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## **The Electricity Act, 2003**

### **Section 57 - (Consumer Protection: Standards of performance of licensee)**

1)The Appropriate Commission may, after consultation with the licensees and persons likely to be affected, specify standards of performance of a licensee or a class of licensees.(2) If a licensee fails to meet the standards specified under sub-section (1), without prejudice to any penalty which may be imposed or prosecution be - 46 -The Electricity Act, 2003\_\_\_\_\_initiated, he shall be liable to pay such compensation to the person affected as may be determined by the Appropriate Commission: Provided that before determination of compensation, the concerned licensee shall be given a reasonable opportunity of being heard.(3) The compensation determined under sub-section (2) shall be paid by the concerned licensee within ninety days of such determination. Section