

**Consumer Service Charter**

<b>Sl. No.</b>	<b>Services</b>	<b>Timeline</b>
1	New service connection For LT Consumers	As per BERC Timeline
2	New service connection For HT Consumers	As per BERC Timeline
3	New Service Connection for Smart Meter Consumer	As per BERC Timeline
4	Go Green/e-bill	3 Days
5	Bill view and payment	Immediately
6	Recharge Facility for Smart Pre-paidConsumer	Immediately
7	self-bill generation	3 Days
8	Mobile No. Update	2 Days
9	e-mail update	2 Days
10	Load Enhancement	As per BERC Timeline
11	Load reduction	As per BERC Timeline
12	Bill on missed call	Immediately
13	1912 consumer helpline	As per BERC Timeline
14	Power theft compliant through WhatsApp	100% Action
15	Grievance Redressal	According Nature of Complain & BERC Timeline
16	Correction in Billing address	As per BERC Timeline
17	Disconnection	As per BERC Timeline
18	Solar Rooftop Net-Metering Request	As per BERC Timeline
19	e-Wallet (Collection ondoor step)	Immediately
20	Feedback/Status Checking Facility for Online Application	Immediately
21	Spot Billing (Bill at Door Step)	Immediately