



**GOVERNMENT OF ASSAM  
POWER DEPARTMENT  
DISPUR ::: GUWAHATI-06**

**Block-A, 4th floor, Janata Bhawan, power.assam@assam.gov.in, power.assam.gov.in**

Dated Dispur the 18<sup>th</sup> Oct, 2024

**ORDERS BY THE GOVERNOR OF ASSAM  
NOTIFICATION**

**No. ECF 241776/252** : In partial modification of previous notification No. ECF 241776/158 dated 13/09/2024, the Governor of Assam is pleased to notify and revise the timelines of the following services of the Power Department under Section 4 of Assam Right to Public Service Act, 2012 (2019 as amended) in the interest of public service and timely disposal:-

1. Name of Service: **Application for License for operating a lift installed before the commencement of the act.**

<b>SERVICE</b>	Application for License for operating a lift installed before the commencement of the act
<b>Eligibility Criteria</b>	NA
<b>Documents Required</b>	<p>Required Documents to avail the service (Upload scanned copies of the original documents).</p> <ul style="list-style-type: none"> <li>Up to date Annual Maintenance Contract</li> <li>Inspection manual in the prescribed format</li> <li>NOC for construction of the building</li> <li>Declaration from the person authorized under section 13 for erection of lifts/escalators (Undertaking to Carry Out and Complete Erection / Alteration)</li> <li>Declaration from the person authorized under section 13 (Certificate of Completion of Erection / Alteration)</li> <li>License of operating a lift before commencement of the Act.</li> <li>Details of Lift(s) under maintenance .</li> </ul>
<b>DPS</b>	Chief Electrical Inspector -cum- Adviser, Assam
<b>Timeline (in days)</b>	15 Days
<b>Workflow</b>	Attached as Annexure -I
<b>Work Timeline (In Days)</b>	15 Days
<b>Revert/ De-escalation Timeline (In days)</b>	NA
<b>First Appellate Authority</b>	Secretary to the Govt. of Assam, Power Department
<b>Stipulated time for First Appellate Authority</b>	As prescribed in the ARTPS Act

<b>Second Appellate Authority</b>	Principal Secretary to the Govt. of Assam, Power Department
<b>Stipulated time for Second Appellate Authority</b>	As prescribed in the ARTPS Act
<b>Third Appellate Authority</b>	ASCRTPS
<b>Stipulated time for Third Appellate Authority</b>	As prescribed in the ARTPS Act.
<b>Fees (in Rs.</b>	<ul style="list-style-type: none"> <li>• Upto 0.63 MPS = Rs. 2000/-</li> <li>• Excess 0.63 MPS upto 1.0 MPS = Rs. 3000/-</li> <li>• Excess 1.0 MPS = Rs. 4000/-</li> </ul>

2. Name of Service: **Application for License for operating a Lift/Escalator**

<b>SERVICE</b>	Application License for operating a Lift/Escalator
<b>Eligibility Criteria</b>	NA
<b>Documents Required</b>	<p>Required Documents to avail the service (Upload scanned copies of the original documents).</p> <ul style="list-style-type: none"> <li>• Layout of earthing plan.</li> <li>• Circuit diagram of panel.</li> <li>• Lift well plan with dimension.</li> <li>• Machine room plan with dimension.</li> <li>• Section elevation with dimension.</li> <li>• Landing entrance detail with dimension.</li> <li>• Run by &amp; clearance with dimension.</li> <li>• Traction machinery assembly with Serial Number.</li> <li>• Overspeed Governor with Serial Number.</li> <li>• Elevator controller.</li> <li>• Ropes of Car &amp; Buffer.</li> <li>• Inspection manual in the prescribed format.</li> <li>• NOC for construction of the building.</li> <li>• Declaration from the person authorized under section 13 for erection of escalators</li> <li>• Permission to install escalators or For making additions or alterations to the installed escalators. permission to install lift</li> <li>• Declaration from the person authorized under section 13</li> </ul>
<b>DPS</b>	Chief Electrical Inspector -cum- Adviser, Assam
<b>Timeline (in days)</b>	15 Days
<b>Workflow</b>	Attached as Annexure - II
<b>Work Timeline (In Days)</b>	15 Days
<b>Revert/ De-escalation Timeline (In days)</b>	NA

