

Escalation Matrices

Category	Nature of complaints	Sub Category		Duration							
				Urban			Rural				
				Time	1st Escalation (Within time limit)	2nd Escalation (Within time limit)	3rd Escalation (Beyond time limit)	Time	1st Escalation (Within time limit)	2nd Escalation (Within time limit)	3rd Escalation (Beyond time limit)
					AE	AEE	EE		AE	AEE	EE
A	Failure of Power supply	Fuse off Call (Single Phase,Grounding,Spark at Transformer,Spark at pole,Wire Snapping or Cut)		6 Hrs	2 Hrs	4 Hrs	6 Hrs	24 Hrs	12 Hrs	20 Hrs	24 Hrs
		line breakdown (Grounding at pole or TC Spark in line due to Tree branches touching the lines)		6 Hrs	2 Hrs	4 Hrs	6 Hrs	24 Hrs	12 Hrs	20 Hrs	24 Hrs
		line breakdown (pole broken)		10 Hrs	4 Hrs	8 Hrs	10 Hrs	24 Hrs	10 Hrs	10 Hrs	24 Hrs
B	Voltage Complaints	Voltage variations where no expansion or enhancement of network is involved (Voltage Fluctuations, Flickering)		168 Hrs	72 Hrs	144 Hrs	168 Hrs	168 Hrs	72 Hrs	144 Hrs	168 Hrs
		Voltage variations where up gradation of distribution system is required (Low Voltage For Long Period)		2880 Hrs	1440 Hrs	2400 Hrs	2880 Hrs	2880 Hrs	1440 Hrs	2400 Hrs	2880 Hrs
		Opening of neutral (High Voltage)		6 Hrs	2 Hrs	4 Hrs	6 Hrs	24 Hrs	12 Hrs	20 Hrs	24 Hrs
C	Meter Complaints	Inspect and check correctness		168 Hrs	72 Hrs	144 Hrs	168 Hrs	168 Hrs	72 Hrs	144 Hrs	168 Hrs
		Replace slow, Creeping or stuck meters		24 Hrs	12 Hrs	20 Hrs	24 Hrs	72 Hrs	24 Hrs	48 Hrs	72 Hrs
		Replace burnt meters if cause not attributable to consumer		24 Hrs	12 Hrs	20 Hrs	24 Hrs	72 Hrs	24 Hrs	48 Hrs	72 Hrs
		Replace burnt meters in all other cases		24 Hrs	12 Hrs	20 Hrs	24 Hrs	72 Hrs	24 Hrs	48 Hrs	72 Hrs
D	Billing Issues	Where Field report is not required (Arrears Excess Billing ECS Online Payment Printing of Bill)		24 Hrs	10 Hrs	20 Hrs	24 Hrs	24 Hrs	10 Hrs	20 Hrs	24 Hrs
		Where Field report is required (Bill not received Meter not read by MR Wrongreading taken by MR)		168 Hrs	72 Hrs	144 Hrs	168 Hrs	168 Hrs	72 Hrs	144 Hrs	168 Hrs
		Reconnection of supply Following disconnection		On the same day	10 Hrs	20 Hrs	24 Hrs	24 Hrs	10 Hrs	20 Hrs	24 Hrs
E	Safety issues	Straightening of bent pole (Grounding Return supply in neutral)		72 Hrs	24 Hrs	48 Hrs	72 Hrs	72 Hrs	24 Hrs	48 Hrs	72 Hrs
		Replacement of damaged pole (Wire Sagging Providing intermediate pole)		360 Hrs	168 Hrs	336 Hrs	360 Hrs	360 Hrs	168 Hrs	336 Hrs	360 Hrs
		Shifting of Poles (line passing close to the Building Shifting of transformer Center)		360 Hrs	192 Hrs	288 Hrs	360 Hrs	360 Hrs	192 Hrs	288 Hrs	360 Hrs
		Tree trimming		168 Hrs	72 Hrs	144 Hrs	168 Hrs	168 Hrs	72 Hrs	144 Hrs	168 Hrs
F	TC Failure Complaints	Water Supply		24 Hrs	10 Hrs	20 Hrs	24 Hrs	24 Hrs	10 Hrs	20 Hrs	24 Hrs
		Domestic									
		Industry									
		Mixed load									
		Irrigation Pumpset(IP Set)									
G	Theft	Theft		720 Hrs	360 Hrs	600 Hrs	720 Hrs	720 Hrs	360 Hrs	600 Hrs	720 Hrs
		Hooking under nirantara jyothi yojane		360 Hrs	240 Hrs	288 Hrs	360 Hrs	360 Hrs	240 Hrs	288 Hrs	360 Hrs
H	Allegations on staff	Allegations on staff		720 Hrs	360 Hrs	600 Hrs	720 Hrs	720 Hrs	360 Hrs	600 Hrs	720 Hrs
I	New connection Additional load	Release of supply where service is Feasible From existing network	Metro cities	168 Hrs	96 Hrs	144 Hrs	168 Hrs	720 Hrs	480 Hrs	600 Hrs	720 Hrs
			Other Municipal areas	360 Hrs	240 Hrs	288 Hrs	360 Hrs	720 Hrs	480 Hrs	600 Hrs	720 Hrs
		Release of supply where network expansion enhancement required For providing connection		1080 Hrs	720 Hrs	1000 Hrs	1080 Hrs	1080 Hrs	720 Hrs	1000 Hrs	1080 Hrs
		Release of temporary power supply after submission of application		48 Hrs	16 Hrs	32 Hrs	48 Hrs	48 Hrs	16 Hrs	32 Hrs	48 Hrs

		IP sets	720 Hrs	480 Hrs	600 Hrs	720 Hrs	720 Hrs	480 Hrs	600 Hrs	720 Hrs
J	Phase conversion	Conversion of LT single phase to LT three phase	720 Hrs	360 Hrs	600 Hrs	720 Hrs	720 Hrs	360 Hrs	600 Hrs	720 Hrs
		Conversion From LT to HT and vice versa	720 Hrs	360 Hrs	600 Hrs	720 Hrs	720 Hrs	360 Hrs	600 Hrs	720 Hrs
K	Transfer of ownership and Conversion	Title transfer of ownership (Name Transfer Change of Address)	168 Hrs	96 Hrs	144 Hrs	168 Hrs	168 Hrs	96 Hrs	144 Hrs	168 Hrs
		Change of category (Wrong Application Tariff)	168 Hrs	96 Hrs	144 Hrs	168 Hrs	168 Hrs	96 Hrs	144 Hrs	168 Hrs
L	Refund Issue of certificates	Refund of deposits	1440 Hrs	960 Hrs	1200 Hrs	1440 Hrs	168 Hrs	96 Hrs	144 Hrs	168 Hrs
		Issue of certificates	24 Hrs	10 Hrs	20 Hrs	24 Hrs	24 Hrs	10 Hrs	20 Hrs	1 Day
M	TC Issues	Additional TC	720 Hrs	480 Hrs	600 Hrs	720 Hrs	720 Hrs	480 Hrs	600 Hrs	720 Hrs
		TC Enhancement	360 Hrs	240 Hrs	288 Hrs	360 Hrs	360 Hrs	240 Hrs	288 Hrs	360 Hrs
N	General	Any complaints not covered specifically in the above (online billing issues/ECS billing issues/Frequent power cut)	168 Hrs	96 Hrs	144 Hrs	168 Hrs	168 Hrs	96 Hrs	144 Hrs	168 Hrs