

ELECTRICITY DEPARTMENT
PORT BLAIR

FORMAT OF MODEL CITIZEN CHARTER

S.No.	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 CONNECITON					
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 and if all documents/criteria of the checklist accept the application form along with documents.				
iii)		Issue of computer generated acknowledgement receipt to citizen mentioning timeline for service delivery (Inspection of Premises)				
iv)		Submission of application forms to the concerned Assistant Engineer of the Electricity department.	02 days		Junior Engineer	Assistant Engineer
v)		Checking of application form along with the documents submitted with the checklist.				
vi)		If found conforming the checklist accepts the application form and issues an acknowledgement.				
vii)		The application will be processed and inspection notice indicating likely date of inspection of the premises will be kept ready as per the timeframe.	07 days		Junior Engineer	Assistant Engineer
viii)		Delivery of inspection notice to the consumer & obtain computer generated acknowledgement.	01 day		Junior Engineer	Assistant Engineer
ix)		Site Engineer conducts inspection and gives inspection report to citizen on the spot conveying the deficiencies which require change / improvement (in accordance to the JERC guideline).	03 days	05 days	Junior Engineer	Assistant Engineer

x)		Site Engineer submits Inspection report along with estimate for new connection for installations found in order & preparation of demand note.	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

S.No.	Services/ Works being provided	Documents required (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 /service line snapped from the 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 from alternate source, wherever feasible.	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, wherever feasible.	Junior Engineer	Assistant Engineer
v)		HT mains failed	Rectification of fault within 12 hours. Temporary restoration of Power supply within 4 hours, wherever feasible.	Junior Engineer	Assistant Engineer
vi)		Problem in the Feeder / Substation	Repair and Restoration of supply within 48 hours. Restoration of supply from alternate source, within 6 hours, wherever feasible.	Junior Engineer	Assistant Engineer
vii)		Failure of Power Transformer	Rectification action plan to be intimated to the Commission within 72 hours. Rectification to be completed within the time frame approved by the Commission. Restoration of supply from alternate source, within 6 hours, wherever feasible. Roaster load shedding may be carried out to avoid overloading of alternate source.	Junior Engineer	Assistant Engineer

3. QUALITY OF POWER SUPPLY

S.No.	Services/Works being provided	Documents required (Description of Complaints)	Time frame for disposal	Officer(s) responsible for disposal of the services	Appellate Officer
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 30days, HT system within 120 days.	Junior Engineer	Assistant Engineer
iv)		Installation & Up- gradation of HT/LT System	Within 180 days	Junior Engineer	Assistant Engineer

S.No.	Services/Works being provided	Documents required (Nature of complaint)	Time frame for disposal	Officer(s) responsible for disposal of the services	Appellate Officer
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
iii)		Replacement of defective /stuck energy meters.			
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
iv	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

S.No.	Services / Works being provided	Documents required	Time frame for disposal	Officer(s) responsible for disposal of the services	Appellate Officer
5)	TRANSFER OF CONSUMERS CONNECITON AND CONVERSION OF SERVICE (Change of Ownership/Category)				
i)		Change of consumer's name due to change in ownership/ occupancy for property (or) Transfer of consumer's name to Legal heir.	Change shall be effected within two billing cycles.	Junior Engineer	Assistant Engineer
a)		Submission of application form along with the relevant documents to the concerned Assistant Engineer.		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

S.No.	Services/Works being provided	Documents required (Nature of complaints)	Time frame for disposal	Officer(s) responsible for disposal of the services	Appellate Officer
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

S.No.	Services/Works being provided	Documents required (Description of Complaints)	Time frame for disposal	Officer(s) responsible for disposal of the services	Appellate Officer
7.	ISSUE RELATING TO DISCONNECTION/RECONNECTION OF SUPPLY				
i)		Nonpayment 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 reconnection	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

-Sd-

(SAJI OOMMEN)
STATISTICAL OFFICER (C)