address provided by the complainant, investigate the cause of complaint and resolve the complaint within the time period stipulated in the UERC (Standards of Performance) Regulations, 2022.
- (b) On resolution of the complaint discussed at para 2 (a) above, the mobile staff shall inform the Local Complaint Centre which shall

then intimate about the same to Centralized Customer Care Centre, where the resolution time shall be duly logged into the server.

- (c) If the mobile staff foresees any difficulty that expected time required to resolve the issue is more than stipulated in the SOP Regulations, the mobile staff shall contact its higher authority immediately informing the reasons for delay in resolution of complaint.
- (d) In case no information about resolution of complaint is received by the Centralized Customer Care Centre even after expiry of the stipulated time for resolution of the complaint or Centralized Customer Care Centre receives information from Local Complaint Centre or Help Desk that expected time required to resolve the issue is more than stipulated in the SOP Regulations , the in-built system in the Centralized Customer Care Centre shall escalate the complaint immediately to the concerned SDO, who shall get intimation and subsequent reminders about the same on his mobile phone and also on his email ID. After lapse of 2 hrs. post intimation to SDO, if the complaint still remains unresolved, the system shall escalate the complaint in every 2 hrs. to finally reach upto CE level until the resolution of the complaint is duly logged in the system.
- (e) The escalation process shall be inbuilt within the system.

(3) Complaints related to Release of New Connection, Enhancement & Reduction of Load and other Services:

With regard to the complaints related to Release of New Connection, Enhancement & Reduction of Load, Consumer Bills, Disconnection/ Reconnection, Complaints related to Check Meter/Defective Meter, etc., where resolution is to be done at the office of the Licensee, the Centralized Customer Care Centre shall communicate the complaint to the concerned office for resolution of complaint within the time period stipulated in the UERC (Standards of Performance) Regulations, 2022.

If the complaints are not resolved by the concerned office of Licensee, within the time frame specified in the UERC (Standards of Performance)

Regulations, 2022, such complaints shall be forwarded to the concerned Superintending Engineer, who shall review the status of pendency of these complaints weekly and shall pass necessary directions to the concerned officers for prompt resolution of the complaints. Status of these complaints shall be reviewed by the concerned Chief Engineer on monthly basis.

- (4) On resolution of the complaint, the system will send a message to the complainant confirming the resolution of complaint. Further, the staff of the Centralized Customer Care Centre shall also cross check resolution of complaint with the complainant by calling him personally.
- (5) For all the complaints registered, the responsibility for monitoring timely resolution of the complaint and for escalating complaint if not resolved timely will be that of the Centralized Customer Care Centre.

5. Nature of complaints and the stipulated time period of Resolution:

The nature of complaints along with their stipulated time frame for resolution as per the Regulations is presented below:

1. Release of New Connections and Enhancement/ Reduction of Load	
Release of new LT connection	<p>For LT connections</p> <ul style="list-style-type: none"> • Within 15 days-Where no extension of distribution mains or laying of new distributing mains or commissioning of new substation is required. Where extension of distribution mains or laying of new distributing mains or commissioning of new substation is required: - • Within 60 days-For extension of distributing mains. • Within 90 days- For commissioning of new 11/0.4 kV substation. • Within 180 days-For commissioning of new 33/11 kV substation.

Release of new HT/EHT connection	<p>For HT/EHT connections</p> <p>1) Where supply of electricity to premises applied for does not require commissioning of new substation/bay.</p> <ul style="list-style-type: none"> • Within 60 days-11 kV works including line not involving independent feeder. • Within 90 days- 11 kV works including line involving independent feeder. • Within 180 days- 33 kV works including line. • Within 300 days- 132 kV and above works including line. <p>2) Where supply of electricity to premises applied for require commissioning of new substation/bay, additional time frame for release of new HT/EHT connection shall be: -</p> <ul style="list-style-type: none"> • Within 180 days- new 33/11 kV substation. • Within 120 days- Augmentation of existing 33/11 kV substation. • Within 45 days- Extension of bay at 33/11 kV substation. • Within 540 days- 132 kV and above substation. • Within 90 days- Extension of bay at 132 kV after installation.
Enhancement/Reduction of Load	<p>Where no alteration of Lines/Substations works are required: -</p> <ul style="list-style-type: none"> • Within 15 days- for LT Connection • Within 30 days-for HT/EHT Connection <p>Where alteration in Lines/Substations works are required the timelines shall be as specified in the S. No. 1) & 2) of this table mentioned above.</p>

