

INTRODUCTION TO THE DEPARTMENT

Union Territory of Chandigarh came into existence with effect from 01/11/1966 after re-organization of erstwhile state of Punjab. The Local Distribution of electricity in Chandigarh was taken over by the Chandigarh Admn. from the PSEB on 2nd May, 1967 and is responsible for Transmission and Distribution of power supply upto consumers door-step for making quality and continuous power supply available to each and every resident. The Electricity Operation Circle is headed by Superintending Engineer along with four Executive Engineers with the employees strength of 1000 approx.

The peak demand of UT Electricity Department is around 406 MW which is being met from different Central/State Generating stations. UT Chandigarh has no generating capacity of its own because the generating projects are found to be techno-economically not viable. At present, the City is receiving 47% of its power through Mohali (PSEB), about 10% through Dhulkote (BBMB) and remaining 50% through Nalagarh. The city has a transmission network which comprises of one No.220 KV Sub Station at Kishangarh Manimajra, 13 Nos. 66 KV Sub Stations and 5 Nos. 33 KV Sub Stations. At present the city has 2,22, 292 consumers which includes 1,93,967 domestic consumers, 23,228 commercial consumers and about 2,677 industrial consumers. The average power requirement is around **53.4 lac** units per day. UT has an allocation of **125 - 255 MW** of power from different Central/State Generating Stations during different hours of the day. Per capita consumption is **1295 units** per person per annum. Besides this, Chandigarh Administration is maintaining **19521** number of street light points within sectors (i.e. V-6) roads.

CHANDIGARH ADMINISTRATION
ENGINEERING DEPARTMENT U.T CHANDIGARH

Sr. No.	Name of Officer/Sub Division	Area of Jurisdiction	Telephone No. of Complaint Centre	Telephone no. of the concerned	
				SDO	XEN
1	Er. M.P.Singh Superintending Engineer Elec. 'OP' Circle, Sec-9, UT Sectt., Chd. 2742370 8054104516(M)	Elec. 'OP' Divn. No.1, 2,3 & 4	-		
1	Er. Arvind Yadav, AE, 'OP' Sub Divn. 1, Sec. 23/D, Chd.	Sec. 22,23,24,25	2706079	2707238(O) 8054104501(M)	Er. Pawan K. Sharma, XEN, OP Divn.1 2703242(O) 8054104519 (M)
2	Er. Surinder Kumar, AEE 'OP' Sub Divn. No. 2, Sec. 10/A, Chd.	Sector- 1 to 11,Sec. 26 Vill Kaimbwala, Khuda Alisher, Timber Mkt, Grain Mkt, Babu Dham, Transport Area and Police Colony, Vegetable Mkt.	2742562 2740984 2794258 2794180 2793328	2742562(O) 2740984(O) 8054104502(M)	-do-
3	Er. Chander Shekhar, AEE 'OP' Sub Divn. 4 Sec. 15, Chd.	Sector- 12,14,15,16,17, PGI, Village Dhanas, Khuda Lahora & Sarangpur	2703206 2780061	2772575(O) 2710039 (R) 8054104504(M)	-do-

4	Er. Ravinder Singh, AEE 'OP' Sub Divn. No. 5, I/Area Ph-I, Chd.	Sector-29,31,47,48, I/Area Ph-I, I/Area Ph-II, Ram Darbar Colony Village Daria, Makhan Majra, Raipur Khurd, Behalana and Hallomajra Colony no.4, Railway Stn., Airforce Stn.	2655996 2658512 2652475	2654720(O) 2655996(O) 2675060 (R) 8054104505(M)	Er. Subhash C. Saini, ASE, OP Divn.2 2679005(O) 2641388 (R) 8054104521 (M)
5	Er. Balbir Singh, AEE 'OP' Sub Divn. No.8, Manimajra, Chd.	Manimajra, Modern Housing Complex and Shivalik Enclave, Vill. Kishangarh, Bhagwanpura, Mauli jagran, Raipur Kalan, Bhagwanpura, IT Park, Railway Colony	2734014 2731925	2734014(O) 2731925(O) 2625848(R) 8054104508(M)	-do-
6	Er. Manoj Kumar AEE M&P, Indl. Area, Chd.	_____	2657143 2652227	2652227(O) 8054104524(M)	_____
7	Er. Kirat Lal, AAE OP Sub Divn. 3, Sec 18A, Chd.	Sector- 18, 19, 21, 27 & 28	2780070 2780081	2774731(O) 8054104503(M)	Er. Deepak Bansal, XEN, OP Divn 3 2700304(O) 2654344(R) 8054104101(M)
8	Er. Madan Mohan, AE, OP Sub Divn. 6, Sec. 20, Chd.	Sector- 20, 30, 32, 46 & 49	2707771 2712044	2707771(O) 2712044(O) 2626234 (R) 8054104506(M)	-do-
9	Er. Vijay Kumar, AEE OP Sub Divn. No 7, Sec 35, Chd.	Sector- 33 to 37	2602524 2667641	2602524(o) 2667641(O) 2673444 (R) 8054104507(M)	-do-

