

To help our esteemed customers as well as applicants of new connections following time limits are decided for completion of various works except during emergency.

A: NEW CONNECTION SERVICE STANDARDS:

Domestic and Non-Domestic

| No. | Activity | Time Limit (Within) |
|-----|--|---------------------|
| i) | Release of new connection on existing Mains | 27 Days* |
| ii) | Release of new connection where Extension of mains or Commissioning of new sub-station is required | 60 Days* |

Bulk Power Connections

| No. | Activity | Time Limit (Within) |
|------|---|--|
| 1 | Loads up to 100 kVA/100 kW | |
| i) | Issue of Demand Notice | Within 10 days of receipt of application |
| ii) | Release of Connection | Within 20 days after compliance of formalities/demand notice if no augmentation is required, otherwise 60 days |
| 2 | Loads above 100 kVA/100 kW and up to 4000 kVA | |
| i) | Issue of feasibility clearance | Within 7 days of receipt of application |
| ii) | Issue of Demand Notice | Within 15 days of receipt of application |
| iii) | Release of Connection | Within 45 days after compliance of Demand Notice/Formalities of perspective consumers |
| 3 | Loads above 4000 kVA | |
| i) | Issue of feasibility clearance | Within 15 days of receipt of application |
| ii) | Issue of Demand Notice | Within 30 days of receipt of application |
| iii) | Release of Connection | Within 180 days after compliance of Demand Notice/Formalities of perspective consumers |

Note: The time mentioned in the schedule would be reckoned after presentation of complete application and compliance with all formalities (including granting of space for installation of transformer and associated equipments).

B: RECONNECTION OF SUPPLY

(After the deposit of due amount including reconnection charges and security deposit and production of receipt)

| No. | | Time Limit (Within) |
|-----|--|----------------------------|
| 1 | If disconnection period does not exceed 6 months | 24 Hrs |
| 2 | If disconnection period does not exceed 6 months and service line is disconnected from outside of the premises | 3 Working days |
| 3 | If electrical supply is disconnected more than 6 months, after the submission of test report and if company's equipments are lying at consumer's place | 48 Hrs or otherwise 7 days |
| 4 | If Agreement is terminated then customer has to apply afresh | |

C: TEMPORARY SUPPLY

After the receipt of demand note amount, compliances of necessary formalities and subject to the condition that distribution system exists and connection is technically feasible and it meets with safety requirements.

| No. | | Time Limit (Within) |
|-----|-----------------------|---------------------|
| 1 | Up to 10 kVA | 5 Days |
| 2 | Up to 25 kVA | 10 Days |
| 3 | Up to 50 kVA | 20 Days |
| 4 | Over and above 50 kVA | 30 Days |

D: TRANSFER OF SERVICE CONNECTION

The transfer of service connection with respect to name change or ownership change shall be affected within 7 days from the date of receipt of complete application along with necessary documents and payment of necessary fees.

E: SHIFTING OF SERVICE CONNCTION/LINES/EQUIPMENTS

| Activity | Time limit |
|------------------------------------|------------|
| Shifting of meter/service | 7 Days |
| Shifting of LT/HT lines | 20 Days |
| Shifting of Transformer structures | 30 Days |

The time schedule given above excludes the time required for preparation of estimates and securing necessary compliances and permissions etc.

F: COMPLAINT HANDLING AND REDRESSAL STANDARDS

| No. | Nature of Complaint | Redressal Standards (Indicative maximum time limit for rendering service upon receipt of complaint) |
|--|--|--|
| 1 | Interruption in Power Supply due to: | |
| a) | Fuse blown at Customer's premises | 4 Hrs |
| b) | Drop out/HT Fuse blown | 6 Hrs |
| c) | HT/LT UG Cable (System) faults | 24 Hrs |
| d) | Routine line fault in overhead line/Snapping of HT wire | 8 Working Hrs |
| e) | Falling of tree on HT overhead lines (Without breaking of poles) | 10 Working Hrs |
| f) | Breakage of poles | 24 Hrs |
| g) | Conductor Breakdown | 12 Hrs |
| h) | Failure of Distribution Transformer or its associated switchgear | 1 day |
| i) | Failure of power Transformer of its associated switchgear | Repair/replace within 15 days, efforts shall be made to restore the power supply within 2 days where it is technically feasible and meets with safety requirements |
| 2 | Quality of Power Supply Complaints related to | |
| a) | Neutral Voltage exceeding 2% of Supply Voltage | Immediately* |
| b) | Low Voltage | Where upgradation of LT distribution lines, transformers or installation of capacitors it required- 60 days* |
| | | Where upgradation of HT/EHT system is required-180 days* |
| * In Case rectification is not feasible within the time specified, consumer shall be informed within 3 days the likely time by which it will be accomplished | | |
| 3 | Complaints on Meter/Metering System | |
| a) | Inspection, check or test the meter on receiving a complaint | Within 7 working days |
| b) | If during inspection, Checking and testing any meter or metering system found to be defective (e.g. Stuck up, Running Slow, Fast, Creeping or Improperly recording or not functioning according to the specification) then meter replacement | Within 15 days of inspection, checking/testing |
| c) | In case of burning or meter/metering system due to causes attributable to consumer(Like tampering, defects in consumer's installation, falling of water on meter, unauthorized connection of additional load by consumer etc) then | Replacement of meter/metering system within 7 days on receipt of payment and necessary corrective action taken by consumer |
| 4 | Complaints regarding electricity bills (Wrong billing, incorrect application of tariff, non-receipt of bill etc) | |
| i) | Where no additional information is required to be collected by licensee | Same day |
| ii) | Where additional information/Site visit is required | 15 Days |

Note: The above durations excludes the time attributable to consumer/local authority as applicable.

G: CONSUMER OWN METER

Any consumer who wishes to opt for installation of his own meter can approach the Company to get it installed in accordance with the Guidelines.