<b>First Appellate Authority</b>	Secretary to the Govt. of Assam, Power Department
<b>Stipulated time for First Appellate Authority</b>	As prescribed in the ARTPS Act
<b>Second Appellate Authority</b>	Principal Secretary to the Govt. of Assam, Power Department
<b>Stipulated time for Second Appellate Authority</b>	As prescribed in the ARTPS Act
<b>Third Appellate Authority</b>	ASCRTPS
<b>Stipulated time for Third Appellate Authority</b>	As prescribed in the ARTPS Act.
<b>Fees (in Rs.)</b>	<p>For Lift:</p> <ul style="list-style-type: none"> <li>• Upto 0.63 MPS = Rs. 2000/-</li> <li>• Excess 0.63 MPS upto 1.0 MPS = Rs. 3000/-</li> <li>• Excess 1.0 MPS = Rs. 4000/-</li> </ul> <p>For Escalator:</p> <ul style="list-style-type: none"> <li>• Rs. 10,000/-</li> </ul>

3. Name of Service: **Application for License for operating an escalator installed before the commencement of the act.**

<b>SERVICE</b>	Application for License for operating an escalator installed before the commencement of the act.
<b>Eligibility Criteria</b>	NA
<b>Documents Required</b>	<p>Required Documents to avail the service (Upload scanned copies of the original documents).</p> <ul style="list-style-type: none"> <li>• Up to date Annual Maintenance Contract.</li> <li>• Inspection manual in the prescribed format.</li> <li>• NOC for construction of the building.</li> <li>• Declaration from the person authorized under section 13 for erection of lifts/escalators (Undertaking to Carry Out and Complete Erection / Alteration) .</li> <li>• Declaration from the person authorized under section 13 (Certificate of Completion of Erection / Alteration) .</li> <li>• Details of Lift(s) under maintenance .</li> <li>• License of operating an escalator before commencement of the Act.</li> </ul>
<b>DPS</b>	Chief Electrical Inspector -cum- Adviser, Assam
<b>Timeline (in days)</b>	15 Days
<b>Workflow</b>	Attached as Annexure -III
<b>Work Timeline (In Days)</b>	15 Days

<b>Revert/ De-escalation Timeline (In days)</b>	NA
<b>First Appellate Authority</b>	Secretary to the Govt. of Assam, Power Department
<b>Stipulated time for First Appellate Authority</b>	As prescribed in the ARTPS Act
<b>Second Appellate Authority</b>	Principal Secretary to the Govt. of Assam, Power Department
<b>Stipulated time for Second Appellate Authority</b>	As prescribed in the ARTPS Act
<b>Third Appellate Authority</b>	ASCRTPS
<b>Stipulated time for Third Appellate Authority</b>	As prescribed in the ARTPS Act.
<b>Fees (in Rs.)</b>	RS. 10,000/-

4. Name of Service: **Application for renewal of license of escalators/lift**

<b>SERVICE</b>	Application for renewal of license of escalators/lift
<b>Eligibility Criteria</b>	NA
<b>Documents Required</b>	Required Documents to avail the service (Upload scanned copies of the original documents). <ul style="list-style-type: none"> <li>Up to date Annual Maintenance Contract (AMC).</li> <li>Details of lifts/Escalators under maintenance.</li> </ul>
<b>DPS</b>	Chief Electrical Inspector-cum-Adviser, Assam
<b>Timeline (in days)</b>	15 Days
<b>Workflow</b>	Attached as Annexure - IV
<b>Work Timeline (In Days)</b>	15 Days
<b>Revert/ De-escalation Timeline (In days)</b>	NA
<b>First Appellate Authority</b>	Secretary to the Govt. of Assam, Power Department
<b>Stipulated time for First Appellate Authority</b>	As prescribed in the ARTPS Act
<b>Second Appellate Authority</b>	Principal Secretary to the Govt. of Assam, Power Department
<b>Stipulated time for Second Appellate</b>	As prescribed in the ARTPS Act

