

CITIZEN CHARTER

The Citizen's Charter provides information on various services rendered by this department to the public like effecting new service connections, replacement of defective meters etc. The jurisdictional areas of the various Section officers, Sub-Divisional officers, Divisional Officers are available by which the public / consumer may become aware to whom to be contacted for their needs / complaints.

The Citizen Charter indicates the time limit for the existing power supply to various class and category of consumers having various loads by mere service connection by extension of lines, erection of transformers etc, to issue certificate on feasibility of extension of power supply to LT / HT industrial loads. The Citizen's Charter can be referred for the checklist of documents to be enclosed for the application for extension of power supply to various categories.

Sl.No Chapter Contents of Citizen Charter - 2003

1	I	Service Rendered by Electricity Department, Puducherry
2	II.1	Puducherry Region (1) Executive Engineer - I (Town)
3	II.2	Puducherry Region (2) Executive Engineer - IV (Rural North)
4	II.3	Puducherry Region (3) Executive Engineer - IX (Rural South)
5	II.4	Karaikal Region (Executive Engineer-V)
6	II.5	Mahe Region
7	II.6	Yanam Region

Permanent Service Connection

8	III.1	L.T. Service Connection (Domestic, Commercial upto 10 KW)
9	III.2	L.T. Service Connection (Domestic, Commercial above 10 KW)
10	III.3	Low Tension Industries upto 5 H.P.
11	III.4	Low Tension Industries above 5 H.P.
12	III.5	High Tension Industries
13	IV	Issue of Power Feasibility Certificate
14	V	Other Works

Check List for application

15	VI.1	(i) New Domestic Service Connection - Low Tension
16	VI.2	(ii) New Commercial Service Connection - Lighting & Air Condition
17	VI.3	Low Tension Industrial service connection
18	VI.4	High Tension Industries
19	VI.5	Agricultural Service Connection