

**Name of the Department:- Power**

<b>Sr. No.</b>	<b>Name of Service</b>	<b>Given Time Limit (Working days)</b>	<b>Designated Officer</b>	<b>First Grievances Redressal Authority</b>	<b>Second Grievances Redressal Authority</b>
1	2	3	4	5	6
1	Normal Fuse off call In Cities and Town Rural Area	4 hours	Concerned Lineman/ Complaint center in charge of the shift	JE [Incharge]	SDO [OP]
		16 hours	Concerned Lineman/ Complaint center in charge of the shift	JE [Incharge]	SDO [OP]
2	Over head line breakdowns Cities and Towns Rural Area	8 hours	JE [Incharge]	SDO [OP]	XEN [OP]
		16 hours	JE [Incharge]	SDO [OP]	XEN [OP]
3	Over head line breakdowns due to breakage of poles	24 hours	JE [Incharge]	SDO [OP]	XEN [OP]
4	Underground cables breakdown Cities Towns Rural Area	48 hours	JE [Incharge]	SDO [OP]	XEN [OP]
		48 hours	JE [Incharge]	SDO [OP]	XEN [OP]
5	Distribution transformer failure Cities and Towns	24 hours	JE [Incharge]	SDO [OP]	XEN [OP]
		48 hours	JE [Incharge]	SDO [OP]	XEN [OP]
6	Major Power failure involving power transformer/ Equipment. Alternate arrangement to restore the supply in the affected area	7 days  24 hours	XEN/Construction	SE [OP]	CE[OP]
7	Period of schedule outage a)Maximum duration in a single stretch	Not to exceed 8 hours in any day	JE [Incharge]	SDO [OP]	XEN[OP]
	b)Restoration Supply	By 6:00 PM on any day	JE [Incharge]	SDO [OP]	XEN[OP]
			Note:-1. In case of Power shortage/grid issues the local field officials are not responsible Note:-2. The local field officers are responsible for scheduled cuts/shut downs taken by them for maintenance, extension of system etc.		
8	Voltage Fluctuation with no expansion/enhancement of networking involved Cities and Towns Rural Area	4 hours 8 hours	JE [Incharge]	SDO [OP]	XEN[OP]
9	Meter Complaints i)Inspect and check correctness after receipt of Meter testing fee	7 days	JE [Incharge]	SDO [OP]	XEN[OP]
	ii)Replace slow/fast	Within 7 days	JE	SDO [OP]	XEN[OP]

	meters/Creeping/ stuck/defective	of its being established on checking	[Incharge]		
	iii) Replace burnt meters if cause not attributable to consumer.	7 days	JE [Incharge]	SDO [OP]	XEN[OP]
	iv) Replace burnt meters in all other cases	Within 72 hours in case of consumer meter and 24 hours in case of Nigam meter of payment of charges by consumers	JE [Incharge]	SDO [OP]	XEN[OP]
10	Release of new connection/additional load/demand	30 days	SDO [OP]	XEN[OP]	SE[OP]
	a)Release of connection where service is feasible from existing network	30 days	SDO [OP]	XEN[OP]	SE[OP]
	b)release of connection where network expansion/enhancement required for providing connection [Except Agriculture]		SDO [OP]	XEN[OP]	SE[OP]
	i)For LT Connections	30 days			
	ii)For 11 KV Connections	71 days	SDO [OP]	XEN[OP]	SE[OP]
	iii) For 33 KV Connections	97 days	XEN[OP]	SE[OP]	CE[OP]
	Iv) Above 33 KV level connections	167 days	XEN[OP]	SE[OP]	CE[OP]
11	Transfer of title and conversion of services		SDO [OP]	XEN[OP]	SE[OP]
	a)Transfer of title and /or change of category	7 days			
	b) Conversion of LT single phase of Lt three phase or vice-versa from the date of payment charges	30 days	JE [Incharge]	SDO [OP]	XEN[OP]
	c) Conversion of Lt to HT or vice-versa after payment of charges	30 days	JE [Incharge]	SDO [OP]	XEN[OP]
	d) Conversion of HT to EHT or vice-versa after payment of charges	30 days	JE [Incharge]	SDO [OP]	XEN[OP]
12	Shifting of meter/service connection and other services.	Within 15 days after receipt of request along with prescribed charges	JE [Incharge]	SDO [OP]	XEN[OP]
	i) Shifting of meter/service connection				
	ii) Shifting of Lt/HT lines exceeding 11 KV	Within 45 days after receipt of request along	SDO (Operations )	XEN (OP)	SE(OP)

		with prescribed charges			
	iii) Shifting of HT lines exceeding 11 KV	Within 45 days after receipt of request along with prescribed charges	SDO (Operations)	XEN (OP)	SE(OP)
	iv) Shifting of HT lines exceeding 11 KV	Within 45 days after receipt of request along with prescribed charges	SDO (Operations)	XEN (OP)	SE(OP)
	v) Shifting of Transformer	Within 60 days after receipt of request along with prescribed charges	SDO (Operations)	XEN (OP)	SE(OP)
		Note:- The Shifting of lines and transformers are subject to the availability of Right of way (ROW) and deposit of cost of shifting by consumer wherever applicable.			
13	Complaint about consumer bill and restoration of supply		Commercial Assistant (CA)		
	Resolution of complaints on disputed electricity bills if no additional information is required	24 hours		SDO(OP)	XEN(OP)
	additional information is required	7 days	Commercial Assistant (CA)	SDO(OP)	XEN(OP)
14	Reconnection of supply following disconnection due to non-payment of bills		JE[Incharge]	SDO(OP)	XEN(OP)
	Cities and Towns After of receipt of payment from consumer	6 hours			
	Rural area after of receipt of payment from consumer	12 hours			
15	Certification of Electrical Installation by Chief Electrical Inspector above 33 KV	30 days	Concerned Executive Engineer	Chief Electrical Inspector	Addl. Chief Secretary/Principal Secretary, Power