

**PASCHIM GUJARAT VIJ COMPANY LIMITED**  
**CHARTER OF CONSUMER**

To help our esteemed consumers as well as applicants of new connections following time limits are decided for completion of various works except during emergency. Further for any services Dy. Engineer / Jr. Engineer or billing staff of our sub division can be contacted, who shall provide the complete information.

<b>A.</b>	<b>For new electric connection</b>		
<b>A1.</b>	<b>Time limit for issue of Demand Note (From the date of registration with required documents).</b>		
	1	Permanent electric connection for residence & commercial	7 days
	2	Permanent electric connection for Industrial LT	10 days
	3	For HT connection	15 days
	4	For EHV connection	30 days
<b>A2</b>	<b>Time limit to release connection (From the date of payment of Demand Note &amp; on completion of related consumers' &amp; departmental work</b>		
	1	Permanent electric connection (in Category A of existing network).	20 days
	2	Permanent electric connection (In case of modification in existing network ).	2 months city area 4 months rural area
	3	Permanent electric connection for LT Industrial (in Category A of existing network)	20 days
	4	Permanent electric connection for LT Industrial (In case of modification in existing network ).	60 days
	5	HT Industrial connection	45 days
	6	EHV electric connection	180 days
	7	Temp electric connection 10/25/50 KVA & above	5-10-20-30 days
<b>B</b>	<b>Reconnection of electrical connection (after the payment of reconnection charge, due payment &amp; Security Deposit.)</b>		
	1	If electrical supply is not disconnected more than 6 months.	24 hours
	2	If service line is not disconnected from outside of building.	3 days
	3	If electrical supply is disconnected more than 6 months, after the submission of test report & if company's equipments are lying at consumer's place.	48 hours or otherwise 7 days
	4	If Agreement is terminated then consumer has to apply afresh.	--

<b>K</b>	<b>Shifting of electrical connection in existing place, after the date of payment of estimate.</b>			
	1	Meter / Service line	7 days	
	2	If service line is disconnected from outside the building	20 days	
	3	Transformer structure	30 days	
<b>D</b>	<b>Change of name or ownership of electrical connection (from the date of application, required documents &amp; payment of fees.</b>		<b>7 days</b>	
<b>E</b>	<b>Complaint Redressal Time (From the time of complaint) Generally, the work of complaint redressal at consumer's installation will be carried out from morning 8=00 AM to 8=00 PM, the remaining complaint will be redressed next day</b>			
<b>E1</b>	<b>Electrical interruption</b>	<b>Urban area</b>	<b>Rural area</b>	
	1	Complaint of ordinary nature.	4 hours	24 hours
	2	Due to blowing of DO fuse	6 hours	24 hours
	3	Routine line fault	8 hours	24 hours
	4	Slipping of HT line conductor.	8 hours	24 hours
	5	Falling of tree on HT line	10 hours	24 hours
	6	Snapping of conductor	12 hours	24 hours
	7	Breaking of pole	24 hours	48 hours
	8	Due to fire on short circuit of LT line	6 hours	30 hours
	9	Fault in Dist Transformer	1 day	3 days
	10	Fault in power transformer or related switch gear.	Within 2 days Reconnection of supply if technically feasible, pending remaining work within 15 days.	
	11	Fault in service line A-Overhead line B-Underground line (after getting permission of road digging).	24 hrs 3 days	48 hours 3 days
<b>E2</b>	<b>Meter / Metering system</b>	<b>Urban area</b>	<b>Rural area</b>	
	1	Inspection at site.	7 days	15 days
	2	To inform consumer about defect after inspection at site.	15 days	15 days
	3	Request for replacement of meter	7 days	7 days
<b>E3</b>	<b>As regards complaint of Electricity bill</b>	<b>10 days (If visiting of place is required - 15 days)</b>		
	<b>The payment of electricity bills are accepted by Cash / Cheque / Demand Draft on Cash Counter of Company, Agency &amp; Post Office.</b>			