2. Restoration of Power Supply	
Fuse blown out or MCB/MCCB tripped (in case fuse or MCB/MCCB belongs to Licensee i.e. pole or feeder pillar fuse)	Within 4 hours for Urban areas Within 8 hours for Rural areas Within 12 hours for Hilly areas not connected with motorable roads*.
Service line broken Service line snapped from the pole	Within 6 hours for Urban areas Within 12 hours for Rural areas Within 24 hours for Hilly areas not connected with motorable roads*.
Fault in distribution line/system	Rectification of fault and thereafter Restoration of normal power supply: <ul style="list-style-type: none"> • Within 12 hours- for Urban and Rural areas. • Within 24 hours- for Hilly areas not connected with motorable roads*. Temporary supply to be restored within 4 hours from alternate source, wherever feasible.
Distribution transformer failed/burnt	Replacement of failed transformer: <ul style="list-style-type: none"> • Within 24 hours in Urban and Rural areas of Plains. • Within 48 hours in Hilly areas connected with motorable roads. • Within 72 hours in Hilly areas not connected with motorable roads*. Temporary restoration of supply through mobile transformer or another backup source within 8 hours, wherever feasible.
HT mains failed (11 kV & 33kV) mains failed due to fuse blown out, line snapping or any other faults.	Rectification of fault: <ul style="list-style-type: none"> • Within 12 hours in Urban and Rural areas. • Within 36 hours (except fuse blown out cases for which timeline shall be 24 hours) in Hilly areas not connected with motorable roads*. Temporary restoration of power supply within 4 hours, wherever feasible.
Problem in 33/11 kV substation	Repair and restoration of supply <ul style="list-style-type: none"> • Within 24 hours- in Plains. • Within 48 hours- in Hilly areas Restoration of supply from alternate source, within 6 hours, wherever

	feasible. Roster load shedding may be carried out to avoid overloading of alternate source.
Failure of Power Transformer	Rectification to be completed <ul style="list-style-type: none"> • Within 10 days Restoration of supply from alternate source, within 6 hours, wherever feasible. Roster load shedding may be carried out to avoid overloading of alternate source.
Fault in underground (UG) system	Within 12 hours- for LT system Within 48 hours- for HT system
3. Quality of Power Supply (for voltage variations)	
Local problem (Voltage Variation, Voltage Fluctuation, flickering or any other local problem)	Within 4 hours
Tap changing of transformer	Within 3 days
Repair of distribution line/transformer/capacitor	Within 15 days- LT distribution line, Within 90 days- HT distribution line, Within 30 days- Distribution Transformer Within 120 days- Power Transformer Within 30 days- Capacitor
Installation & UP-gradation of HT/LT System	<ul style="list-style-type: none"> • Within 90 days- LT system • Within 180 days- for HT system
Damage to consumer's apparatus due to voltage fluctuations [if apparatus of more than one consumer in close neighborhood are affected and subject to physical verification of the damaged apparatus by the Licensee within 72 hours followed by submission of documentary evidence by affected consumer with regard to expenses incurred on repair charges and its verification by the Licensee.] In case of replacement or exchange of any damaged apparatus/equipment with new one the compensation shall be limited to the extent of repair charges mentioned in this clause subject to the production of original bill and its verification by the Licensee.	<ul style="list-style-type: none"> • Immediate Isolation of Faulty Section

4. Complaints about Meters	
Complaint lodged for accuracy test of Meter	<ul style="list-style-type: none"> • Within 30 days-For testing of meter and if needed, the meter shall be replaced within 15 days thereafter.
Complaint lodged for defective/stuck meter	<ul style="list-style-type: none"> • Within 30 days-For testing of meter and if needed, the meter shall be replaced within 15 days thereafter.
Complaint lodged for burnt meter	<ul style="list-style-type: none"> • Within 06 Hours- Restoration of supply by bypassing the burnt meter. • Within 3 days- New meter to be installed.
5. Transfer of Consumer's Connection and Conversion of Service	
Change of consumer's name due to change in ownership/occupancy for property	Within two months after acceptance of application.
Transfer of consumer's name to legal heir	Within two months after acceptance of application.
Change of Category	<ul style="list-style-type: none"> • Within 5 days- Inspect the premise. • Within 02 months- change the category.
6. Complaints about Consumer's Bills	
First Bill	Within 02 months of release of connection.
Complaint on Billing	<p>[Acknowledgement of complaint</p> <ul style="list-style-type: none"> • Immediate-for complaints received by hand • Within 3 days- for complaints received by post] <p>Resolution of Complaint and intimation to consumer</p> <ul style="list-style-type: none"> • Within 15 days- If no additional information required • Within 30 days- If additional information required
Final bill for vacation of premises/change of occupancy	<p>[<i>Special reading request to be made by consumer at least 7 days in advance before vacation of premise or change of occupancy.</i>]</p> <p>Delivery of final bill including arrear, if any-at least 3 days before the vacation of premises or change of occupancy after arranging special reading.</p>

