

**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.

A.	For new electric connection		
A1.	Time limit for issue of Demand Note (From the date of registration with required documents).		
	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
A2	Time limit to release connection (From the date of payment of Demand Note & on completion of related consumers' & departmental work		
	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	Reconnection of electrical connection (after the payment of reconnection charge, due payment & Security Deposit.)		
	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.	--

K	Shifting of electrical connection in existing place, after the date of payment of estimate.			
	1	Meter / Service line	7 days	
	2	If service line is disconnected from outside the building	20 days	
	3	Transformer structure	30 days	
D	Change of name or ownership of electrical connection (from the date of application, required documents & payment of fees.		7 days	
E	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			
E1	Electrical interruption	Urban area	Rural area	
	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
E2	Meter / Metering system	Urban area	Rural area	
	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
E3	As regards complaint of Electricity bill	10 days (If visiting of place is required - 15 days)		
	The payment of electricity bills are accepted by Cash / Cheque / Demand Draft on Cash Counter of Company, Agency & Post Office.			