सूचना प्रौद्योगिकी एवं ई-गवर्नेंस विभाग
10 DEC 2021
झारखण्ड सरकार

पत्र सं०–2/स्था०–02–31 ऊ०/15...2360...

झारखण्ड सरकार,
ऊर्जा विभाग

प्रेषक,

अजय कुमार राय,
सरकार के अवर सचिव।

सेवा में,

सचिव,
सूचना प्रौद्योगिकी एवं ई०–गवर्नेंस विभाग,
झारखण्ड, राँची।

राँची, दिनांक–...09/12/2021...

विषय :– **नागरिक केन्द्रिक सेवाओं से संबंधित वांछित सूचना उपलब्ध कराने के संबंध में।**

प्रसंग :– भवदीय पत्रांक–1570, दि०–26.11.2021

महाशय,

निदेशानुसार उपर्युक्त विषयक प्रासंगिक पत्र के आलोक में विभागीय अधिसूचना सं०–2180, दिनांक–05.09.2018 द्वारा अधिसूचित नागरिक केन्द्रिक सेवाओं से संबंधित वांछित सूचना विहित प्रपत्र में पत्र के साथ संलग्न कर प्रषित की जा रही है।

विश्वासभाजन,

09/12/2021

सरकार के अवर सचिव।

अनु. पत्रोक्त (CD संलग्न)

क्र० सं०	नगरिक केन्द्रिक सेवा का नाम	संबंधित संकल्प/ राज्यादेश/अधिसूचना/ अन्य आदेश का विवरण	संक्षिप्त विवरणी
1	New Connection	विभागीय अधिसूचना सं०–2180, दिनांक–05.09.2018 (छायाप्रति संलग्न)	अधिसूचना की सॉफ्ट कॉपी CD में पत्र के साथ संलग्न है।
2	Normal Fuse-off		
3	Billing issues -Resolution of complaints on consumer's bill /		
4	Name correction, address correction/ ownership transfer		
5	Change of Category/ Load Enhancement		
6	Reconnection of supply following disconnection due to non-payment of bills		
7	Replace defective/non-working meters- (Inspection and replacement of slow, fast/ creeping, stuck-up meters or burnt meter)		
8	Shifting of meter		
9	Disconnection request		
10	DT Failure		

09/11/2021

झारखण्ड सरकार,
ऊर्जा विभाग

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अधिसूचना सं०–01 / स्था0-02–31 / ऊर्जा / 15...../ राँची, दिनांक.....

अधिसूचना

झारखण्ड बिजली वितरण निगम लिमिटेड (JBVNL) से संबंधित सेवाओं के संबंध में संलग्न "Annexure – A" को नागरिक / ग्राहक चार्टर के रूप में अंधिसूचित किया जाता है।

झारखण्ड राज्यपाल के आदेश से,

ह0 / –
सरकार के संयुक्त सचिव।

ज्ञापांक सं०–01 / स्था0-02–31 / ऊर्जा / 15...../ राँची, दिनांक.....

प्रतिलिपिः– अपर मुख्य सचिव, कार्मिक, प्रशासनिक सुधार तथा राजभाषा विभाग, राँची / संयुक्त निदेशक, श्री कृष्ण लोक प्रशासन संस्थान, राँची / प्रबंध निदेशक, झारखण्ड बिजली वितरण निगम लिमिटेड, राँची / प्रबंध निदेशक, टी0वी0एन0एल0 / निदेशक, जेडा / मुख्य विद्युत अभियंता–सह–मुख्य विद्युत निरीक्षक, ऊर्जा विभाग / महाप्रबंधक, झारखण्ड ऊर्जा विकास निगम लिमिटेड, राँची एवं सचिव, ऊर्जा विभाग के प्रधान आप्त सचिव को सूचना एवं आवश्यक कार्रवाई हेतु प्रेषित।

ह0 / –
सरकार के संयुक्त सचिव।

ज्ञापांक सं०–01 / स्था0-02–31 / ऊर्जा / 15...2180../ राँची, दिनांक...05/09/18

प्रतिलिपि :– उप सचिव–सह–ई गजट, नोडल पदाधिकारी, ऊर्जा विभाग / अवर सचिव–सह–मेकर विभागीय पोर्टल, ऊर्जा विभाग को सूचना एवं आवश्यक कार्रवाई हेतु प्रेषित।

5/9/2018

सरकार के संयुक्त सचिव।

Annexure-'A'

Government of Jharkhand

Energy Department

Çitizen Charter & Grievance Redressal System

CITIZEN CHARTER AND GRIEVANCE REDRESSAL SYSTEM

The charter provides information for some of the common service parameters of JBVNL consumers.
The consumers shall consult JBVNL officials or refer Standard of Performance Regulations, 2015 *(http://jserc.org/pdf/regulations/sop_2015.pdf)* for other service parametrs which are not covered in this charter.

