

**List of Services Provided
at Consumer Facilitation Centre**

| Sr NO. | ** Service Details |
|--------------------------------------|--|
| 1) Application | |
| 1 | Acceptance of Application Form for Change of Billing Address |
| 2 | Acceptance of Application Form for Change of Name / Ownership |
| 3 | Acceptance of Application Form for Load Change |
| 4 | Acceptance of Application Form for Non use of Supply (Temporary) |
| 5 | Acceptance of Application Form for Re-Connection (Restoration of Supply) |
| 6 | Acceptance of Application Form for Request for Disconnection - (Permanent) |
| 7 | Acceptance of Application Form for Request for Disconnection - (Temporary) |
| 8 | Acceptance of Application Form for Shifting of Meter Location within same premises |
| 9 | Acceptance of Application Form for Temporary Connection (LT) |
| 10 | Acceptance of Application for LT / AG / PUMP |
| 11 | Application for Correction in Consumer Name |
| 12 | New Connection (LT) Industrial up to (for corporation 200HP/150KW for other area 107HP / 80KW |
| 13 | New Connection (LT) for Residential / Commercial (Building Complex / Group of Application) |
| 14 | New Connection (LT) for Residential / Commercial (Individual House/ Bunglow) |
| 2) Complaints | |
| | Lodging of Complaints at CFC : |
| 1 | 1. Billing Related, 2. Meter Related, 3. NSC Related / Enhancement or Reduction of Load, 4. Disconnection / Reconnection 5. Supply Related |
| 2 | Collecting Complaint Feedback from Complainants after complaint closure |
| 3) Help Desk | |
| 1 | Providing Emergency Numbers |
| 2 | Providing Load Shedding Information |
| 3 | Providing Consumer Redressal Forum Contact Information |
| 4 | Providing Tariff Detail |
| 5 | Providing List of Services provided at CFC |
| 5 | Providing Checklist of Document for Service Applications |
| 6 | Providing Status of Application Forms Submitted at CFC |
| 7 | Providing Status of Lodged Complaints |
| 8 | Providing other customer related request |
| 4) Billing Related | |
| 1 | Delivery of Duplicate Bill |
| 2 | Delivery of Consumer Personal Ledger (CPL) |
| 3 | Supply of Arrears Detail Information |
| 4 | Payment request to Consumers |
| 5) Intimation of Energy Theft | |