

CITIZEN'S CHARTER OF THE ELECTRICITY DEPARTMENT, PORT BLAIR
ANDAMAN AND NICOBAR ADMINISTRATION

Introduction:-

The Citizen's charter provides information on various service rendered by this department to the public like effecting new service connections, replacement of defective meter etc. The Jurisdictional areas of various section officers, sub-divisional officers, Divisional officers are available by which the public /consumer may become aware to whom to be contacted for their needs/complaints.

The Citizen Charter indicates the time limit for the existing power supply to various class and category of consumers having various loads by mere service connection by extension of line, erection of transformers etc. The Citizen charter can be referred for the checklist of documents to be enclosed for the application for various service rendered by the department.

The Electricity Department, Andaman & Nicobar Administration is committed to provide continuous reliable and quality power supply to the general public and all other civil & defence establishment, to operate power generation & transmission system so as to help in uplifting the socio-economic condition and quality of life of all the people in the Andaman and Nicobar Islands. This would be done by proper implementation of various departmental scheme and programmes for improving the availability of electric power supply. The department would provide electric power connection to intending consumers for residential, non residential, commercial and industrial purposes. Subject to there having the legal title of the land and structures/ buildings, with in a reasonable period of time. The officers and staff of this department would be polite and courteous in extending all help and assistance to the consumers and general public for solving their problems. The department will strive to simplify the rules and dispose of the public complaints and grievances with in the shortest period. The department would be pleased to have views and suggestions of the consumers and the general public for improving the services being rendered by it.

The department reserves the rights to impose restriction on the use of power on any part of the day or night if the same is deemed necessary in order to safeguard the departments generating and distributing apparatus.

SERVICES BEING RENDERED TO THE PUBLIC

1. PROVIDING OF NEW SERVICE CONNECTIONS

The intending consumers after completing the internal wiring of their premises need to submit an application to the concerned Assistant Engineer along with documents of ownership of land and house for obtaining the prescribed application and agreement form free of cost from the office of the Junior Engineer. The Assistant Engineers at out station and the Executive Engineer at Port Blair will issue the application form to intending consumer. On submission of the application forms to the concerned Assistant Engineer, checking of the application form will be done & if found correct the application will be processed and the consumer shall be inform about the cause of acceptance/ rejection along with the date of inspection.

The staff of this department will inspect the premises and internal wiring for framing an estimate for providing the service connection & convey the deficiencies which require change/improvement (in accordance to the JERC guidelines).The Junior Engineer will submit the estimate to the concerned Assistant Engineer or otherwise intimate the reasons of rejection of the application to the consumer. The Asst. Engineer shall scrutinize the estimate and approve it for accepting payments. The approved estimate will be sent to the concerned Junior Engineer along with a letter for security deposit for payment of estimate charges.

The temporary supply may be given for a period of not more than three months. For any extension a fresh connection has to be obtained on proper fresh application. Temporary connection only is for a maximum period of six months.

The present rates of security deposit are as below:-

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| 1. Domestic and Industrial supply | Rs. 250/- per each KVA connected load. |
| 2. Commercial Supply | Rs. 300/- per each KVA connected load |
| 3. Temporary connection | Three times the rates applicable to relevant category. |

The seniority list for providing new electric connection shall be maintained by the Junior Engineer of respective Site office from the date of payment of security deposit. The electric connection to the consumer will be provided. However, the grant of power shall be subject to availability of the power and materials with the department. The consumer is also required to enter into a formal agreement for obtaining power supply in the prescribed form.

The intending consumer shall give at least three months notice of actual requirement of power up to 50 KVA and at least six months notice for power requirement in excess of 50 KVA. The intending consumer shall, however, commence to take supply within three months of intimation by the department that supply is available. Should the consumer fail to take the supply within the aforesaid period; the minimum charge (calculated) based on connected load shall be levied monthly, until the consumer avails of the supply. The consumer is not to increase connected load without the prior approval of the department and is not to interfere with the apparatus of the department in the consumer's premises such as meter cutout, seals etc., the power supply to the consumers premises is likely to be disconnected in such case and also if the seals and meters etc. are found to be tampered with would invite penal actions as per rules.

2. NO LIGHT COMPLAINTS FROM THE CONSUMER:

No light complaints from the consumers would be attended at shortest possible time based on the nature of the fault after lodging of the complaint with the respective site office. If the complaint is not attended within a stipulated time mentioned in the time frame, the consumer can contact the concerned Assistant Engineer and failing which the Executive Engineer.

