

CITIZEN'S CHARTER

Whom to contact if things go wrong

1. For redressal of complaints & to get information.

Sub Divisional Officer _____ (Office Phone No.)
(Residence.)
Mobile No if any

- a) Regarding power supply, billing/reading and metering problems.
- b) Regarding installation of new connection, extension/reduction of load, change of name, reconnection and disconnection.
- c) Regarding complaint of 11KV/LT line(11KV or less capacity line) and distribution transformers.
- d) Regarding complaint against employees of Nigam working in 'OP' Sub Division (if any)

2. **COMPLAINTS REGARDING POWER SUPPLY And Replacement/change of Meter.**

Name of Area	Name of J.E Incharge of Area	Complaint Center & Phone No

3. **REGARDING METER READING, PREPARATION OF ENERGY BILLS AND CORRECTION OF ENERGY BILLS.**

Commercial Assistant (Name Shri-----)

U.D.C./Revenue (Name Shri-----)

Service expected from Nigam

- i) Better power supply without interruption.
- ii) Release of Domestic, Non –domestic, Agriculture and Bulk Supply Electricity Connection.
- iii) Proper Mtc. of 11KV/LT lines and distribution transformers.
- iv) Erection of new 11KV/ lines/LT lines as per requirement.

Expectation from consumers/citizens

.Save Energy. Timely payment of energy bills. Do not indulge in theft of energy and if any one is noticed stealing energy, information in this regard may be given on telephone No.------. The name of information will be kept secret and he will be awarded suitable as per Nigam's instruction. Be aware from mediocre.

Consumer Clerk (Name Shri)-----

Detail of Papers/Documents Required to be Submitted to Get New Connections

Sr. Category	Documents to be deposited by the consumer for new connection
1. Domestic/Non domestic(DS/NDS)	<ul style="list-style-type: none"> i) A&A form ii) Passport size photograph of applicant iii) Registration deed/House Tax Notice from Municipal Committee and copy of allotment letter from HUDA/HSIDC/Group Housing Society/Housing Board/ iv) Consent of House Owner on the non-judicial Stamp Paper worth Rs 15/-alongwith Indemnity Bond shall be submitted by tenant of the house if he requests for new/separate connection. v) Photo copy of Ration Card/Voter Card/Pan No. /Driving Licence. vi) Fitting Test Report by authorized contractor.
2. a) L.T. Industrial connection upto load of 20 K.W. B) Load above 20KW and upto 50 KW for L.T. industrial connection.	<ul style="list-style-type: none"> i) A&A form ii) Passport photograph of applicant iii) Registration Deed/House Tax Notice from Municipal Commitee. iv) A copy of allotment Letter fromHUDA-HSIDC. v) In case tenant applies for connection,the consent of the owner of House /Plot required on legal paper. vi) Photocopy of Ration Card. Voter Card/PAN No. Driving License. vii) A copy of partnership deed/ memorandum and articales of association. viii) Declaration by applicant regarding acceptance and following the rules & condition of the Nigam, on the non judicial Stamp Paper worth Rs.3/- ix) Fitting test report by authorized contractor.
3. H.T. Industrial connection above load of 50 K.W.	<ul style="list-style-type: none"> i) A&A Form ii) Passport size photograph of applicant iii) Registration Deed/House Tax Notice form Municipal Committee/a copy of allotment letter from HUDA/HSIDC iv) In case applicant is tenant, consent of the owner is required on legal paper. v) Photocopy of Ration Card, Voter Card, Pan No, Driving Licence, etc. vi) Photo copy of the board of directors, decision vide which applicant has been authorized for signature. vii) Drawing Map of the planning in which spot for installlation of meter adjoining the main door is shown. viii) No Objection Certification from Water & Air Pollution Control Board. ix) Copy of partnership deed/Memorandum & articles of Association and declaration by applicant on non judicial paper worth Rs. 3/- regarding acceptance and following the rules and conditions. x) Fitting report by authorized contractor. xi) Approval of Chief Electrical Inspector.
4. Agriculture Tubewell (A.P.)	<ul style="list-style-type: none"> i) A&A From ii) Passport size photograph of applicant iii) Ownership of the land i.e. latest revenue document (FARD) iv) Photocopy of Ration Card/Voter/PAN No./ Driving Licence. v) Fitting Test Report by authorized contractor.

Time schedule Fixed to Deliver the Services

Sr. Category/ Detail	Releasing of Connection	Stipulated period
1. For releasing of new connection	New application/service is technically fit/possible in the existing net work In case extension of net work or construction of a new Sub Station. Agriculture Tubewell.	Within one month after submission of application and remittance of dues/ prescribed amount. Time prescribed by the commission after extension of net work/starting of new Sub Station. Within 30 days after No./ Seniority (new connection will be released in view of target decided for the current year).
2. Change of ownership/change of category.		Within seven days after receipt of complete application.
3. Change of L.T. Single to L.T. three phase, change of L.T. to H.T. And change of H.T. to L.T.		Within 30 days after receipt of dues/ prescribed amount.

