

ELECTRICITY DEPARTMENT
A&N ADMINISTRATION, PORT BLAIR

CITIZEN CHARTER

Sl.	Services/Works being provided	Documents required	Time frame for disposal		Officer(s) responsible for disposal of the services	Appellate Officer
			Urban	Rural		
1.	PROVIDING OF NEW SERVICE CONNECTION	i) Issue of application form/receipt of filled application form.	Same day		Junior Engineer Assistant Engineer	
		ii) Check with Checklist appended with application form for its conformity.				
		iii) Issue of computer generated acknowledgement receipt to citizen				
		iv) Submission of application forms to the concerned Assistant Engineer	02 days		Junior Engineer Assistant Engineer	
		v) Checking of application along with the documents				
		vi) If found conforming the checklist accepts and issues an acknowledgement.				
		vii) Application processed and inspection notice will be kept ready	07 days		Junior Engineer	Assistant Engineer
		viii) Delivery of inspection notice to the consumer	01 day		Junior Engineer	Assistant Engineer
		xi) Site Engineer conducts inspection and gives inspection report to citizen	03 days	05 days	Junior Engineer	Assistant Engineer
		x) Site Engineer submits Inspection report along with estimate for new connection for installations	07 days	10 days	Junior Engineer	Assistant Engineer
		xi) Issue of approved demand notes & delivery to the concerned citizen and acknowledgement obtained.	04 days		Junior Engineer	Assistant Engineer
		xii) Citizen deposit the estimate charges in the form of DD payable to Electricity department along with pass book of security deposit.	18 days		Junior Engineer	Assistant Engineer
		xiii) Providing of Electric connection by JE (Subject to availability of power & Materials)	30 days		Junior Engineer	Assistant Engineer

Sl.	Services/Works being provided	Description of Complaints	Time frame for disposal	Officer(s) responsible for disposal of the services	Appellate Officer
2.	NO LIGHT COMPLAINTS	i) Fuse blown out	Within 4 hours for urban area. Within 8 hours for Rural area.	Junior Engineer	Assistant Engineer
		ii) Service line broken/ snapped from pole	Within 6 hours for Urban area. Within 12 hours for Rural area.	Junior Engineer	Assistant Engineer
		iii) Fault in the distributor	Rectification of fault & thereafter restoration of normal supply within 12 hour. Temporary Supply to be restored within 4 hours	Junior Engineer	Assistant Engineer
		iv) Distribution transformer failed/ burnt	Replacement of failed distribution transformer: Within 24 hours for Urban area Within 48 hours for Urban area Temporary restoration of supply through another backup source within 8 hours.	Junior Engineer	Assistant Engineer
		v) HT mains failed	Rectification of fault within 12 hours. Temporary restoration of Power supply within 4 hours.	Junior Engineer	Assistant Engineer
		vi) Problem in the Feeder/ Substation	Repair and Restoration of supply within 48 hours. Restoration of supply from alternate source, in 6 hrs.	Junior Engineer	Assistant Engineer
		vii) Failure of Power Transformer	Rectification action plan to be within 72 hours. Rectification to be completed within the time frame Restoration of supply from alternate source, in 6 hrs. Roaster load shedding may be carried out to avoid overloading of alternate source.	Junior Engineer	Assistant Engineer

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3.	CAUSE OF PROBLEM RELATED TO VOLTAGE VARIATION	i) Local Problem	Within 4 hours.	Junior Engineer	Assistant Engineer
		ii) Tap of transformer	Within 3 days	Junior Engineer	Assistant Engineer
		iii) Repair of distribution line/ transformer	LT System within 30 days HT System within 120 days	Junior Engineer	Assistant Engineer
		iv) Installation & Up-gradation of HT/LT System	Within 180 days	Junior Engineer	Assistant Engineer

