

CITIZEN'S CHARTER



STANDARDS OF PERFORMANCE

<u>SERVICE REQUIRED</u>	<u>TIME</u>
Normal Fuse-Off	
Cities and towns	4 Hours
Rural areas	8 Hours
Overhead Line/cable breakdowns	
Cities and towns	6 Hours
Rural areas	24 Hours
Underground cable breakdowns	
Cities and towns	12 Hours
Rural areas	48 Hours
Distribution Transformer Failure	
Cities and towns	24 Hours
Rural areas	48 Hours
Period of Scheduled Outage	
Maximum duration in single stretch	Not to exceed 12 hours
Restoration of Supply	By not later than 6.00PM
Voltage fluctuations	
No expansion/enhancement of network involved	Within 10 days
Up-gradation of distribution system required	Within 90 days
Erection of Substation	Within the time period as approved by the Commission.
Meter Complaints (Including Net Meter)	
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 thereafter
Replace burnt meters if cause attributable to Licensee	Within 7 days
Replace burnt meters if cause attributable to consumer	Within 7 days of receiving payment from consumer
Shifting of meter / service line	Within 7 days
Processing of application & intimation of relevant charges payable for new connection / sanction of additional load / Demand	
All Cases- If connection feasible from existing network for release of supply	Within 2 working days of receipt of application
If network expansion / enhancement required to release supply	
Release of supply - Low Tension	Within 7 days of receipt of application
Release of supply - High Tension 11KV	Within 15 days of receipt of application
Release of supply - High Tension 33KV	Within 21 days of receipt of application
Release of supply - Extra High Tension	Within 45 days of receipt of application
Release of new connection / additional load upon payment of all charges	
All Cases – If connection feasible from existing network for release of supply	Within 30 days of receipt of application*
Network expansion / enhancement required to release required to release supply	
Release of supply-Low Tension	Within 30 days*
Release of supply-High Tension 11kV	Within 45 days*
Release of supply-High Tension 33kV	Within 60 days*
Release of supply- Extra High Tension	Within 180 days*
Erection of substation required for release of supply	Within time period approved by the commission
Transfer of ownership and conversion of service	
Title transfer of ownership	Within 7 days**
Change of category	Within 7 days**
Conversion from LT-1ph to LT-3ph & vice versa	Within 30 days*
Conversion from LT to HT and vice versa	Within 60 days*
Resolution of complaints on consumer's bill	
If no additional information is required	Within 24 working hours
If additional information is required	Within 7 working days
Reconnection of supply following disconnection due to non – payment of bills	
Cities and Towns	Within 4 working hours***
Rural areas	Within 12 working hours***
Reduction in Load	Before the expiry of second billing cycle

* On receipt of prescribed charges

** On receipt of necessary documents and prescribed fee, if any

*** On production of proof of payment by consumer