<b>Authority</b>	
<b>Third Appellate Authority</b>	ASCRTPS
<b>Stipulated time for Third Appellate Authority</b>	As prescribed in the ARTPS Act.
<b>Fees (in Rs.)</b>	<p>For escalator:</p> <ul style="list-style-type: none"> <li>Rs. 3500/-</li> </ul> <p>For lift:</p> <ul style="list-style-type: none"> <li>Upto 0.63 MPS = Rs. 1000/-</li> <li>Excess 0.63 MPS upto 1.0 MPS = Rs. 1300/-</li> <li>Excess 1.0 MPS = Rs. 1500/-</li> </ul>

**5. Name of Service: Application for Seeking approval for Commissioning of Electrical Generating units.**

<b>SERVICE</b>	Application for Seeking approval for Commissioning of Electrical Generating units.
<b>Eligibility Criteria</b>	NA
<b>Documents Required</b>	<p>Required Documents to avail the service (Upload scanned copies of the original documents).</p> <ul style="list-style-type: none"> <li>Copy of "No Objection" or otherwise permission from appropriate owner of the land/ premises, in case the applicant is not the owner</li> <li>Electrical lay out drawings that show the appropriate rating/type/size of all electrical Generators, equipments, accessories, panels etc. including changeover switch/interlocking arrangement in the single line diagram and dimensions / clearances etc. in the physical layout plan &amp; in the details of earthing layout plan</li> <li>Manufacturer's test certificate of both alternator and engine</li> <li>Structural fitness certificate of the building from the Municipal / Development / Appropriate local Authority and from the Structural Engineer who designed the building structure, if the Generating set is installed at any floor above ground floor of the building</li> <li>NOC from the State Fire Service if the Generating set is installed at the top of the building</li> <li>Copy of purchase document of Generating set</li> <li>INSULATION TEST RESULT OF AC GENERATOR</li> <li>TEST RESULT OF AC GENERATOR EARTHING</li> <li>CABLE TEST RESULTS</li> </ul>
<b>DPS</b>	Chief Electrical Inspector-cum-Adviser, Assam (CEIA)/ Addl. CEIA / Dy. CEI / SEI
<b>Timeline (in days)</b>	15 Days
<b>Workflow</b>	Attached as Annexure - V
<b>Work Timeline (In Days)</b>	15 Days
<b>Revert/ De-escalation Timeline (In days)</b>	NA

<b>First Appellate Authority</b>	Secretary to the Govt. of Assam, Power Department																				
<b>Stipulated time for First Appellate Authority</b>	As prescribed in the ARTPS Act																				
<b>Second Appellate Authority</b>	Principal Secretary to the Govt. of Assam, Power Department																				
<b>Stipulated time for Second Appellate Authority</b>	As prescribed in the ARTPS Act																				
<b>Third Appellate Authority</b>	ASCRTPS																				
<b>Stipulated time for Third Appellate Authority</b>	As prescribed in the ARTPS Act.																				
<b>Fees (in Rs.)</b>	<table> <tr> <th>CAPACITY IN KVA</th><th>AMOUNT IN (Rs.)</th></tr> <tr> <td>Upto 25 KVA</td><td>Rs. 200/-</td></tr> <tr> <td>26 KVA – 50 KVA</td><td>Rs. 250/-</td></tr> <tr> <td>51 KVA – 100 KVA</td><td>Rs. 325/-</td></tr> <tr> <td>101 KVA – 250 KVA</td><td>Rs. 400/-</td></tr> <tr> <td>251 KVA – 500 KVA</td><td>Rs. 500/-</td></tr> <tr> <td>501 KVA – 750 KVA</td><td>Rs. 600/-</td></tr> <tr> <td>751 KVA – 1000 KVA</td><td>Rs. 700/-</td></tr> <tr> <td>1000 KVA – 2500 KVA</td><td>Rs. 900/-</td></tr> <tr> <td>Exceeding 2500 KVA</td><td>Rs. 1550/-</td></tr> </table>	CAPACITY IN KVA	AMOUNT IN (Rs.)	Upto 25 KVA	Rs. 200/-	26 KVA – 50 KVA	Rs. 250/-	51 KVA – 100 KVA	Rs. 325/-	101 KVA – 250 KVA	Rs. 400/-	251 KVA – 500 KVA	Rs. 500/-	501 KVA – 750 KVA	Rs. 600/-	751 KVA – 1000 KVA	Rs. 700/-	1000 KVA – 2500 KVA	Rs. 900/-	Exceeding 2500 KVA	Rs. 1550/-
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1000 KVA – 2500 KVA	Rs. 900/-																				
Exceeding 2500 KVA	Rs. 1550/-																				

