

**MADHYA GUJARAT VIJ COMPANY LIMITED**

**Charter Of Consumer**

A		For new electric connection		C		Shifting of electrical connection in existing place, after the date of payment of estimate			
A1		Time limit for issue of Demand Note (From the date of registration with required documents)		1	Meter / Service line	7 days			
	1	Permanent electric connection for residence & commercial	7 days	2	HT/LT Line	20 days			
	2	Permanent electric connection for Industrial LT	10 days	3	Transformer Structure	30 days			
	3	For HT connection	15 days	D		Change of name or ownership of electrical connection (from the date of application, required documents & payment of fees.			
	4	For EHV connection	30 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.			
A2		Time limit to release connection (From the date of payment of Demand Note & on completion of related consumer's & departmental work )		E1		Electrical Interruption	Urban Area	Rural Area	
	1	Permanent electric connection (in Category A of existing network) for residence & commercial	20 days	1	Complaint of ordinary nature	4 hours	24 hours		
	2	Permanent electric connection (In case of modification in existing network) for residence & commercial	2 months city area 4 months rural area	2	Due to blowing of DO fuse	6 hours	24 hours		
	3	Permanent electric connection for LT Industrial (In Category A of existing network)	20 days	3	Routine line fault	8 hours	24 hours		
	4	Permanent electric connection for LT Industrial (In case of modification in existing network)	60 days	4	Slipping of HT line Conductor	8 hours	24 hours		
	5	For Permanent Agricultural electric connection		5	Falling of tree on HT line(without breaking ofpoles)	10 hours	24 hours		
	a	In category A of Existing Network	30 days from the date of payment or due date of demand note, whichever is later	6	Snapping of conductor	12 hours	24 hours		
	b	In case of modification in existing network	120 days	7	Breaking of pole	24 hours	48 hours		
	6	HT Industrial connection	45 days	8	Due to fire on short circuit of LT line	6 hours	30 hours		
	7	EHV electric connection	180 days	9	Failure in Distribution Transformer	1 day	3 days		
	8	Temp electric connection 10/25/50 /50 KVA & above	5-10-20-30 days	10	Failure in power transformer or associated switch gear	Within 2 days restoration of supply if technically feasible, otherwise within 15 days subject to availability.			
B		Reconnection of electrical connection(after the payment of reconnection charge, due payment & Security Deposit) and production of receipt.		11		Fault in service line A - Overhead line B - Underground line(after getting permission of road digging)	A. 24 hours B. 3 days	A. 48 hours B. 3 days	
	1	If electrical supply disconnection period doesnot exceed 6 months	24 hours	E2		Meter / Metering system		Urban Area	Rural Area
	2	If service line is disconnected from outside of premises .	3 days	1	Inspection at site	7 days	15 days		
	3	If electrical supply is disconnected more than 6 months, after the submission of test report & if DISCOM's equipment are lying at consumer's place.	48 hours or otherwise 7 days	2	To inform consumer about defect and replace the meter after inspection at site	15 days	15 days		
	4	If Agreement is terminated then consumer has to apply a fresh	Apply afresh	3	Request for replacement of meter,if established to be defective	7 days	7 days		
				E3		As regards complaint of Elect. 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, By Cash Collection Agency , Post Office and through various on-line payment modes.									