Billing after permanent disconnection on consumer's request	<i>[Licensee shall not raise any bill after permanent disconnection]</i> In case Licensee raises bill after permanent disconnection the same shall be liable for compensation.
Arrears appearing in bill/wrongly raised bills	Licensee shall not raise arrears for the amount which has already been paid by the consumer within the due date or which is not due to the Licensee.
7. Issues relating to disconnection/reconnection of supply	
Request for reconnection	Within 5 days of payment of past dues and reconnection charges- <i>[In case consumer requests for reconnection within a period of six months after disconnection whichever is later. However, in case consumer requests for reconnection after six months of disconnection or before permanent disconnection whichever is later, the connections would be reconnected only after all the formalities as required in the case of release of new connection are complied with by the consumer including payment of pending dues, service line charges, security deposit etc., as applicable, for that Category of Consumer.]</i>
Consumer wanting disconnection	Within 7 days of submission of application in prescribed format for permanent disconnection.
Refund of security deposit after adjustment [For permanent disconnection on consumer's request]	Within 30 days of permanent disconnection.
8. Other services chargeable to consumer/applicant	
Shifting of lines/poles/transformers	<ul style="list-style-type: none"> • Within 90 days- for LT system • Within 180 days-for HT system <i>Note:- The specified timeline shall commence from the date of deposition of the requisite amount as estimated by distribution Licensee or NoCs (if any) obtained from the relevant authorities, whichever is later. In-case RoW issues arise during work execution, delay due to RoW shall be exempted.</i>

**Here 'motorable roads' means which are suitable for four-wheeler movement upto the site.*

6. Load shedding/ Power Cuts:

The Distribution licensee shall make its all endeavors for providing 24x7 quality and reliable power supply to its consumers. However, in case of load shedding/power cuts amounting to more than 12 hours on any day, the complaint can be lodged with the Executive Engineer of the concerned division /area who shall acknowledge the receipt of such complaint and inform the complainant about the reason/cause of such load shedding/power cut along with the measures taken by him for mitigation of such incidents in future.

7. Monitoring of complaints by the licensee

System generated reports on the status of complaints shall be placed before the MD, the Director (Operations) who shall take cognizance of the status of pending complaints and the status of complaints shall be examined by Director (Operations) on monthly basis who shall record his views regarding the adequacy of the measures taken and the response time.

8. Information to be submitted by the licensee before the Commission

The licensee shall submit report on quarterly basis giving category-wise number of complaints received, complaints which could not be resolved within the stipulated time, reasons thereof along with the details of compensation payable and paid in the prescribed format annexed to these procedures as **Annexure I**.

9. Grievance redressal for complainants

If the complaint is not resolved within the stipulated time or the consumer is not satisfied with the action taken by the licensee, he may approach and file a complaint to the Consumer Grievance Redressal Forum.

Provided that, if the consumer is aggrieved by the decision of the Forum he may make a representation for the redressal of his grievance to the Ombudsman (Electricity) within 30 days from the receipt of the decision of the Forum or within 30 days from the date of the expiry of the period within which the Forum was required to take a decision, whichever is earlier.

10. Compensation

If the Licensee fails to resolve the complaints within the time limit as stipulated above, the Licensee shall be liable to pay compensation to the consumer by the following ways: -

(1) Compensation by way of claim

Licensee shall be liable to pay compensation to the affected person upon filing of a claim application as per prescribed **Format SoP-2** of UERC (Standards of Performance) Regulations 2022 in accordance with the relevant Regulations. However, claim for compensation shall be filed by the consumer not beyond/ within 30 days of resolution of the complaint as per SoP Regulations.

(2) Automatic Compensation

Licensee shall be liable to make automatic payment of compensation to the affected person for the following services for which the affected person is not required to file a complaint for claiming its compensation. The compensation so determined shall be credited in the electricity bill and subsequent adjustment in present and future electricity bills of consumers.