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4.	COMPLAINT RELATED TO ENERGY METER	i) Testing of disputed energy meters for excessive billing/accuracy.	Within 30 days after receiving the complaints. If required the meter shall be replaced within 15 days <i>(Subject to availability of meter)</i> .	Junior Engineer	Assistant Engineer
		ii) Replacement of defective /stuck energy meters.		Junior Engineer	Assistant Engineer
		iii) Replacement of burnt energy meters.	The supply shall be restore within 6 hours upon receipt of complaint by passing the burnt meter. The new meter shall be provided within 3 days <i>(Subject to availability of meter)</i> .	Junior Engineer	Assistant Engineer
	Shifting of Energy Meter	a) Submission of application form to the concerned Assistant Engineer, processing of the application & issue of inspection notice indicating likely date of inspection of the consumer premises.	02 days	Junior Engineer	Assistant Engineer
		b) Inspection of premises for preparation of estimate by the Junior Engineer.	03 days	Junior Engineer	Assistant Engineer
		c) Submission of the inspection report along with the estimate for issue of demand note.	03 days	Junior Engineer	Assistant Engineer
		d) Issue of demand note to the applicant for payment of the estimate charges.		Junior Engineer	Assistant Engineer
		e) Desired service is provided , after the consumer deposits the estimate charge in the form of DD	10 days	Junior Engineer	Assistant Engineer
		<i>Subject to availability of material/As per the process flow of the department.</i>	02 days	Junior Engineer	Assistant Engineer

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TRANSFER OF CONSUMERS CONNECITON AND CONVERSION OF SERVICE (Change of Ownership/Category)					
5	i) Change of consumer's name due to change in ownership/ occupancy for property (or) Transfer of consumer's name to Legal heir.	a) Submission of application form along with the relevant documents to the concerned Assistant Engineer.	Change shall be effected within two billing cycles.	Junior Engineer	Assistant Engineer
		b) Delivery of service as per the process flow of the department		Junior Engineer	Assistant Engineer
	ii) Change of category	a) Submission of application form along with the relevant documents to the concerned Assistant Engineer, processing of the application form & issue of inspection notice indicating likely date of inspection of the premises.	02 days	Junior Engineer	Assistant Engineer
		b) Inspection of premises for preparation of estimate by the Junior Engineer.	03 days	Junior Engineer	Assistant Engineer
		c) Submission of the inspection report along with the estimate for issue of demand note.	03 days	Junior Engineer	Assistant Engineer
		d) Issue of demand note to the applicant for payment of the estimate charges.		Junior Engineer	Assistant Engineer
		e) Desired service is provided , after the consumer deposits the estimate charge in the form of DD	10 days	Junior Engineer	Assistant Engineer
		<i>Subject to availability of material/ As per the process flow of the department.</i>	02 days	Junior Engineer	Assistant Engineer

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6.	COMPLAINTS ABOUT CONSUMERS BILLS	Complaint on billing	The Junior Engineer shall acknowledge the complaint immediately, if received in person, or <i>within 3 days</i> from the date of receipt if received by post. If no additional information is required, the Junior Engineer shall resolve the complaint and intimate the result to the consumer <i>within 15 days</i> of receipt of the complaint. In case, any additional information is required, the same shall be obtained, the issue resolved and result intimated to the consumer <i>within 15 days</i> of the receipt of the additional information, whichever is later.	Junior Engineer	Assistant Engineer

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7.	ISSUE RELATING TO DISCONNECTION/RECONNECTION OF SUPPLY	i) Non-payment of dues by the consumer	The Junior Engineer shall give 15 days notice to pay the dues and if not paid, the Junior Engineer may disconnect the consumer's installation on the expiry of the notice period.	Junior Engineer	Assistant Engineer
		ii) Request for re-connection	In case the consumer request for reconnection within a period of six months after disconnection, the Junior Engineer shall reconnect the consumer's installation <i>within the day</i> of payment of past dues and reconnection charges. However in case consumer requests for reconnection <i>after six months</i> of disconnection would be reconnected only after all the formalities as required in the case of a new connection are complied with by the consumer including payment of pending dues, service line charges, security deposit etc. as applicable for that category of Consumer.	Junior Engineer	Assistant Engineer
		iii) Consumer wanting update bill	The Junior Engineer/ Meter reader to carry out special reading and prepare final bill, including all arrears up to the date of billing <i>within 7 days</i> .	Junior Engineer	Assistant Engineer