**6. Name of Service: Application for permission to install a lift to make additions or alterations to the installed lift**

<b>SERVICE</b>	Application for permission to install a lift to make additions or alterations to the installed lift
<b>Eligibility Criteria</b>	NA
<b>Documents Required</b>	<p>Required Documents to avail the service (Upload scanned copies of the original documents).</p> <ul style="list-style-type: none"> <li>• Layout of lift installation.</li> <li>• Plan.</li> <li>• Sectional elevation.</li> <li>• Arrangement of doors.</li> <li>• Lift well enclosure.</li> <li>• Size and position of the machine room relating to the lift well.</li> <li>• Position of hoisting machines.</li> <li>• Number of floors to be served and total travel.</li> <li>• Wiring diagram of the lift well enclosure, machine room, control panel and lift equipment.</li> <li>• Declaration from the person authorized under section 13 for erection of lifts</li> <li>• NOC &amp; approved drawing for construction of the building with lift(s) provision from the concerned authority.</li> </ul>
<b>DPS</b>	Chief Electrical Inspector-cum-Adviser, Assam (CEIA)/ Addl. CEIA / Dy. CEI / SEI
<b>Timeline (in days)</b>	15 Days
<b>Workflow</b>	Attached as Annexure - VI

<b>Work Timeline (In Days)</b>	15 Days
<b>Revert/ De-escalation Timeline (In days)</b>	NA
<b>First Appellate Authority</b>	Secretary to the Govt. of Assam, Power Department
<b>Stipulated time for First Appellate Authority</b>	As prescribed in the ARTPS Act.
<b>Second Appellate Authority</b>	Principal Secretary to the Govt. of Assam, Power Department
<b>Stipulated time for Second Appellate Authority</b>	As prescribed in the ARTPS Act
<b>Third Appellate Authority</b>	ASCRTPS
<b>Stipulated time for Third Appellate Authority</b>	As prescribed in the ARTPS Act.
<b>Fees (in Rs.)</b>	Nil

**7. Name of Service: Application for Permission for installation/alteration/addition of Escalators**

<b>SERVICE</b>	Application for Permission for installation/alteration/addition of Escalators
<b>Eligibility Criteria</b>	NA
<b>Documents Required</b>	<p>Required Documents to avail the service (Upload scanned copies of the original documents).</p> <ul style="list-style-type: none"> <li>• Layout of the escalator installation.</li> <li>• Plan.</li> <li>• Sectional elevation.</li> <li>• Angle of inclination of the escalator with the horizontal.</li> <li>• Width of the escalator.</li> <li>• Vertical rise of the escalator.</li> <li>• Arrangement of track and trusses or girders.</li> <li>• Position of top and bottom landings.</li> <li>• Size and position of the machine room with respect to the escalator.</li> <li>• Position of the escalator machine.</li> <li>• Details of complete step treads and complete assemblies.</li> <li>• Declaration from the person authorized under section 13 for erection of lifts/escalators</li> <li>• NOC &amp; approved drawing for construction of the building with escalator(s) provision from the concerned authority.</li> </ul>
<b>DPS</b>	Chief Electrical Inspector-cum-Adviser, Assam (CEIA)/ Addl. CEIA / Dy. CEI / SEI
<b>Timeline (in days)</b>	15 Days

<b>Workflow</b>	Attached as Annexure - VII
<b>Work Timeline (In Days)</b>	15 Days
<b>Revert/ De-escalation Timeline (In days)</b>	NA
<b>First Appellate Authority</b>	Secretary to the Govt. of Assam, Power Department
<b>Stipulated time for First Appellate Authority</b>	As prescribed in the ARTPS Act
<b>Second Appellate Authority</b>	Principal Secretary to the Govt. of Assam, Power Department
<b>Stipulated time for Second Appellate Authority</b>	As prescribed in the ARTPS Act
<b>Third Appellate Authority</b>	ASCRTPS
<b>Stipulated time for Third Appellate Authority</b>	As prescribed in the ARTPS Act.
<b>Fees (in Rs.</b>	Nil

