

MPSEZ Utilities Limited

Charter Of Consumer....As per GERC Notification-2 of 2023 issued on dtd:- 06.12.2023

A	Time Limit for Issue of Demand Note	A3	Standard time for Shifting of Service Connection in Existing Premises/Deviation of Lines and Shifting of Equipments (after receipt of full payment of the demand note)		
	(after receipt of application along with all the supporting documents)		1	Meter/service in existing premises	Within 3 (Three) Days
	Issuance of Demand Note		2	LT/HT lines	Within 7 (Seven) Days
			3	Transformer Structure	Within 15 (Fifteen) Days
		C	Standard time for Change of name or ownership of electrical connection (after receipt of complete application along with necessary documents and payment of necessary fees)		
			Within 7 days		
		D	Redressal of Complaints (standard time, from receipt of complaint)		
A1	Standard time for energizing New Connection, Load Enhancement, Connection shifted at new location, and Connection after conversion of service (after receipt of full payment of the demand note)	D1	Restoration of Power Supply	Urban Area	Rural Area
	1 from existing distribution network		1	Blowing of fuse of LT side distribution transformer, at consumer premises, trouble of MCB of distribution transformer, loose connection at pole, MCB or meter, etc.	Within 2 hours Within 6 hours
	2 Extension of LT line up to 150 Meter		2	Blowing of HT side fuse of distribution transformer	Within 3 (Three) hours Within 6 (Six) hours
	3 Extension of LT lines more than 150 Meter and/or augmentation of distribution transformer		3	HT and LT line fault	Within 4 hours Within 12 hours
	4 Erection of new distribution transformer		4	Distribution transformer failure	Within 6 hour Within 24 hour
	5 Erection of new HT line and distribution transformer and/or augmentation of existing HT line network		5	Failure of underground service or underground HT/LT cable. A-temporary arrangement B-rectifying the fault	Within A- 6 hours B- 12 hours Within A- 12 hours B- 24 hours
	6 Erection/augmentation of EHT level line and/or Sub-Station		D2	Voltage Variation	
A2	Standard time for energizing the Temp electric connection (after receipt of full payment of the demand note)		1	Neutral Voltage exceeding 2% of supply voltage	Immediately
	1 from existing distribution network		2	Low Voltage	60 days (up gradation of LT distribution lines, transformers or installation of capacitors) 180 days (up gradation of HT/ EHT system is required)
	2 in the cases where modification in network is required				
B	Standard Time Period for Reconnection of Power Supply (after receipt of due amount including reconnection charges and security deposit)	D3	Meter / Metering system	Urban Area	Rural Area
	I for the cases where disconnection period does not exceed six months;		1	Inspection/check/Test at site	Within 7 working days Within 15 days
	1 Reconnection does not require laying of service line/ installation of meter and/ or metering equipment's		2	To inform consumer about defect and replace the meter if found defective during inspection at site	Within 24 hour Within 72 hours
	2 Reconnection requires laying of service line/ installation of meter and/ or metering equipment's		D4	Complaints related to Billing	
	II for the cases where disconnection period exceeds six months		1	Resolution of Billing mistake if no additional information is required	On the Same day
	1 No work is required to be carried out by the Licensee and it is technically feasible to reconnect the consumer		2	Resolution of Billing mistake if additional information is required	Within 10 (Ten) days
	2 If the licensee is required to carry out any kind of work to reconnect the consumer		3	Resolution of Billing mistake if site visit is required	Within 15 (Fifteen) days
			Consumer may approach at MITAP Substation, Mundra-370421 for any process or query related to availing electricity or any complaint thereof or may connect with the concerned person at helpline number 02838-255797.		