

Services of Power department under Right to Service Act

| Sr. No | Name of Department | Name of Service | Given Time Limit (Working days) | Designated Officer | 1 st Appellate Authority | 2 nd Appellate Authority |
|--------|--------------------|--|--|---|-------------------------------------|-------------------------------------|
| 46 | Power | Normal Fuse Off Call | Cities and Town - Within 4 hours | Concerned Lineman/ Complaint center in charge of the shift | JE [In charge] | SDO(OP) |
| | | | Rural Area - Within 8 hours | Concerned Lineman/ Complaint center in charge of the shift | JE [In charge] | SDO (OP) |
| 47 | Power | Overhead Line Breakdowns | Cities and Towns- Within 8 hours | JE [In charge] | SDO(OP) | XEN(OP) |
| | | | Rural Area - Within 16 hours | JE [In charge] | SDO(OP) | XEN(OP) |
| 48 | Power | Breakdown due to Breakage of Poles | Cities and Towns- Within 12 hours | JE [In charge] | SDO(OP) | XEN(OP) |
| | | | Rural Area - Within 24 hours | JE [In charge] | SDO(OP) | XEN(OP) |
| 49 | Power | Underground cable breakdowns | Cities and Towns- Within 48 hours | JE [In charge] | SDO(OP) | XEN(OP) |
| | | | Rural Area - Within 48 hours | JE [In charge] | SDO(OP) | XEN(OP) |
| 50 | Power | Distribution Transformer failure | Cities and Towns - Within 24 hours | JE [In charge] | SDO(OP) | XEN(OP) |
| | | | Rural Area - Within 48 hours | JE [In charge] | SDO(OP) | XEN(OP) |
| 51 | Power | Major Power failure involving power transformer/equipment | 7 days. Alternate arrangement to restore the supply in the affected area to be within 24 hours. | XEN/Construction | SE (OP) | CE (OP) |
| 52 | Power | Period of Schedule outage Maximum duration in a single stretch | Not to exceed 8 hours in any day | JE [In charge] | SDO(OP) | XEN(OP) |
| | | Restoration of supply | By 6 PM on any day | JE [In charge] | SDO(OP) | XEN(OP) |
| | | | | * In case of power shortage/grid issues the local field officials are not responsible. ** The local field officers are responsible for scheduled cuts/shut downs taken by them for maintenance, repair, extension of system etc. | | |

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| 53 | Power | Voltage Fluctuation with no expansion/enhancement of network involved | Cities and Towns - Within 4 hours | JE [In charge] | SDO(OP) | XEN(OP) |
| | | | Rural Area - Within 8 hours | JE [In charge] | SDO(OP) | XEN(OP) |
| 54 | Power | Meter Complaints | Within 7 days of receipt of Meter testing fee | JE [In charge] | SDO(OP) | XEN(OP) |
| | | (a) Inspect and check correctness | Within 7 days of its being established on checking | JE [In charge] | SDO(OP) | XEN(OP) |
| | | (b) Replace slow/fast meters/ Creeping/ Stuck/defective | Within 7 days of receipt of complaint | JE [In charge] | SDO(OP) | XEN(OP) |
| | | (c) Replace burnt meters if cause not attributable to consumer. | Within 24 hours of payment of charges by consumers | JE [In charge] | SDO(OP) | XEN(OP) |
| 55 | Power | Release of new connection/additional load/demand | Within 30 days from receipt of complete application, charges & documents | SDO (OP) | XEN (OP) | SE (OP) |
| | | [a] Release of connection where service is feasible from existing network | Within 30 days from receipt of complete application, charges & documents | SDO (OP) | XEN (OP) | SE (OP) |
| | | [b] Release of connection where network expansion/enhancement required for providing connection [Except Agriculture]. | Within 71 days from receipt of complete application, charges & documents | SDO (OP) | XEN (OP) | SE (OP) |
| | | (i) For LT Connections | Within 97 days from receipt of complete application, charges & documents | XEN (OP) | SE (OP) | CE(OP) |
| | | (ii) For 11 KV Connections | | | | |
| (iii) For 33 KV Connections | | | | | | |

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| | | (iv) Above 33 KV level connections | Within 167 days from receipt of complete application, charges & documents | XEN (OP) | SE (OP) | CE(OP) |
| | | | | * The Time Limit may get modified to the extent extra time taken by the Electrical inspector in inspection and testing of consumer installation and by consumer in the compliance of demand notice. | | |
| 56 | Power | Transfer of title and conversion of services | Within 7 days of receipt of application complete in all respect | SDO (OP) | XEN (OP) | SE (OP) |
| | | a) Transfer of title and/or change of category | | | | |
| | | b) Conversion of LT single phase to LT three phase or vice-versa | Within 30 days from the date of payment of charges | JE [In charge] | SDO(OP) | XEN(OP) |
| | | c) Conversion of LT to HT or vice-versa | Within 30 days from the date of payment of charges | JE [In charge] | SDO(OP) | XEN(OP) |
| | | d) Conversion of HT to EHT or vice-versa | Within 30 days from the date of payment of charges | JE [In charge] | SDO(OP) | XEN(OP) |
| 57 | Power | Shifting of meter/service connection and other services | Within 15 days after receipt of request along with prescribed charges | JE [In charge] | SDO(OP) | XEN(OP) |
| | | a) Shifting of meter/service connection | | | | |
| | | b) Shifting of LT/HT lines up to 11 KV | Within 45 days after receipt of request along with prescribed charges | SDO (OP) | XEN(OP) | SE (OP) |
| | | c) Shifting of HT Line exceeding 11 KV | Within 45 days after receipt of request along with prescribed charges | SDO (OP) | XEN(OP) | SE (OP) |

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| | | d) Shifting of Transformer | Within 60 days after receipt of request along with prescribed charges | SDO (OP) | XEN(OP) | SE (OP) |
| | | | | * 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. | | |
| 58 | Power | Complaint about consumer bills and restoration of supply Resolution of complaints on disputed electricity bills | Within 24 hours of receipt of complaint if no additional information is required | Commercial Assistant (CA) | SDO(OP) | XEN(OP) |
| | | | Within 7 days of receipt of complaint if additional information is required | Commercial Assistant (CA) | SDO(OP) | XEN(OP) |
| 59 | Power | Reconnection of supply following disconnection due to non-payment of bills | Cities and Towns- Within 6 hours of receipt of payment from consumer | JE [In charge] | SDO(OP) | XEN(OP) |
| | | | Rural Area - Within 12 hours of receipt of payment from consumer | JE [In charge] | SDO(OP) | XEN(OP) |