

# CITIZEN'S CHARTER



## UTTAR GUJARAT VIJ COMPANY LIMITED

Registered & Corporate Office, Visnagar Road, Mehsana-384001

To help our esteemed consumers as well as applicants of new connections following time limits are decided for completion of various works except during emergency. Further for any services Dy. Engineer / Jr. Engineer or billing staff of our sub division can be contacted, who shall provide the complete information.

<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="3"><b>A For new electric connection</b></td> </tr> <tr> <td colspan="3"><b>A 1 Time limit for issue of Demand Note (From the date of registration with required documents).</b></td> </tr> <tr> <td style="width: 5%;">1</td> <td style="width: 75%;">Permanent electric connections for Residence &amp; Commercial purposes</td> <td style="width: 20%;">7 Days</td> </tr> <tr> <td>2</td> <td>Permanent electric connection for Industrial LT</td> <td>10 Days</td> </tr> <tr> <td>3</td> <td>For HT connection</td> <td>15 Days</td> </tr> <tr> <td>4</td> <td>For EHV connection</td> <td>30 Days</td> </tr> <tr> <td colspan="3"><b>A 2 Time limit to release connection (From the date of payment of Demand Note &amp; on completion of related consumers &amp; departmental work)</b></td> </tr> <tr> <td>1</td> <td>Permanent electric connection (in Category A of existing network)</td> <td>20 Days</td> </tr> <tr> <td>2</td> <td>Permanent electric connection (In case of modification in existing network)</td> <td>2 months City area 4 months Rural area</td> </tr> <tr> <td>3</td> <td>Permanent electric connection for LT Industrial (in Category A of existing network)</td> <td>20 Days</td> </tr> <tr> <td>4</td> <td>Permanent electric connection for LT Industrial (In case of modification in existing network).</td> <td>60 Days</td> </tr> <tr> <td>5</td> <td>Permanent Agricultural electric Connection (In category A of existing network)</td> <td>30 Days from the date of Payment or due date of demand note, whichever is later.</td> </tr> <tr> <td>6</td> <td>Permanent Agricultural electric Connection (In category of modification in existing network)</td> <td>120 Days</td> </tr> <tr> <td>7</td> <td>HT Industrial connection</td> <td>45 Days</td> </tr> <tr> <td>8</td> <td>EHV electric connection</td> <td>180 Days</td> </tr> <tr> <td>9</td> <td>Temp electric connection 10/25/50 KVA &amp; above</td> <td>5-10-20-30 Days</td> </tr> <tr> <td colspan="3"><b>B Reconnection of electrical connection (after the payment of reconnection charge, due payment &amp; Security Deposit.)</b></td> </tr> <tr> <td>1</td> <td>If electrical supply is not disconnected for more than 6 months.</td> <td>24 Hrs</td> </tr> <tr> <td>2</td> <td>If service line is not disconnected from outside of building.</td> <td>3 Days</td> </tr> <tr> <td>3</td> <td>If electrical supply is disconnected for more than 6 months than, after the submission of test report provided Company's equipments are lying at consumer's place</td> <td>48 Hrs or otherwise 7 Days</td> </tr> <tr> <td>4</td> <td>If Agreement is terminated then consumer has to apply afresh.</td> <td>Apply afresh.</td> </tr> </table>	<b>A For new electric connection</b>			<b>A 1 Time limit for issue of Demand Note (From the date of registration with required documents).</b>			1	Permanent electric connections for Residence & Commercial purposes	7 Days	2	Permanent electric connection for Industrial LT	10 Days	3	For HT connection	15 Days	4	For EHV connection	30 Days	<b>A 2 Time limit to release connection (From the date of payment of Demand Note &amp; on completion of related consumers &amp; departmental work)</b>			1	Permanent electric connection (in Category A of existing network)	20 Days	2	Permanent electric connection (In case of modification in existing network)	2 months City area 4 months Rural area	3	Permanent electric connection for LT Industrial (in Category A of existing network)	20 Days	4	Permanent electric connection for LT Industrial (In case of modification in existing network).	60 Days	5	Permanent Agricultural electric Connection (In category A of existing network)	30 Days from the date of Payment or due date of demand note, whichever is later.	6	Permanent Agricultural electric Connection (In category of modification in existing network)	120 Days	7	HT Industrial connection	45 Days	8	EHV electric connection	180 Days	9	Temp electric connection 10/25/50 KVA & above	5-10-20-30 Days	<b>B Reconnection of electrical connection (after the payment of reconnection charge, due payment &amp; Security Deposit.)</b>			1	If electrical supply is not disconnected for more than 6 months.	24 Hrs	2	If service line is not disconnected from outside of building.	3 Days	3	If electrical supply is disconnected for more than 6 months than, after the submission of test report provided Company's equipments are lying at consumer's place	48 Hrs or otherwise 7 Days	4	If Agreement is terminated then consumer has to apply afresh.	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