S No.	Services	Standard Timeline for completing Service Request	Standard Fees	Documents Required	Process	Compensation*	Name and contact details of Local officer
1	New Connection	Release of connection within 7 days (Upto 150 KVA) without network extension. Release of connection within 15 days (Upto 150 KVA) with network extension.	Under SAUBHAGYA Scheme new connection will be provided free of cost to all Rural (BPL & APL) & Urban (BPL) Consumers. Consumers not covered under SAUBHAGYA (Urban -APL) scheme will be liable to pay the following charges: **1. Application Fees:** Domestic (Others)= Rs. 40 Commercial (1 Phase)= Rs. 40 Commercial (3 Phase)= Rs. 75 Other LT Categories= Rs. 100 **2. Security Deposit:** Details of security amount are provided in the table below. **3. Service Connection Charges (Labour Charges):** Rs. 155 (Single Phase) Rs. 170 (Three Phase) **4. Service Connection Kit:** Rs. 3382 (Single Phase upto 4 kW) Rs. 12299 (3-Phase 5-10 kW) Rs. 14332 (3-Phase 10-30 kW) **Note:** Monthly meter charges will not be applicable in case consumer pays service connection kit charges at once. **Note:** The consumer shall choose the option for meter procurement in the application form for procurement of meter and JBVNL shall supply him with the list of approved vendors. JBVNL shall test, install & seal the meter.	1. Proof of identity- Voter ID/ Driving License/ Aadhar Card etc. (Any One) 2. Proof of ownership/ occupancy - land deed/ mutation/ rent agreement etc. 3. Authorization letter in case of firm/ organisation/ company. 4. Two Passport size photograph. **Note:** 2 set of application form is required - one for submitting to JBVNL office and other for retaining as received copy. **Note:** 1. Retain a copy of the received application form for future reference/claims. 2. Soft copy of the documents is to be uploaded in the portal for online applicants.	**Online:** Login on SUVIDHA portal, upload the documents and raise the request quoting consumer number. **In Person:** Submit the required documents at Sub-Division Office or at CSC (Pragya Kendra).	**Release of Supply with existing network:** Rs. 50 for each day of default after 30 days of receipt of application. **Release of Supply when network expansion required:** Rs. 50 for each day of default after 45 days (for Urban) and 60 days (for Rural) of receipt of application. **Compensation procedure:** **In Person:** Submit compensation application along with the receipt copy of application form to respective AEE. **Online:** Fill the claim form in SUVIDHA portal.	AEE of the respective sub-division office. Name: _____ Phone: _____ Note: If the request/complaint is unresolved the consumer shall contact the respective Executive Engineer (EE).
2	Normal Fuse-off	4 hours (Urban) & 24 hours (Rural) from the time of complaint	Rs. 30 for Board fuse due to fault of consumers (Payable with energy bill) Rs. 30 for Consumer fuse (Payable with energy bill) (The cause of fault shall be determined by the respective AEE)	-	Call on electricity complain number **"1912"** and Toll free number: **"18003456570/ 18001238745".** **In Person:** Notice should be sent to the Distribution Licensee's local office or call centre or, to the nearest sub-station.	**Compensation:** Rs. 25 for each day (24 hours) of default. **Compensation procedure:** **In Person:** Submit compensation application. **Online:** Fill the claim form in SUVIDHA portal.	AEE of the respective sub-division office. Name: _____ Phone: _____ Note: If the request/complaint is unresolved the consumer shall contact the respective Executive Engineer (EE).
3	Billing issues - Resolution of complaints on consumer's bill /	2 days if no additional data is required 7 days if additional details are required	No Fees	1. Filled Application form 2. Copy of last two months electricity bill for reference in case of offline complaint.	**Online:** Login on SUVIDHA portal and raise the request quoting consumer number **In Person:** Submit filled application form along with last 2 months bill/ payment receipt. **Note:** Retain a copy of the received application form for future reference/claims.	**Compensation:** Rs 10 per day after expiry of standard timeline. **Compensation procedure:** **In Person:** Submit compensation application along with the receipt copy of application form. **Online:** Fill the claim form in SUVIDHA portal.	AEE of the respective sub-division office. Name: _____ Phone: _____ Note: If the request/complaint is unresolved the consumer shall contact the respective Executive Engineer (EE).

