

CITIZEN'S CHARTER



STANDARDS OF PERFORMANCE

SERVICE REQUIRED

TIME

Normal Fuse-off	
Cities and Towns	4 Hours
Rural Areas	12 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 Outages	
Maximum duration in a single stretch	Not to exceed 12 Hours
Restoration of supply	By not later than 6:00 PM
Voltage fluctuations	
No expansion/enhancement of network involved	10 Days
Up-gradation of distribution system required	120 Days
Erection of Sub-station	Within the time Period as approved by the Commission
Meter Complaints	
Inspection and replacement of slow, fast/creeping, struck-up meters	Within 7 Days in Towns and Cities and within 15 days in rural areas and Replacement within in 15 days thereafter.
Replacement of burnt meter if cause attributable to licensee	7 days
Replacement of burnt meter if cause attributable to consumer	Within 7 Days of receiving payments from Consumer
Application of New Connection/additional load	
Connection feasible from existing network	
Release of supply	Within 30 Days of Receipt of application*
Network expansion/enhancement required to release supply	
Release of Supply - Low tension	30 Days*
Release of Supply - High tension 11KV	60 Days*
Release of Supply - High tension 33KV	90 Days*
Release of Supply - Extra High tension	180 Days*
Erection of Sub-station required for release of supply	Within the time period by the commission
Transfer of ownership and conversion of services	
Title transfer of ownership	7 Days**
Change of category	7 Days**
Conversion from LT	
Single-phase to 3-phase from & Vice-versa	30 Days**
Conversion from LT to HT & Vice-versa	60 Days**
Resolution of Complaints on consumer's bill	
If additional information is required	7 Days
If no additional information is required	24 Hours
Reconnection of supply following disconnection due to non-payments of bills	
Cities and Towns	4 Hours***
Rural Areas	12 Hours***

* On receipt of prescribed charges

** With necessary documents and prescribed fee, if any

*** On production of proof of payment by consumer