8. Name of Service: **Application for Drawing Approval from Electrical Inspectorate**

<b>SERVICE</b>	Application for Drawing Approval from Electrical Inspectorate
<b>Eligibility Criteria</b>	NA
<b>Documents Required</b>	<p>Required Documents to avail the service (Upload scanned copies of the original documents).</p> <ul style="list-style-type: none"> <li>• Single Line Diagram.</li> <li>• Electrical Plan Layout.</li> <li>• Earthing Diagram.</li> </ul>
<b>DPS</b>	Chief Electrical Inspector-cum-Adviser, Assam
<b>Timeline (in days)</b>	15 Days
<b>Workflow</b>	Attached as Annexure - VIII
<b>Work Timeline (In Days)</b>	15 Days
<b>Revert/ De-escalation Timeline (In days)</b>	NA
<b>First Appellate Authority</b>	Secretary to the Govt. of Assam, Power Department
<b>Stipulated time for First Appellate Authority</b>	As prescribed in the ARTPS Act
<b>Second Appellate Authority</b>	Principal Secretary to the Govt. of Assam, Power Department
<b>Stipulated time for Second Appellate Authority</b>	As prescribed in the ARTPS Act



<b>Third Appellate Authority</b>	ASCRTPS
<b>Stipulated time for Third Appellate Authority</b>	As prescribed in the ARTPS Act.
<b>Fees (in Rs.</b>	Rs. 300/- (Rs. 100/- per drawing)

9. Name of Service: **Application for Supervisor Certificate of Competency.**

<b>SERVICE</b>	Application for Supervisor Certificate of Competency.
<b>Eligibility Criteria</b>	As per Assam Electrical Licensing Board Regulation, 1992.
<b>Documents Required</b>	<p>Required Documents to avail the service (Upload scanned copies of the original documents).</p> <ol style="list-style-type: none"> <li>1. Aadhar Card</li> <li>2. PAN Card.</li> </ol> <p>ELB Exam Passed:</p> <ol style="list-style-type: none"> <li>1. ELB issued Admit Card.</li> </ol> <p>ITI (Electrician) Trade:</p> <ol style="list-style-type: none"> <li>1. Workman Permit (W/M).</li> <li>2. NCVT/SCVT issued ITI (Electrician) Passed Certificate</li> <li>3. NCVT/SCVT issued ITI (Electrician) Passed Marksheet.</li> <li>4. H.S.L.C Admit Card.</li> </ol> <p>BE (Electricals) Passed:Name</p> <ol style="list-style-type: none"> <li>1. UGC and AICTE approved Degree in Electrical Engineering passed Certificate.</li> <li>2. UGC and AICTE approved Degree in Electrical Engineering passed Marksheet.</li> <li>3. H.S.L.C admit card.</li> </ol> <p>BEEE (Electrical and Electronics):</p> <ol style="list-style-type: none"> <li>1. UGC and AICTE approved Degree in Electrical and Electronics Engineering passed Certificate.</li> <li>2. UGC and AICTE approved Degree in Electrical and Electronics Engineering passed Marksheet.</li> <li>3. H.S.L.C Admit Card.</li> </ol>
<b>DPS</b>	Chairman, Electrical Licensing Board, Assam.
<b>Timeline (in days)</b>	15 Days
<b>Workflow</b>	Attached as Annexure - IX
<b>Work Timeline (In Days)</b>	15 Days
<b>Revert/ De-escalation Timeline (In days)</b>	NA
<b>First Appellate Authority</b>	Secretary to the Govt. of Assam, Power Department
<b>Stipulated time for First Appellate Authority</b>	As prescribed in the ARTPS Act

<b>Second Appellate Authority</b>	Principal Secretary to the Govt. of Assam, Power Department
<b>Stipulated time for Second Appellate Authority</b>	As prescribed in the ARTPS Act
<b>Third Appellate Authority</b>	ASCRTPS
<b>Stipulated time for Third Appellate Authority</b>	As prescribed in the ARTPS Act.
<b>Fees (in Rs.</b>	Rs. 100/- for Exempted Category.

