

## South Bihar Power Distribution Company Limited

### Citizen Charter for Electricity Consumers

| Sl. No. | Service Area  | Time for providing Services  | Designated Officer | If not resolved, next higher concerned officer |
|---------|---|--|--------------------|--|
| 1       | <b>Normal Fuse-off</b>  |  |                    |  |
|         | Cities and Towns  | Within 4 hours   | JEE                | AEE  |
|         | Rural Areas   | Within 24 hours  |                    |  |
| 2       | <b>Overhead Line / Cable breakdowns</b>   |  |                    |  |
|         | Cities and Towns  | Within 6 Hours   | JEE/AEE            | EEE  |
|         | Rural Areas   | Within 36 Hours  |                    |  |
| 3       | <b>Underground Cable breakdowns</b>   |  |                    |  |
|         | Cities and Towns  | Within 24 Hours  | JEE/AEE            | EEE  |
|         | Rural Areas   | Within 48 Hours  |                    |  |
| 4       | <b>Distribution Transformer failure</b>   |  |                    |  |
|         | Cities and Towns  | Within 24 Hours  | JEE/AEE/EEE        | ESE  |
|         | Rural Areas   | Within 72 Hours  |                    |  |
| 5       | <b>Period of Scheduled outage</b>   |  |                    |  |
|         | Maximum duration in a single stretch  | Not to exceed 12 hours   | AEE                | EEE  |
|         | Restoration of Supply   | By not later than 6.00 PM  |                    |  |
| 6       | <b>Voltage Fluctuations</b>   |  |                    |  |
|         | No expansion / enhancement of network involved                                    | Within 10 days   | AEE                | EEE  |
|         | Up-gradation of distribution system required                                      | Within 120 days  | EEE                | ESE  |
|         | Erection of Substation  | Within the time period as approved by the Commission   | EEE                | ESE  |
| 7       | <b>Meter Complaints</b>   |  |                    |  |
|         | Inspection and replacement of slow, fast / creeping, stuck-up Meters              | Inspection within 7 days in towns and cities and within 15 days in rural areas and replacement within 15 days thereafter | JEE/AEE            | EEE  |
|         | Replacement of burnt meters if cause attributable to Licensee                     | Within 7 days  | JEE/AEE            | EEE  |
|         | Replacement of burnt meter if cause attributable to Consumer                      | Within 14 days of receiving payment /meter from Consumer   | JEE/AEE            | EEE  |
| 8       | <b>Reconnection of supply following disconnection due to non-payment of bills</b> |  |                    |  |
|         | Cities and Towns  | Same day on which payment was accepted   | JEE                | AEE  |
|         | Rural areas   | Upto next day of payment   |                    |  |

|    |  |  |              |     |
|----|--|--|--------------|-----|
| 9  | <b>New Service connection / enhancement of load / Temporary Connection</b> |  |              |     |
|    | <b>Connection feasible from existing network</b>                           |  |              |     |
|    | Release of Supply -  | Within 30 days of receipt of application (along with prescribed charges) and for prescribed charges) and for temporary connection as per Regulation 16 (C) |              |     |
|    | Single Phase Connection  |  | JEE          | AEE |
|    | 3 Phase LT Connection  |  | AEE          | EEE |
| 10 | <b>Network expansion / enhancement required to release supply</b>          |  |              |     |
|    | Release of supply – Low Tension  | Within 30 days of receipt of prescribed charges  | JEE/AEE      | EEE |
|    | Release of supply – High Tension 11 KV                                     | Within 60 days of receipt of prescribed charges  | EEE          | ESE |
|    | Release of supply – High Tension 33 KV                                     | Within 90 days of receipt of prescribed charges  | ESE          |     |
|    | Release of supply – Extra High Tension                                     | Within 180 days of receipt of prescribed charges   | ESE          |     |
| 11 | <b>Transfer of Ownership and Conversion of Service</b>                     |  |              |     |
|    | Title transfer of ownership  | Within 7 days along with necessary documents and prescribed fee, if any  | AEE/AEE(Rev) | EEE |
|    | Change of Category   | Within 7 days along with necessary documents and prescribed fee, if any  | AEE          | EEE |
|    | Reduction of load  | Within the notice period after availing compulsory period of supply.   | JEE/AEE/EEE  | ESE |
| 12 | <b>Shifting of meter, lines and transformer</b>                            |  |              |     |
|    | a) Meter / service wire  | Within 15 days of payment of charges   | JEE          | AEE |
|    | b) Pole, line  | Within 60 days of payment of charges   | JEE/AEE      | EEE |
|    | c) UG cable  | within 45 days of payment of charges   | AEE          | EEE |
|    | d) Transformer   | Within 90 days of payment of charges   | JEE/AEE      | EEE |
| 13 | <b>Resolution of Complaints on Consumer's bill</b>                         |  |              |     |
|    | If no additional information is required                                   | Within 24 working hours of receipt of complaint  | AEE          | EEE |
|    | If additional information is required                                      | Within 7 working days of receipt of Complaint  |              |     |