

Power

	Sr · N o.	Name of the Department	Name of Service	Given Time Limit	Designated Officer	First Grievances Redressal Authority	Second Grievances Redressal Authority
	1	2	3	4	5	6	7
98	50	Power	Normal fuse off call In Cities and Town	4 hours	Concerned Lineman/ Complaint center in charge of the shift	JE [In charge]	SDO[OP]
			Rural Area	16 hours	Concerned Lineman/ Complaint center in charge of the shift	JE [In charge]	SDO[OP]
99	51	Power	Overhead line breakdowns Cities and Towns Rural Area	8 hours	JE [In charge]	SDO[OP]	XEN[OP]
				16 hours	JE [In charge]	SDO[OP]	XEN[OP]
100	52	Power	Overhead line breakdowns due to breakage of poles.	Cities and Towns within 24 hours	JE [In charge]	SDO[OP]	XEN[OP]
101	53	Power	Underground cables breakdown Cities and Towns	48 hours	JE [In charge]	SDO[OP]	XEN[OP]
			Rural Area	48 hours	JE[In charge]	SDO[OP]	XEN[OP]
102	54	Power	Distribution Transformer failure Cities and Towns	24 hours	JE [In charge]	SDO[OP]	XEN[OP]
			Rural Area	48 hours	JE [In charge]	SDO[OP]	XEN[OP]
103	55	Power	MajorPower failure involving powertransformer/ equipment.	7 days Alternate arrangement to restore the supply in the affected area to be within 24 hours.	XEN/ Construction	SE[OP]	CE[OP]
104	56	Power	Period of Schedule outage a) Maximum duration in a single stretch	Not to exceed 8 hours in any day	JE [In charge]	SDO[OP]	XEN[OP]

			b) Restoration supply	By 6 PM on any day	JE [In charge]	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.		
105	57	Power	Voltage Fluctuation with no expansion/ enhancement of network involved Cities and Towns Rural Area	4 hours 8 hours	JE[Incharge] JE [Incharge]	SDO[OP] SDO[OP]	XEN[OP] XEN[OP]
106	58	Power	Meter Complaints (i) Inspect and check correctness after receipt of Meter testing fee	Within 7 days of	JE[In charge]	SDO[OP]	XEN[OP]
107			(ii) Replace slow/ fast meters/ Creeping/ stuck/ defective	Within 7 days of its being established on checking	JE[In charge]	SDO[OP]	XEN[OP]
108			iii) Replace burnt meters if cause not attributable to consumer.	7 days	JE [In charge]	SDO[OP]	XEN[OP]
109			(iv) Replace burnt meters in all other cases.	72 hours after receipt of payment.	JE [In charge]	SDO[OP]	XEN[OP]
110	59	Power	Release of new connection/ additional load/ demand	30 days	SDO [OP]	XEN [OP]	SE [OP]
111			[a] Release of connection where service is feasible from existing network	30 days	SDO [OP]	XEN [OP]	SE [OP]
112			[b] Release of connection where network expansion/ enhancement required for providing Connection[Except Agricultural]		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 KVConnections	97 days	XEN [OP]	SE [OP]	CE [OP]
			(iv) Above 33 KV levelconnections	167 days	XEN [OP]	SE [OP]	CE [OP]
113	60	Power	Transfer of title and conversion of services a) Transfer of title and / or change of category	7 days	SDO [OP]	XEN [OP]	SE [OP]
114			b) Conversion of LT single phaseto LT three phase or vice-versafrom the date of payment charges	30 days	JE [In charge]	SDO[OP]	XEN[OP]
115			c) Conversion of LT to HT or vice-versa after payment of charges	30 days	JE [In charge]	SDO[OP]	XEN[OP]
116			d) Conversion of HT to EHT or vice-versa after payment of charges	30 days	JE [In charge]	SDO[OP]	XEN[OP]
117	61	Power	Shifting ofmeter/ service connection andother services (i) Shifting of meter/ service connection	15 days	JE [In charge]	SDO (OP)	XEN (OP)
118			(ii) Shifting of LT/ HT lines up to 11 KV	45 days	SDO (Operations)	XEN (OP)	SE (OP)
119			(iii) Shifting of HT Line exceeding 11 KV	45 days	SDO (Operations)	XEN (OP)	SE (OP)
120			(iv) Shifting of Transformer	60 days	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.			
121	62	Power	Complaint about consumer bills and restoration of	24 hours	Commercial Assistant (CA)		

			supply Resolution of complaints on disputed electricity bills; if no additional information is required if additional information is required			SDO (OP)	XEN (OP)
				7 days	Commercial Assistant (CA)	SDO (OP)	XEN (OP)
122	63	Power	Reconnection of supply following disconnection due to non- payment of bills Cities and Towns After of receipt of payment from consumer	6 hours	JE [In charge]	SDO (OP)	XEN (OP)
			Rural area After of receipt of payment from consumer	12 hours	JE [In charge]	SDO (OP)	XEN (OP)
123	63 A	Power Department	Certification of Electrical Installation by Chief Electrical Inspector above 33KV	30 days	Concerned Executive Engineer	Chief Electrical Inspector	Addl. Chief Secretary/ Principal Secretary, Power”