10	Er. Jaswinder Singh, AE OP Sub Divn. 10, Sec 40, Chd.	Sector- 38 to 40, 56 Dadu Majra and Maloya	2692807 2696893	2692807(O) 2218061(R) 8054104510(M)	Er. Anil Dhamija XEN, OP Divn. 4 2676007(O) 2657090 (R) 8054104500 (M)
11	Er. Khem Raj, AE OP Sub Divn. 9, Sec 43, Chd.	Sector- 41 to 45, 50 to 55, 61 to 63, Vill. Burail, Palsora, Buterala, Kajeri, Badheri and Attawa, Nehru Colony	2603927 2667859	2603927(O) 2271523 (R) 8054104509(M)	-do-
12	Er. Dalip Kumar AEE Enforcement	For complaints regarding Theft of electricity, meters tempering etc. anywhere in Chandigarh	—	8054104551(M)	Electy, OP Circle, Sec 9, Chd. 2742370(O)

GUARANTEED STANDARDS OF PERFORMANCE

(Approved By JERC)

Sl. NO.	Nature of CED Complaint/report of Failure	Maximum Time For Redressal
1.	Fuse Blown out or MCB Tripped	Within 4 hours for Urban area Within 8 hours for Rural areas
2.	Service Line Broken/ Service Line snapped from the pole	Within 6 hours from Urban area Within 12 hours for Rural area
3.	Fault in Distribution Line/System	Rectification of fault and thereafter Restoration of normal power supply within 12 hours. Temporary Supply to be restored within 4 hours from alternate source
4.	HT Mains failed	Rectification of fault within 12 hours. Temporary restoration of power supply within 4 hours.
5.	Break down of underground cable	Rectification of fault within 24 hours of occurrence of break down after obtaining clearance Temporary restoration of supply within 4 days.
6.	Distribution Transformer Failed/Burnt	Replacement of failed Transformer Within 24 hours for Urban area Within 48 hours for Rural areas Temporary Restoration of supply through Mobile transformer or another backup source within 8 hours in Urban areas, 12 hours in Rural areas .
7.	Problem in grid (33 KV or 66 KV or 110 KV) Sub Station	Repair and restoration of supply within 48 hours. Restoration of supply from alternate source, within 6 hours. Roster load shedding may be carried out to avoid overloading of alternate source.
8.	Failure of Power Transformer	Rectification Action Plan to be intimated to the Commission within 72 hours. Rectification to be completed within the time frame approved by the Commission. Restoration of supply from alternate source within 6 hours. Restore load shedding may be carried out to avoid overloading of alternate source.
9.	Period of Scheduled outages	Interruption in power supply due to scheduled outages, other than the load-shedding, shall be notified by licensee at least 24 hours in advance and shall not exceed 12 hours in a day.

Quality of Supply

10.	On receipt of a voltage fluctuation complaint, licensee shall verify if the voltage fluctuation is exceeding the limits specified and upon confirmation, licensee shall resolve and problem within the time limits specified below:-	
	i. Local problem on the transformer	Within 3 days.
	ii. Distribution Network Problem	a. Within 15 days for LT System and 30 days for HT System, where no expansion or enhancement of network is involved. b. Within 180 days if upgradation of distribution system is required.

11. Complaints about meters.

Sl. No	Name of Complaints	Time to be taken by License
i.	Complaint lodged for accuracy test of meter	Within 30 days of receiving the complaint, the License shall test the meter and if needed, the meter shall be replaced within 15 days thereafter.
ii.	Complaint lodged for	Within 15 days of receiving the Complaint, the licensee shall

	defective/stuck meter	check the meter and if needed, the meter shall be replaced within 15 days.
iii.	Complaint lodged for burnt meter	The Licensee shall restore supply within 6 hours upon receipt of complaint bypassing the burnt meter, and new meter shall be provided within 15 days.

12. Transfer of Consumer's connection and conversion of service.

Sl. NO.	Name of request	Time to be taken by License
i.	Change of consumer's name due to change in ownership/occupancy for property	Change shall be effected in two billing cycles.
ii.	Transfer of consumer's name to legal heir	Change shall be effected in two billing cycles
iii.	Load reduction	Licensee, after verification, shall sanction the reduced load within 30 days after receipt of the application.
iv.	Change of category	Licensee shall inspect the premises and change the category within 10 days from the date of receipt of application
v.	Shifting of meter/service line etc.	1. One month for giving the estimated amount to the consumer for shifting. 2. Within one month of the consumer depositing the estimated amount as mentioned above.

13. Complaints about consumer's bills.

Sl. NO.	Name of Complaint	Time to be taken by License
i.	Compliant on billing	Within 7-days from the date of complaint

14. Issue relating to disconnection/reconnection of supply.

Sl. NO.	Issue under consideration	Time to be taken by Licensee
i.	Non- payment of dues by the consumer	Licensee may disconnect the consumer's installation on the expiry of notice period as printed on Electricity Bill.
ii.	Request for reconnection	In case consumer requests for reconnection within a period of six months after disconnection, the Licensee shall reconnect the consumer's installation within 5 days of payment of past dues and reconnection charges.
iii.	Consumer wanting up to date bill	Licensee to carry out special reading and prepare final bill, including all arrears upto the date of billing within 7 days.

15 The time limits prescribed in this schedule will be computed from the time when the complaint is filed within designated officer of the licensee or at the call centers.

16 Complaint be lodged with the office of concerned SDO as printed on Electricity Bill.

17 If consumer is not satisfied he can lodge complaint to CGRF at the following address:-

Consumer Grievances Redressal Forum
Headquarter , Room No-531 , 5th Floor
UT Sectt. Building Sector-9 , Chandigarh ,UT
e-mail : chairmancgrf@gmail.com

18. For detailed information please visit :-

http://chdengeering.gov.in/pages/jerc_sop_member.pdf