

Consumer Charter (As per GERC Standard of Performance Regulation 2023)								
A	Standard time for issuance of Demand Note (From Date of registration with required document)			G	Complaints Redressal Time Line			
	Sr. No.	Applicant category	Time Limit (within)	G1	Billing Grievances			
					Sr. No.	Nature	Time Limit (within)	
	1	New Connection,Load Enhancement,Shifting of connection at other premises, Conversion of Service, Temporary Supply, Shifting of Service connection in existing premises, Deviation of line & Shifting of Equipments	7 days		1	Resolution of Billing mistake, if no additional information is required	Same day	
				2	Resolution of Billing mistake, if additional information is required	10 days		
				3	Resolution of Billing mistake, if site visit is required	15 days		
B	Standard time for energizing of New connection, Load Enhancement, Connection shifted at new location, and Connection after conversion of service (after receipt of full payment of the demand note & subject to submission of test report)			G2	Meter/Metering system related Grievances Redressal Time Limit (within)			
	Sr. No.	Type of electrical connection	Time Limit (within)		Sr. No.	Nature	Urban	Rural
	1	From existing distribution network	7 days in Urban Area, 10 days in Rural Area		1	Inspection / Check / Test the meter,	7 working days	15 working days
	2	Extension of LT line up to 150 Meter	15 days		2	Replacement of Meter, if found defective	24 hours	72 hours
	3	Extension of LT line more than 150 Meter and/or augmentation of distribution transformer	21 days		3	Submission of Meter checking Report	On the spot, if consumer is present or otherwise within 7 days	
	4	Erection of new distribution transformer	30 days	G3	Time Line for Restoration of power supply			
	5	Erection of new HT line and distribution transformer and/or augmentation of existing HT line network	90 days		Sr. No.	Nature	Urban	Rural
	6	Erection/augmentation of EHT level line and/or substation	180 days		1	Interruptions in a day	Not more than 2	
	7	Temporary connection from existing distribution network	2 days in Urban & Rural areas		2	Blowing of fuse of LT side distribution transformer, at consumer premises, trouble of MCB of distribution transformer, loose connection at pole, MCB or meter, etc.	2 hours	6 hours
		Temporary connection where modification in network is required	7 days in Urban & Rural areas		3	Blowing of HT side fuse of distribution transformer	3 hours	6 hours
					4	HT and LT line fault	4 hours	12 hours
C	Standard time for Shifting of Service connection in Existing Premises/Deviation of Lines & shifting of Equipments (after receipt of full payment of the demand note & subject to submission of test report,if any required)				5	Distribution transformer failure	6 hours	24 hours
	1	Meter / Service in existing premises	3 days		6	Failure of underground service or underground HT/LT cable	(1) Through Temporary arrangement: 6 hours, (2) By rectifying underground fault: 12 hours	(1) Through Temporary arrangement: 12 hours, (2) By rectifying underground fault: 24 hours
	2	LT/HT lines	7 days					
	3	Transformer Structure	15 days					
D	Standard time for Reconnection of Power Supply (after receipt of due amount including reconnection charge & security deposit and submission of test report if disconnection period exceeding 6 months)			G4	Period of Schedule Outages			
	1	Disconnection period < 6 months: Not require to laying service line / installation of meter and /or metering equipment	6 working hours		1	Intimation of anticipated period of scheduled Outage	A minimum of 48 hours in advance by public notice through local newspaper or local radio/TV stations and placing on website	
	2	Disconnection period < 6 months: requires to lay down service line / installation of meter and /or metering equipment	1 working day		2	Outage period	Not exceeding 10 hours in a day and normally restored by 6 PM	
	3	Disconnection period > 6 months: No work is required to be carried out & technically feasible	48 working hours	G5	Quality of Power Supply			
	4	Disconnection period > 6 months: Work is required to be carried out	7 working days		Sr. No.	Component	Limit	Time Period
	5	If Agreement is terminated	Apply a fresh		1	Neutral voltage	< 2% of the Supply Voltage	Immediately
E	Standard time limit (within) for Transfer of Service Connection - Name / ownership change (after receipt of complete application along with necessary documents and full payment of the demand note)		7 days		2	Voltage variation:		
F	Standard time limit (within) for Change of Tariff Category		7 days		2.a	Low Voltage (up to 440 V)	-6% to +6%	60 days requiring upgradation of LT distribution lines, transformers or installation of capacitors and 180 days requiring upgradation of HT/EHT system
	If reclassification of tariff is not valid, time limit (within) for informing consumers, from the date of inspection		10 days		2.b	High Voltage (> 440 V to 66 KV)	-9% to +6%	
					2.c	Extra High Voltage (> 66 KV)	-12.5% to +10%	
					3	Time limit for intimation to consumers about likely time for accomplishment, if rectification of Sr.2 is not feasible within the specified time	3 days in Urban	7 days in Rural