3. RESTORATION OF POWER SUPPLY IN THE EVENT OF EMERGENCIES LIKE DISLOCATION OF ELECTRIC LINES DUE TO FAILURES, WIND, CYCLONES ETC:

In such events all the staff and officials of the area will be associated by the Engineer-in-charge for normalizing the power supply in the shortest possible time which would also depend on the nature of fault or failure of the system.

4. SETTLEMENT OF DISPUTES OF EXCESS BILLING AND ACCURACY /DEFECTS IN THE ENERGY METERS:

On receipt of written complaint from the consumers by the respective site office and payment of required testing fees, as provided in the rules, the energy, meters in the consumers premises shall be tested for checking its accuracy. In case defects and inaccuracy is observed in the meter beyond the permissible slow/fast range, the said energy meter would be replaced with a new functional accurate meter within the stipulated time subject to availability of energy meters. During the period of checking/replacement of

the defective energy meters, average billing as per rules, shall be done. Energy charges paid in excess for a particular period would be adjusted in the future energy bills.

5. QUALITY/STANDARD OF SERVICES:

The control, supply, distribution, consumption and use of electrical energy is regulated in these island as per the A&N Gazette. 281 dated 23.09.1983. The service connection materials up to maximum length of 30 meters outside the limit of the property of the consumer would be provided free, but the cost of all the materials required within the limits of consumers property and its installation will be chargeable.

The tariffs for sale of electrical energy are revised periodically and are notified in the official Gazette and local newspapers. The rates of security deposits, estimate charges, testing consumers' installation, resealing of meters, re-connections, fuse service, coils and other miscellaneous works whenever revised will also be publicized through newspaper for the benefit of consumers.

For the safety of the consumer's premises, it is necessary that the wiring in the premises conform to relevant standards with required earthing to avoid accidents, fire hazards etc. The wiring in the consumers' premises shall be properly carried out, maintained and periodically tested by the consumer so as to conform to the relevant standards as contained in I.E.Act.1910 and I.E Rules 1956.

Bills will normally be delivered at the consumers premises by hand every month. However the consumers shall inform the department if no bill is received by him within seven days from the date of issue of bills, which will be announced through newspapers/notice Boards in site Offices. Bills are to be paid within 21 days from the date of its issue and surcharge of 15% beyond due date will be charged.

AVENUE OF GRIEVANCE REDERESSAL:

The consumers are to approach the local Site office headed by a Junior Engineer for settlement of their complaints and grievances regarding the services being rendered by Electricity Department. If these are not settled within the above time frame, they can contact the Assistant Engineer failing which the Executive Engineer of the Division for redress. The Telephone Nos. & Names of EE, AE, & JE of different areas will be published periodically for the benefit of the consumers.

6. TIME FRAME FOR PROVIDING SERVICES & DISPOSAL OF VARIOUS TYPES OF CASES

i) PROVIDING OF NEW SERVICE CONNECTION

Seniority position for new connection applications is effective from the date of payment of Estimate charges/Security Deposit.

Sl No.	Procedure	Time Limit			
		Through CSC		Without CSC	
		Urban	Rural	Urban	Rural
i)	Issue of application form/receipt of filled application form.	Same day			
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 computed 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			
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			
Viii)	Delivery of inspection notice to the consumer & obtain computed generated acknowledgement.	01 days			
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		
x)	Site Engineer submits Inspection report along with estimate for new connection for installations found in order & preparation of demand note.	07days	10 days		
vi)	Issue of approved demand notes & delivery to the concerned citizen and acknowledgement obtained.	04 days			
xi)	Citizen deposit the estimate charges in the form of DD payable to Electricity department along with pass book of security deposit.	18 days			
xii)	Providing of Electric connection by JE (Subject to availability of power & Materials)	30 days.		30 days.	
	Total	72 days	77 days		

Note1: The above time lines are only for normal cases which do not involve major LT extension, HT extension or transformer erection/up gradation.

CONDITIONS FOR GETTING ELECTRIC CONNECTIONS:-

- A) The premises will be inspected for ascertaining the condition of wiring as per wiring diagram prepared by approved wiring contractor.
- B) Estimates for electric connection will be framed on finding the wiring in the premises correct and proper as per rules at the time of inspection.
- C) The consumer will have to pay the estimate charges and deposit the required security amount.