**10. Name of Service: Application for Endorsement of Supervisors Certificate of Competency.**

<b>SERVICE</b>	Application for Endorsement of Supervisors Certificate of Competency
<b>Eligibility Criteria</b>	As per Assam Electrical Licensing Board Regulations, 1992.
<b>Documents Required</b>	Required Documents to avail the service (Upload scanned copies of the original documents). 1. Aadhar Card 2. PAN Card. 3. ELB issued Admit Card. 4. Up-to-date valid Copy of existing Supervisor Certificate of Competency.
<b>DPS</b>	Chairman, Electrical Licensing Board, Assam.
<b>Timeline (in days)</b>	15 Days
<b>Workflow</b>	Attached as Annexure - X
<b>Work Timeline (In Days)</b>	15 Days
<b>Revert/ De-escalation Timeline (In days)</b>	NA
<b>First Appellate Authority</b>	Secretary to the Govt. of Assam, Power Department
<b>Stipulated time for First Appellate Authority</b>	As prescribed in the ARTPS Act
<b>Second Appellate Authority</b>	Principal Secretary to the Govt. of Assam, Power Department
<b>Stipulated time for Second Appellate Authority</b>	As prescribed in the ARTPS Act
<b>Third Appellate Authority</b>	ASCRTPS
<b>Stipulated time for Third Appellate Authority</b>	As prescribed in the ARTPS Act.

<b>Fees (in Rs.</b>	NIL
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11. Name of Service: **Application for Renewal of Supervisors Certificate of Competency.**

<b>SERVICE</b>	Application for Renewal of Supervisors Certificate of Competency
<b>Eligibility Criteria</b>	As per Assam Electrical Licensing Board Regulations, 1992.
<b>Documents Required</b>	Aadhar Card 2. PAN Card. 3. Copy of existing Supervisor Certificate of Competency.
<b>DPS</b>	Chairman, Electrical Licensing Board, Assam.
<b>Timeline (in days)</b>	15 Days
<b>Workflow</b>	Attached as Annexure - XI
<b>Work Timeline (In Days)</b>	15 Days
<b>Revert/ De-escalation Timeline (In days)</b>	NA
<b>First Appellate Authority</b>	Secretary to the Govt. of Assam, Power Department
<b>Stipulated time for First Appellate Authority</b>	As prescribed in the ARTPS Act
<b>Second Appellate Authority</b>	Principal Secretary to the Govt. of Assam, Power Department
<b>Stipulated time for Second Appellate Authority</b>	As prescribed in the ARTPS Act
<b>Third Appellate Authority</b>	ASCRTPS
<b>Stipulated time for Third Appellate Authority</b>	As prescribed in the ARTPS Act.
<b>Fees (in Rs.</b>	<ul style="list-style-type: none"> <li>Per Three Years Rs. 100/-, if expired Late Fees for 1 year Rs. 30/- and if more than 1 year than it will be Rs. 50/- per year thereafter.</li> </ul>

12. Name of Service: **Application for New Workmans Permit.**

<b>SERVICE</b>	Application for New Workmans Permit.
<b>Eligibility Criteria</b>	As per Assam Electrical Licensing Board Regulations, 1992.
<b>Documents Required</b>	Pancard. Aadhar Card. ITI Electrician Trade Certificate and Marksheet. H.S.L.C Admit Card.
<b>DPS</b>	Chairman, Electrical Licensing Board, Assam

<b>Timeline (in days)</b>	15 Days
<b>Workflow</b>	Attached as Annexure - XII
<b>Work Timeline (In Days)</b>	15 Days
<b>Revert/ De-escalation Timeline (In days)</b>	NA
<b>First Appellate Authority</b>	Secretary to the Govt. of Assam, Power Department
<b>Stipulated time for First Appellate Authority</b>	As prescribed in the ARTPS Act
<b>Second Appellate Authority</b>	Principal Secretary to the Govt. of Assam, Power Department
<b>Stipulated time for Second Appellate Authority</b>	As prescribed in the ARTPS Act
<b>Third Appellate Authority</b>	ASCRTPS
<b>Stipulated time for Third Appellate Authority</b>	As prescribed in the ARTPS Act.
<b>Fees (in Rs.</b>	Rs. 100/- for exempted category.