CITIZEN CHARTER AND GRIEVANCE REDRESSAL SYSTEM							
S No.	Services	Standard Timeline for completing Service Request	Standard Fees	Documents Required	Process	Compensation*	Name and contact details of Local officer
4	Name correction, address correction/ ownership transfer	Within 30 days from receipt of application and payment of necessary charges	**Application Fees** Domestic (Kutir Jyoti)= Rs. 30 Domestic (Others)= Rs. 40 Commercial (1 Phase)= Rs. 40 Commercial (3 Phase)= Rs. 75 Other LT Categories= Rs. 100	1. Filled application form. 2. Copy of latest bill duly paid. 2. Copy of Identity proof. 3. Proof of ownership / legal occupancy of premises. 4. Registered deed/ Succession or Legal Heir certificate/ Mutation deed (if any other document, please specify)	**Online:** Login on SUVIDHA portal and raise the request quoting consumer number. **In Person:** Submit filled application form along with last 2 months bill/ payment receipt. **Note:** Retain a copy of the received application form for future reference/claims.	**Compensation:** Rs 50 for each day of default after expiry of standard timeline. **Compensation procedure:** **In Person:** Fill compensation application along with the receipt copy of application form. **Online**: Fill the claim form in SUVIDHA portal.	AEE of the respective sub-division office. Name: _____ Phone: _____ Note: If the request/complaint is unresolved the consumer shall contact the respective Executive Engineer (EE).
5	Change of Category/ Load Enhancement	Within 30 days from receipt of application and payment of necessary charges	**Application Fees** Domestic (Kutir Jyoti)= Rs. 30 Domestic (Others)= Rs. 40 Commercial (1 Phase)= Rs. 40 Commercial (3 Phase)= Rs. 75 Other LT Categories= Rs. 100 Note: Applicable Differential security deposit shall be paid in case of load enhancement.	1. Filled application form. 2. Installation inspection report. 3. Copy of last two months electricity bill/ money receipt.	**Online:** Login on SUVIDHA portal and raise the request quoting consumer number. **In Person:** Submit filled application form along with last 2 months bill/ payment receipt. **Note**: Retain a copy of the received application form for future reference/claims.	**Compensation**: Rs 50 for each day of default after expiry of standard timeline. **Compensation procedure:** **In Person:** Submit compensation application along with the receipt copy of application form. **Online:** Fill the claim form in SUVIDHA portal.	AEE of the respective sub-division office. Name: _____ Phone: _____ Note: If the request/complaint is unresolved the consumer shall contact the respective Executive Engineer (EE).
6	Reconnection of supply following disconnection due to non-payment of bills	Within 24 hrs (Urban)/ 48 hrs (Rural) of receipt of payment from consumer	**Application Fees** Domestic (Kutir Jyoti)= Rs. 75 Domestic (1 Phase)= Rs. 75 Domestic (3 Phase)= Rs. 150 Commercial (1 Phase)= Rs. 75 Commercial (3 Phase)= Rs. 150 Other LT Categories= Rs. 600 Note: Reconnection shall be processed only after previous dues and application fees are paid.	1. Filled application form. 2. Copy of last two months electricity bill/ money receipt.	**Online:** Login on SUVIDHA portal and raise the request quoting consumer number. **In Person:** Submit filled application form along with last 2 months bill/ payment receipt. **Note:** Retain a copy of the received application form for future reference/claims.	**Compensation**: Rs 25 for each day of default after expiry of standard timeline. **Compensation procedure:** **In Person:** Submit compensation application along with the receipt copy of application form. **Online:** Fill the claim form in SUVIDHA portal.	AEE of the respective sub-division office. Name: _____ Phone: _____ Note: If the request/complaint is unresolved the consumer shall contact the respective Executive Engineer (EE).
7	Replace defective/non-working meters-(Inspection and replacement of slow, fast/ creeping, stuck-up meters or burnt meter)	Inspection & testing of meter: 7 days (Urban)/12 days (Rural) _____ Replacement of meter: 5 days (Urban)/15 days (Rural)	**Meter test when accuracy is disputed by consumer.** 1 phase= Rs 75 3 phase= Rs 200 _____ **Application Fees for replacement of meter:** Domestic (Kutir Jyoti)= Rs. 30 Domestic (Others)= Rs. 40 Commercial (1 Phase)= Rs. 40 Commercial (3 Phase)= Rs. 75 Other LT Categories= Rs. 100 In case of JBVNL meter is installed no charges to be recovered from the consumer for replacement of meter.	1.Filled application form. 2.Copy of last two months electricity bill/ money receipt.	**Online:** Login on SUVIDHA portal and raise the request quoting consumer number. **In Person:** Submit filled application form along with last 2 months bill/ payment receipt. **Note:** Retain a copy of the received application form for future reference/claims.	**Compensation**: Rs 50 for each day of default after expiry of standard timeline. **Compensation procedure:** **In Person:** Submit compensation application along with the receipt copy of application form. **Online:** Fill the claim form in SUVIDHA portal.	AEE of the respective sub-division office. Name: _____ Phone: _____ Note: If the request/complaint is unresolved the consumer shall contact the respective Executive Engineer (EE).