2. NO LIGHT COMPLAINTS:

Sl No	Nature of cause of power supply failure	Time limit
i)	Fuse blown out	Within 4 hours for Urban area. Within 8 hours for Rural area.
ii)	Service line broken/ service line snapped from the pole	Within 6 hours for Urban area. Within 12 hours for Rural area.
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.
iv)	Distribution transformer failed/ burnt	Replacement of failed distribution transformer: Within 24 hours for Urban area Within 48 hours for Rural area Temporary restoration of supply through another backup source within 8 hours, wherever feasible.
v)	HT mains failed	Rectification of fault within 12 hours. Temporary restoration of Power supply within 4 hours, wherever feasible.
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.
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.

3. QUALITY OF POWER SUPPLY:

1. Voltage regulation:

The department shall maintain the voltage at the point of commencement of the supply to a consumer within the limits stipulated hereunder, with reference to declared voltage:

- a) In the case of Low Voltage, +6% and -6%.
- b) In the case of High Voltage, +6% and -9%.

2. Problems related to voltage variation:-

Sl No.	Cause of problem related to voltage regulation	Time limit
i)	Local Problem	Within 4 hours.
ii)	Tap of transformer	Within 3 days
iii)	Repair of distribution line/ transformer	LT System within 30days, HT system within 120 days.
iv)	Installation & Up- gradation of HT/LT System	Within 180 days

4. COMPLAINT RELEATED TO ENERGY METERS:

Sl No.	Nature of Complaint	Time limit
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> .
ii)	Replacement of defective /stuck energy meters.	
iii)	Replacement of burnt energy meters.	The supply shall be restore within 6 hours upon receipt of complaint bypassing the burnt meter. The new meter shall be provided within 3 days <i>(Subject to availability of meter)</i> .
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
b)	Inspection of premises for preparation of estimate by the Junior Engineer.	03 days
c)	Submission of the inspection report along with the estimate for issue of demand note.	03 days
d)	Issue of demand note to the applicant for payment of the estimate charges.	
e)	Desired service is provided , after the consumer deposits the estimate charge in the form of DD	10 days
**	<i>Subject to availability of material/ As per the process flow of the department.</i>	02 days

5. TRANSFER OF CONSUMERS CONNECTION AND CONVERSION OF SERVICES (CHANGE OF OWNERSHIP/CATEGORY):

The department shall give effect to a request for transfer of consumer's connection, change of category.

Sl No	Nature of request	Time Limit
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.
a)	Submission of application form along with the relevant documents to the concerned Assistant Engineer.	
b)	Delivery of service as per the process flow of the department.	
iv)	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
b)	Inspection of premises for preparation of estimate by the Junior Engineer.	03 days
c)	Submission of the inspection report along with the estimate for issue of demand note.	03 days
d)	Issue of demand note to the applicant for payment of the estimate charges.	
e)	Desired service is provided , after the consumer deposits the estimate charge in the form of DD	10 days
**	<i>Subject to availability of material/ As per the process flow of the department.</i>	

6. COMPLAINTS ABOUT CONSUMER’S BILLS :

The department shall give effect to a request for transfer of consumer’s connection, change of category.

Sl No	Nature of Complaint	Time limit
i)	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.

7. ISSUE RELATING TO DISCONNECTION/ RECONNECTION OF SUPPLY:

Sl No	Issue under consideration	Time limit
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.
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.
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> .

(All time frames are from the date of submission of application/lodging of complaint)

9. FORMAT OF APPLICATION FORM, IF ANY

1. Application form for electric supply single phase/3 phase for domestic, commercial, industrial agriculture, poultry.
2. Agreement Form for electric supply, single phase for domestic, commercial, industrial, agriculture, poultry.
3. Agreement form for electric supply 3 phase for industrial.

10. HOW TO APPLY WHERE TO APPLY , HOW MUCH TO PAY ETC

- 1. HOW TO APPLY:** An application on plain paper along with the copies of land record obtained from the revenue Authority not below the rank of a Tehsildar and copy of the approved building plan (in case of Municipal area) has to be submitted to obtain the new connection form).
- 2. WHERE TO APPLY:** The application to obtain new connection form to be submitted to the Assistant Engineer concerned and the new connection form duly filled in to be submitted to the Junior Engineer of the concerned site office.
- 3. HOW MUCH TO PAY:** Free of cost.

For any information the Junior Engineer of Site Office, the Asst. Engineer of Sub-Division Office and the Executive Engineer of division Office of the area may be contacted during office hours.
