

KERC Time-line

Category	Nature of complaints	Sub Category	Duration	
			Urban	Rural
A	Failure of Power supply	Fuse off Call (Single Phase, Grounding, Spark at Transformer, Spark at pole, Wire Snapping or Cut)	6hrs	24 hrs
		line breakdown (Grounding at pole or TC Spark in line due to Tree branches touching the lines)	6hrs	24 hrs
		line breakdown (pole broken)	10 hrs	24 hrs
B	Voltage Complaints	Voltage variations where no expansion or enhancement of network is involved (Voltage Fluctuations, Flickering)	7 days	7 days
		Voltage variations where up gradation of distribution system is required (Low Voltage For Long Period)	120 days	120 days
		Opening of neutral (High Voltage)	6 hr	24 hrs
C	Meter Complaints	Inspect and check correctness	7 days	7 days
		Replace slow, Creeping or stuck meters	24 hrs	72 hrs
		Replace burnt meters if cause not attributable to consumer	24 hrs	72 hrs
		Replace burnt meters in all other cases	24 hrs	72 hrs
D	Billing Issues	Where Field report is not required (Arrears Excess Billing ECS Online Payment Printing of Bill)	24 hrs	24 hrs
		Where Field report is required (Bill not received Meter not read by MR Wrongreading taken by MR)	7 days	7 days
		Reconnection of supply Following disconnection	On the same day	24 hrs
E	Safety issues	Straightening of bent pole (Grounding Return supply in neutral)	3 days	3 days
		Replacement of damaged pole (Wire Sagging Providing intermediate pole)	15 days	15 days
		Shifting of Poles (line passing close to the Building Shifting of transformer Center)	15 days	15 days
		Tree trimming	7 days	7 days
F	TC Failure Complaints	Water Supply	24 hrs	24 hrs
		Domestic		
		Industry		
		Mixed load		
		Irrigation Pumpset(IP Set)		
G	Theft	Theft	1 Month	1 Month
		Hooking under nirantara jyothi yojane	15 Days	15 Days
H	Allegations on staff	Allegations on staff	1 Month	1 Month
I	New connection Additional load	Release of supply where service is Feasible From existing network	Metro cities 7 days Other Municipal areas 15 days	30 Days
		Release of supply where network expansion enhancement required For providing connection	45 days	45 days
		Release of temporary power supply after submission of application	48 Hrs	48 Hrs
		IP sets	30 days	30 days
J	Phase conversion	Conversion of LT single phase to LT three phase	30 days	30 days
		Conversion From LT to HT and vice versa	30 days	30 days
K	Transfer of ownership and Conversion	Title transfer of ownership (Name Transfer Change of Address)	7 days	7 days
		Change of category (Wrong Application Tariff)	7 days	7 days
L	Refund Issue of certificates	Refund of deposits	60 days	60 days
		Issue of certificates	1 day	1 day
M	TC Issues	Additional TC	1 Month	1 Month
		TC Enhancement	15 days	15 days
N	General	Any complaints not covered specifically in the above (online billing issues/ECS billing issues/Frequent power cut)	7 days	7 days