

CHANDIGARH ADMINISTRATION
DEPARTMENT OF PERSONNEL

NOTIFICATION

No. 28/67/1-IH (9)-2026/ 133213

Dated: 14/08/2026

In supersession of Notification No. 28/67/1-IH(11)-2022/3946, dated 08.03.2022 and in exercise of the powers conferred under Section 3 of the Punjab Right to Service Act, 2011 and the Punjab Right to Service (Amendment) Act, 2014,as extended to the Union Territory of Chandigarh by Government of India, Ministry of Home Affairs, New Delhi vide its Notification No. G.S.R. 1015(E) dated 14.08.2017, the Administrator, Union Territory of Chandigarh is pleased to notify the Services, Designated Officers, First Appellate Authorities, Second Appellate Authorities and the stipulated time-limits, in respect of **Chandigarh Power Distribution Limited (CPDL), Chandigarh**, for the purposes of the Acts, ibid, as detailed below:

Sr. No.	Name of the Department/Office / Wing	Name of the Service	Stipulated time limit (Working Days/ Hours/ Minutes)	Designated Officer	First Appellate Authority	Second Appellate Authority	Remarks, If any
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
1.	Electricity-CPDL	Rectification of Fuse blown- out	Urban area: Within 4 hours Rural area: Within 8 hours	SDO	Division Head	Circle Head	
2.	-do-	Rectification of Service Line broken/ service Line snapped from the pole	Urban area: within 6 hours Rural area: within 12 hours	-do-	-do-	-do-	
3.	-do-	Fault in distribution line (LT Main)	Rectification of fault and thereafter restoration of normal power supply within 12 hours Temporary supply to be restored within 4 hours from alternate source	-do-	-do-	-do-	
4.	-do-	HT Mains failure	Rectification of fault within 12 hours Temporary restoration of power supply within 4 hours	-do-	-do-	-do-	
5.	-do-	Breakdown of underground cables	Rectification of fault within 24 hours of occurrence of break down after obtaining clearance; Temporary restoration of supply within 4 days	-do-	-do-	-do-	
6.	-do-	Distribution Transformer failure/Burnt	Urban area: Within 24 hours for replacement of failed transformer Rural area: Within 48 hours Temporary restoration of supply through Mobile transformer or another backup source Urban area: within 8 hours Rural area: within 12 hours	-do-	-do-	-do-	
7.	-do-	Problem in Grid (33/66/220 KV) Sub station	Repair and restoration of supply: within 48 hours Restoration of supply from alternate source: within 6 hours	EHV-Zonal Head	EHV(O&M) Head	Head-O&M	
8.	-do-	Failure of Power Transformer	(a) Rectification action plan to be intimated to the Commission: within 72 hours (b) Rectification to be completed within the time frame approved by the Commission (c) Restoration	-do-	-do-	Head-Operations Technical	

			of supply from alternate source: within 6 hours				
9.	-do-	Period of Scheduled outages	Interruption in power supply due to scheduled outages, other than the load-shedding, shall be notified by the licensee at least 24 hours in advance and shall not exceed 12 hours in a day.	SDO	Division Head	Circle Head	
10.	Electricity -CPDL	Voltage fluctuation complaint-Local problem on the transformer	Within 3 days	-do-	-do-	-do-	
11.	-do-	Voltage fluctuation complaint - Others	Where no expansion or enhancement of network is involved: (a) For LT System: within 15 days (b) For HT System: within 30 days If upgradation of distribution system is required: within 180 days	-do-	-do-	-do-	
12.	-do-	Complaint lodged for accuracy test of meter	On receiving the complaint : Within 30 days The licensee shall check the meter and if needed, the meter shall be replaced: within 15 days	Division MMG	Commercial Manager	MMG Head	
13.	-do-	Complaint lodged for defective/ Stuck meter	On receiving the complaint: Within 15 days The Licensee shall test the meter and if needed, the meter shall be replaced within 15 days thereafter	-do-	-do-	-do-	
14.	-do-	Complaint Lodged for burnt meter	On receipt of complaint bypassing the burnt meter the Licensee shall restore supply: within 6 hours, and new meter shall be provided: within 15 days	1. SDO (Supply restoration) 2. Division MMG (Meter replacement)	1. Division Head 2. Commercial Manager	1. Circle Head 2. Head-MMG	
15.	-do-	Change of Consumer's name due to change in ownership/ occupancy of property	60 days	Concerned RA	Commercial Manager	Division Head	
16.	-do-	Transfer of consumer's name to legal heir	60 days	-do-	-do-	-do-	
17.	-do-	Load Reduction	30 days	-do-	-do-	-do-	
18.	-do-	Change of category	10 days	-do-	-do-	-do-	
19.	-do-	Shifting of meter/ service line etc	(a) One month for giving the estimated amount to the consumer (b) Within one month of the consumer depositing the estimated amount as mentioned above.	-do-	-do-	-do-	
20.	-do-	Complaint on billing	07 days	-do-	-do-	-do-	
21.	-do-	Request for Reconnection	05 days	-do-	-do-	-do-	In case consumer requests for reconnection within a period of

							six months after disconnection.
22.	-do-	Consumer wanting special reading of meter and update bill	07 days	-do-	-do-	-do-	
23.	-do-	New Connection	<u>Urban-</u> Extension of distribution mains not required – 16 days (Demand note – 7 working days) Meter installation after estimate payment – 7 days Extension of distribution mains required – LT (30 days), HT (90 days), EHT (180 days), Demand note- LT(3 days), HT (15 days), EHT (30 days). Meter installation after estimate payment (90 days) <u>Rural</u> Extension of distribution mains not required – 24 days (Demand note – 10 working days) Meter installation after estimate payment – 7 days Extension of distribution mains required – LT (45 days), HT (90 days), EHT (180 days), Demand note- LT(10 days), HT (20 days), EHT (30 days). Meter installation after estimate payment (90 days)	-do-	-do-	-do-	
24.	Electricity -CPDL	Load Enhancement	30 days	-do-	-do-	-do-	

- (i) The stipulated time limit fixed for delivery of services in this notification will start from the date of submission of application alongwith the entire requisite documents/papers correct & complete in all respects
- (ii) For all purposes, with regard to implementation of the Punjab Right to Service Act, 2011 and the Punjab Right to Service (Amendment) Act, 2014 as extended to Union Territory of Chandigarh, Head of the Department, Chandigarh Power Distribution Limited (CPDL), Chandigarh or his nominee shall be the Nodal Officer in respect of the above said services, under the Acts, ibid,

Chandigarh dated
the 07th August, 2026

Administrator
Union Territory, Chandigarh

Endst.No.E-574911/28/67/1-IH(9)-2026/ 133213-A

Dated: 14/08/2026

A copy is forwarded to the following for information and necessary action:-

1. The Chief Commissioner, Chandigarh Right to Service Commission w.r.t. Letter No. MS/CRTSC/343 dated 20.07.2026.
2. All the Administrative Secretaries/Heads of Departments/Heads of Boards/Corporations, Chandigarh Administration.
3. The Secretary Engineering, Chandigarh Administration
4. Chief Engineer, U.T. Chandigarh w.r.t. Memo No. G-1/2026/278 dated 03.07.2026

5. The Vice President, Chandigarh Power Distribution Limited, Regd. Office 4th Floor, SCO-33, 34 & 35, Sector 34A, Chandigarh-160022 w.r.t letter No. CPDL/VP/26-27/024 dated 01.07.2026

**Digitally signed by
D KARTHIKEYAN
Date: 14-08-2026
17:34:49**

Special Secretary Personnel
for Administrator
Union Territory, Chandigarh