DETAIL OF APPLICABLE CHARGES FOR AVAILING NEW ELECTRIC CONNECTIONS

Category	Processing Charges	Consumption Deposit	Cost of Meter/Metering Equipment	Service Connection Charges/ Fixed Charges	Development Charges if premises is situated in unauthorized area	Other Charges
DS	Rs. 05	Rs. 500 per Kw. or Part thereof	Single Phase Rs. 650+50 Three Phase upto 10 KW Rs. 700+100 Three Phase with MDI facility for above 10 KW	Nil	Rs. 15/sq-yd if total area of premises is upto 100 sq-yd Rs. 25/sq-yd if total area of premises is more than 100 sq-yd	if the service line is more than 30 Mtr. then applicant has to deposit the unjustified cost of the estimate
NDS	Rs. 20	Rs. 1000 per KW.	upto 35 KW Rs. 3850+100 For above 35 KW upto 50 KW LTCT connected three phase four wire electronic meters. Rs. 4900 LTCTs Upto 75/5 AMP Rs. 425x4= Rs. 1700 Above 75/5 AMP Rs. 565x4= Rs.2270	Rs. 350 per KW for Single Phase Rs. 750 per KW for Three Phase	Rs. 5000 in addition to Rs. 15/s1-yd if total area of premises is upto 100sq-yd Rs. 25/sq-yd if total area of premises is more than 100sq-yd.	If the length of new line (including LT/HT line or cable) to be provided is more than 300 Mtr. then the additional cost would be chargeable @ Rs. 70 per Mtr. for load upto 50 KW. and Rs. 100 per Mtr. for load exceeding 50 KW. No component of distribution substation transformer to be created is to be charged
LT Industrial Connection	Rs. 100	Rs. 500 per KW. or part thereof	HT Supply for loads above 50 KW Meter Rs. 6100 11KV CT Set 5/5 AMP. Rs.9540 11KV CT Set 10/5 AMP. Rs. 8800 11KV CT Set 15/5 AMP. Rs. 8450 11KV CT Set 30/5 AMP. Rs. 5540 11KV CT Set 35/5 AMP. Rs. 5540	Rs. 500 Per KW	Rs. 10000 in addition to above Rs. 15/sq-yd if total area of premises is up to 100 sq-yd Rs. 25/sq-yd if total area of premises is more than 100 sq-yd.	If the length of new line (including LT/HT line or cable) to be provided is more than 300 Mtr. then the additional cost would be chargeable @ Rs. 70 per Mtr. for load upto 50 KW. No component of distribution substation transformer to be created is to be charged

HT Connection On 11 KV	Rs. 200	Rs. 750 per KW or part thereof (One third of the total ACD may be deposited at the time of submission of the application. Balance two third at the time of compliance of demand notice)	11KV CT Set 40/5 AMP. Rs. 5350 11KV CT Set 50/5 AMP. Rs. 5140 11KV CT Set 60/5 AMP. Rs. 4650 11KV CT Set 80/5 AMP. Rs. 5240 11KV CT Set 100/5 AMP. Rs. 5240 11KV CT Set 150/5 AMP. Rs. 4440 11KV CT Set 175/5 AMP. Rs. 4555 11KV CT Set 200/5 AMP. Rs. 4740 11KV CT Set 450/5 AMP. Rs. 3450 11KV CT Set 500/5 AMP. Rs. 3450 11KV CT Set 1400/5 AMP. Rs. 4250 11KV Oil Field PT Rs. 10800 (For CTs & PTs Meters 2% Cost of Meter/Metering equipment subject to a Minimum of Rs. 300/- to be charged for installation of the same)	Rs. 750 per KVA (Service connection charges may be deposited at the time of compliance of demand notice)	No Charges	If the length of new HT line/cable is to be provided more than 300 Mtr. then the additional cost would be charged @ Rs. 100 per Mtr.
Bulk Supply	Rs. 100	Rs. 1000/- per KW or part thereof		Rs. 500 per KW	In case of LT Supply Rs. 10000 in addition to Rs. 15/sq-yd if total area of premises upto 100 sq-yd Rs. 25/ sq-yd if total area of premises is more than 100 sq-yd In case of HT Supply No Charge	If the length of new line (including LT/HT line or cable) to be provided is more than 300 Mtr. then the additional cost would be chargeable @ Rs. 70 per Mtr. for load upto 50 KW and Rs. 100 per Mtr. for load exceeding 50 KW. No component of distribution substation transformer to be created is to be charged
Agriculture Supply		Rs. 400 per KW.		Rs. 20000	No Charges	Rs. 7000 per sagn of HT/LT line would be deposited after preparation of estimated when demanded

Street light Supply		Rs. 2000 per KW or part thereof		No Charges	No Charges	Full deposit cost of the estimated is to be deposited by the applicant after preparation of estimated when demanded
Temporary Supply	Four times the relevant charges to be recovered under normal category			No Charges	No Charges	Full deposit cost of the estimate is to be deposited by applicant after preparation of estimate