

Channels for Complaint Registration at NPCL

Complaint Registration Interface	Details of Registration Interface	Complaint Type		
		No Power - Supply Related	Meter Related	Bill Related
24/7 Helpline Channels – 2 PRIs, 60 Channels	0120-6226666 / 2333555 / 2333888	√	√	√
Through Letters / Walk-Ins	Customer Care Office, Plot No. ESS, Tugalpur, Sector Knowledge Park-1, Greater Noida (Timings: 10:00am to 5:00pm)	√	√	√
	Customer Care Office, Plot No. ESS, Sector Techzone-4, Greater Noida West (Timings: 10:00am to 5:00pm)	√	√	√
Electronic Interface: (24/7)	NPCL website (www.noidapower.com)	√	√	√
	NPCL mobile App	√	√	√
	SMS (78400 02288)	√	√	√
	E-Mail - npc@noidapower.com	√	X	X
	E-Mail - crm@noidapower.com	X	√	√

Note: Complaint will be registered only if 10 digit BP number or the registered Mobile number is correctly shared across all platforms while registering a Complaint. Complaint registration no. will be shared to the consumer on the same mode through which the Complaint has been made within 30 minutes on receiving of the Complaint. If the Mobile No. and/or E-Mail ID of the Consumer is registered with NPCL, then the Complaint details shall also be sent through SMS and/or E-Mail to the registered mobile number and E-Mail ID of the Consumer within 30 minutes on receiving of the Complaint.

Complaint / Service type		Schedule-I (Guaranteed Standards)	Schedule-III (Compensation in Rs)#
Operation of Call Centre (s)	First response against a Consumer Call	10 Min	50
	Registration and issuance of complaint/compensation number	On Call - Immediate Other-30 Minutes	50
Restoration of supply after receiving of complaint	Normal Fuse-off	Class I cities	50 / day
		Rural	50 / day
	Overhead Line/cable Breakdowns	Class I cities	100 / day
		Rural	100 / day
	Underground Cable Breakdowns	Class I cities	100 / day
		Rural	100 / day
Distribution Transformer failure	Class I cities	-	
	Rural	150 / day	
Period of Schedule Outages ¹	Class I cities	Not more than 12 Hrs in a Month	20 /kW/hr on monthly basis
	Rural ²	Not more than 24 Hrs in a Month	10 /kW/hr on monthly basis
Quality of Supply	Voltage Fluctuation - Range to be maintained	Low Voltage	50 / day
		High Voltage	50 / day
		Extra High Voltage	50 / day
<i>Above Range subject to voltage availability at Transmission Distribution Interface</i>			
Voltage Fluctuation Complaint resolution (exceed the above mentioned voltage fluctuation limit)	(a) Fault due to local problem on the transformer	Within 2 days	50 / day
	(b) No expansion/enhancement of network involved	Within 10 days	50 / day
	(c) Upgradation of distribution system required	Within 120 days	100 / day
	Sub-station required to control voltage fluctuation, Commission approval will be required. Licensee shall inform consumer about this. Sub-station is covered in approved Capital Expenditure Plan, Licensee shall complete the Sub-station	Likely time of resolution of complaint to be informed by licensee to consumer	250 / day
	<i>The compensation for industrial and agricultural consumers, who are expected to install capacitors at their end, shall not be paid the compensation if capacitors of adequate capacity are not installed at their premises.</i>		
Meter Complaints : Licensee shall perform meter related activities as per regulation 16.4.2 to 16.4.6 subject to provision provided in the supply code and other associated regulation and codes	Meter Reading	At least 1 in 6 months	200 / day
	Inspect and check the meters on receiving complaints	As per Section 5.6 of Supply Code ^{\$}	-
	Replacement of Meter non working/defective	As per Section 5.9 of Supply Code ^{\$}	50 / day
	Replacement of Burnt Meter	As per Section 5.8 & 5.9 of Supply code ^{\$}	50 / day
Shifting of meters/service lines	Shifting of service connection, Licensee shall inspect and inform estimated cost	Class I cities	50 / day
		Rural	50 / day
	Shifting of service connection after payment and necessary clearance	Class I cities & Rural	50 / day
New Connection/additional load/reduction in load/ Temporary Supply of Power (LT & HT Connection)	Extension of distribution mains not required	As per Section 4.7 of Supply Code ^{\$}	50 / day
	Extension of distribution mains required	As per Section 4.8 of Supply Code ^{\$}	50 / day
	Reduction of Load	As per Section 4.41 of Supply Code ^{\$}	50 / day
	Enhancement of Load	As per Section 4.43 of Supply Code ^{\$}	50 / day
	Temporary Supply of Power	As per Section 4.10 of Supply Code ^{\$}	100 / day
Transfer of Ownership and Change in category	Title transfer of ownership	Within 2nd billing cycle	50 / day
	Change of Category 1) Single phase to LT three phase and Vice Versa 2) LT three phase to HT three phase and vice versa	Within 2nd billing cycle from the payment of processing/necessary charges	50 / day
	Technical feasibility of Change of Category	Within 7 days	
Consumer bills Complaints	Bill Complaint Resolution	As per Section 6.5 of Supply Code ^{\$}	50 / day
Billing	Reduction / Enhancement of load	As per Section 4.41 of Supply Code ^{\$} for Load Reduction As per Section 4.43 of Supply Code ^{\$} for load Enhancement	50 / day
	Termination of agreement	As per Section 4.14(J)of Supply Code ^{\$}	50 / day
	Carry forward of fictitious arrears	As per Section 6.5 of Supply Code ^{\$}	100 / cycle
Permanent Disconnection of Supply	Permanent Disconnection of Supply	As per Section 4.38 of Supply Code ^{\$}	50 / day
	Refund of Security Deposit etc.	As per Section 4.20(H) of Supply Code ^{\$}	50 / day
	Issue of no dues certificate	As per Section 4.14(G)of Supply Code ^{\$}	50 / day
Reconnection of Supply	Reconnection of supply following disconnection due to non-payment of bills	Restore power supply As per Section 4.39 of Supply Code ^{\$} Prepaid meters - Within 2 Hours after recharge	50 / day
For Un-electrified areas			No Un-electrified area in NPCL Licensed Area

For details of Compensation Mechanism, please refer Regulations 8 of the UPERC (SOP) Regulations, 2019
 \$ UPERC Electricity Supply Code & its amendments

¹ Interruption in power supply due to scheduled outages, other than the load-shedding, shall be notified at least 24 hours in advance.

² For instance, in case of rural schedule, in case as per roaster, the power is to be supplied for 10 hours, the period of scheduled outage will be calculated for outage during the period of 10 hours only. In reference to load shedding (in case of rural schedule) and scheduled outage, the complete details shall be published by Licensee on their website.