CITIZEN CHARTER AND GRIEVANCE REDRESSAL SYSTEM

S No.	Services	Standard Timeline for completing Service Request	Standard Fees	Documents Required	Process	Compensation*	Name and contact details of Local officer
8	Shifting of meter	Inspect technical feasibility upon receipt of application and inform estimated cost to consumers within: 10 days (Urban) & 15 days (Rural). 7 days after payment of necessary charges from consumer and receiving necessary clearances, if required from respective AEE.	Rs. 100 (1 phase): Payable with energy bill. Rs. 200 (3 Phase): Payable with energy bill.	1. Filed application form. 2. Installation inspection report 3. Proof of ownership / legal occupancy of premises.	**Online:** Login on SUVIDHA portal and raise the request quoting consumer number. **In Person:** Submit filled application form along with last 2 months bill/ payment receipt. **Note:** Retain a copy of the received application form for future reference/claims.	**Compensation:** Rs 50 for each day of default after expiry of standard timeline. **Compensation procedure:** **In Person:** Submit compensation application along with the receipt copy of application fo m. **Online:** Fill the claim form in SUVIDHA portal.	AEE of the respective sub-division office. Name: _____ Phone: _____ Note: If the request/complaint is unresolved the consumer shall contact the respective Executive Engineer (EE).
9	Disconnection request	Disconnection will be done within 7 days from issue of No-dues certificate. **Note:** 1. Final bill will be served within 15 days of application. 2. No-dues certificate to be collected from Distribution Licensee after final payment.	**Application Fees** Domestic (Kutir Jyoti)= Rs. 75 Domestic (1 Phase)= Rs. 75 Domestic (3 Phase)= Rs. 150 Commercial (1 Phase)= Rs. 75 Commercial (3 Phase)= Rs. 150 Other LT Categories= Rs. 300 Note: Disconnection shall be processed only after previous dues and application fees are paid	1.Filled application form. 2.Copy of last two months electricity bill/ money receipt.	**Online:** Login on SUVIDHA portal and raise the request quoting consumer number. **In Person:** Submit filled application form along with last 2 months bill/ payment receipt. **Note:** Retain a copy of the received application form for future reference/claims.		AEE of the respective sub-division office. Name: _____ Phone: _____ Note: If the request/complaint is unresolved the consumer shall contact the respective Executive Engineer (EE).
10	DT Failure	24 hrs (Urban) /48 hrs (Rural)	No Fees	No Document required	Call on electricity complain number **"1912"** and Toll free number: **"18003456570/ 18001238745"**. **In Person:** Information at nearest Section office or Sub-Division Office.	**Compensation:** Rs 25 for each for each affected consumer for each case of default. **Compensation procedure:** **In person:** Each affected consumer shall need file application for compensation at JBVNL office. **Online:** Each affected consumer shall need to fill the claim form in SUVIDHA portal.	AEE of the respective sub-division office. Name: _____ Phone: _____ Note: If the request/complaint is unresolved the consumer shall contact the respective Executive Engineer (EE).

Citizens have rights to services & compensation but also have duties to pay their electricity bills in time. In case of non-payment of bills, JBVNL will take following measure:
Disconnection of supply against non-payment of electricity bill by consumer: In case of payment default beyond the due date of bill,
Step-1: JBVNL will send a reminder notice anytime within 7 days after expiry of due date via registered post & SMS.
Step-2: The consumer shall pay partial or full bill amount with penalty charges within 15 days from the date of post of the reminder notice.
Step-3: If consumer does not pay the due amount within stipulated timeline, electricity supply of the consumer will be disconnected.

*** Important note for claiming compensation**
1. The consumer while filing a complaint in person shall make sure to retain a copy of application form and complaint number.
2. No claim for compensation shall be entertained if complaint is lodged after 15 days of the occurrence of violation of timeline of guaranteed standards.
3. Consumer having arrears payable to JBVNL or load more than sanctioned load or complaint registered under section 124 or 135 of Electricity Act will not be entitled for compensation for delay in service.

**SECURITY DEPOSIT TABLE FOR NEW CONNECTION				
Category of Consumer	Sub-category of Consumer	Load	Security charge (/kW/HP/ kVA) for 2.5 months	
			Energy Charge (Rs. per kW/ kVA/Hp)	Fixed charge for per connection rate
Domestic	DS I (a)	100 W	20	40
	DS I (b)	1 kW	860	75
	DS II	1 kW	1620	125
	DS III	1 kW	2160	375
NDS	NDS I	1 kW	1980	113
	NDS II	1 kW	5960	
	NDS III	1 kW	6120	500
IAS	IAS I	1 HP	310	
	IAS II	1 HP	530	
LTIS	Installation based	1 HP	4090	
	Demand based	1 kVA	4900	

C.D सलाज

अर्ज. क्रमांक

पत्रांक - 2360, दि. 09-12-24