- (i) **Release of New LT Connection**, where no extension of distribution mains or laying of new distributing mains or commissioning of new substation is required.
- (ii) **Enhancement & Reduction of LT Load**, where no alteration in Lines/Substations works are required.
- (iii) **Accuracy test of meter.**
- (iv) **Request for reconnection/disconnection on consumer's request.**

REPORT OF COMPENSATION PAID TO CONSUMERS
U/S 57 OF THE ELECTRICITY ACT, 2003 AND UERC (STANDARDS OF PERFORMANCE) REGULATIONS, 2022

For the Quarter..... of FY.....

Sl. No.	Guaranteed standard parameter	Standards	No. Of complaints pending on the last day of the previous quarter	No. Of Complaints received during the quarter	Total Number of Complaints [4= (2+3)]	No. Of complaints disposed off		No. of hrs/day (s) of default w.r.t. stipulated time	Compensation payable		Compensation paid		No of complaints pending disposal [11= 4-(5+6)]
						Within stipulated time frame	Beyond stipulated time frame		Automatic	By way of claim	Automatic	By way of adjustment in bill	
		1	2	3	4	5	6	7	8	9	10		11
1.	Release of New Connections and Enhancement/ Reduction of Load												
	Release of new LT connection												
	Release of new HT/EHT connection												
	Enhancement/Reduction of Load												
	Power Supply Failure												
2	Fuse blown out or MCB/MCCB tripped (in case fuse or MCB/MCCB belongs to Licensee)	Urban											
		Rural											
		Hilly*											
	Service line broken Service line snapped from the pole	Urban											
		Rural											
		Hilly*											
	Fault in distribution line/system	Urban & Rural											
		Hilly*											
	Distribution transformer failed/burnt	Urban & Rural											
		Hilly											
		Hilly*											

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							Within stipulated time frame	Beyond stipulated time frame		Automatic	By way of claim	Automatic	By way of adjustment in bill	
			1	2	3	4	5	6	7	8	9	10		11
	HT (11 kV & 33kV) mains failed due to fuse blown out, line snapping or any other faults.	Urban & Rural												
		Hilly*												
	Problem in 33/11 kV substation	Plains												
		Hilly												
	Failure of Power Transformer													
	Fault in underground (UG) system	LT												
		HT												
	Quality of Power Supply (for voltage variations)													
3	Local problem (Voltage Variation, Voltage Fluctuation, flickering or any other local problem)													
	Tap changing of Transformer													
	Repair of distribution line/transformer/capacitor	LT line												
		HT line												
		Distribution Transformer												
		Power Transformer												
		Capacitor												
	Installation & UP-gradation of HT/LT System	LT												
		HT												

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						Within stipulated time frame	Beyond stipulated time frame		Automatic	By way of claim	Automatic	By way of adjustment in bill	
		1	2	3	4	5	6	7	8	9	10		11
	Damage to consumer's apparatus due to voltage fluctuations [if apparatus of more than one consumer in close neighbourhood are affected and subject to physical verification of the damaged apparatus by the Licensee within 72 hours followed by submission of documentary evidence by affected consumer with regard to expenses incurred on repair* charges and its verification by the Licensee.] *In case of replacement or exchange of any damaged apparatus/equipment with new one the compensation shall be limited to the extent of repair charges mentioned in this clause subject to the production of original bill and its verification by the Licensee.												
	Complaints about Meters												
4	Complaint lodged for accuracy test of Meter												
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5	Change of consumer's name due to change in ownership/occupancy for property												
	Transfer of consumer's name to legal heir												
	Change of Category												

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						Within stipulated time frame	Beyond stipulated time frame		Automatic	By way of claim	Automatic	By way of adjustment in bill	
		1	2	3	4	5	6	7	8	9	10		11
	Complaint about Consumer's Bills												
6	First Bill												
	Complaint on Billing												
	Final bill for vacation of premises/change of occupancy												
	Billing after permanent disconnection on consumer's request												
	Arrears appearing in bill/wrongly raised bills												
	Issues relating to disconnection/reconnection of supply												
7	Request for reconnection												
	Consumer wanting disconnection												
	Refund of security deposit after adjustment [For permanent disconnection on consumer's request]												
	Other services chargeable to consumer/applicant												
8	Shifting of lines/poles/transformers	LT											
		HT											

**Hilly areas not connected with motorable roads 'Here motorable roads' means roads which are suitable for four-wheeler movement upto site.*

Note: Stipulated time frame means service standards as per UERC (Standards of Performance) Regulations, 2022.