**13. Name of Service: Application for Renewal of Workmans Permit**

<b>SERVICE</b>	Application for Renewal of Workmans Permit
<b>Eligibility Criteria</b>	As per Assam Electrical Licensing Board Regulations, 1992.
<b>Documents Required</b>	Pancard. Aadhar Card. Previous issued Workmans Permit.
<b>DPS</b>	Chairman, Electrical Licensing Board, Assam
<b>Timeline (in days)</b>	15 Days
<b>Workflow</b>	Attached as Annexure - XIII
<b>Work Timeline (In Days)</b>	15 Days
<b>Revert/ De-escalation Timeline (In days)</b>	NA
<b>First Appellate Authority</b>	Secretary to the Govt. of Assam, Power Department
<b>Stipulated time for First Appellate Authority</b>	As prescribed in the ARTPS Act
<b>Second Appellate Authority</b>	Principal Secretary to the Govt. of Assam, Power Department
<b>Stipulated time for</b>	As prescribed in the ARTPS Act

<b>Second Appellate Authority</b>	
<b>Third Appellate Authority</b>	ASCRTPS
<b>Stipulated time for Third Appellate Authority</b>	As prescribed in the ARTPS Act.
<b>Fees (in Rs.</b>	Per Three Years Rs. 100/-, if expired Late Fees for 1 year Rs. 20/- and if more than 1 year than it will be Rs. 40/- per year thereafter

14. Name of Service: **Application for Endorsement of Workmans Permit**

<b>SERVICE</b>	Application for Endorsement of Workmans Permit
<b>Eligibility Criteria</b>	As per Assam Electrical Licensing Board Regulations, 1992.
<b>Documents Required</b>	Pancard. Aadhar Card. ELB Issued Admit Card.
<b>DPS</b>	Chairman, Electrical Licensing Board, Assam
<b>Timeline (in days)</b>	15 Days
<b>Workflow</b>	Attached as Annexure - XIV
<b>Work Timeline (In Days)</b>	15 Days
<b>Revert/ De-escalation Timeline (In days)</b>	NA
<b>First Appellate Authority</b>	Secretary to the Govt. of Assam, Power Department
<b>Stipulated time for First Appellate Authority</b>	As prescribed in the ARTPS Act
<b>Second Appellate Authority</b>	Principal Secretary to the Govt. of Assam, Power Department
<b>Stipulated time for Second Appellate Authority</b>	As prescribed in the ARTPS Act
<b>Third Appellate Authority</b>	ASCRTPS
<b>Stipulated time for Third Appellate Authority</b>	As prescribed in the ARTPS Act.
<b>Fees (in Rs.</b>	Nil

15. Name of Service:...**NEW SERVICE CONNECTION**

<b>Service</b>	<b>NEW SERVICE CONNECTION</b>
<b>Eligibility Criteria</b>	Any citizen can apply for a new electricity service connection
<b>Documents required</b>	1.Proof of Identity (Voter identity card / Passport / Driving license / Ration card/ BPL card/ PAN card / Aadhaar Card / Photo identity Certificate from local competent authority) 2.Residential Address Proof (Driving License/ Bank Passbook/ Ration Card / Aadhaar Card / Telephone Bill / BPL Card / Existing Electricity Bill/ Passport/ Certificate from local competent authority) 3.Proof of the legal occupation of the premises (Holding No., Lease Agreement, Rent Agreement, Sale Deed) 4.Test report from authorized electrical contractor / supervisor 5.Latest Passport Size Photo of the Applicant (in jpeg or png format) 6.Affidavit from land owner indicating no objection to give connection to the applicant and indemnity bond (Optional) from the owner, if the applicant is not the owner of the land 7.Affidavit/NOC/Self declaration by the consumer if not having Assessment Id(for GMC & ULB area)
<b>DPS</b>	Chief General Manager (CR,M&S), APDCL
<b>Timeline (in days)</b>	As per approved timeline.  -For metro cities: 3 days. -For urban areas: 7 days. -For rural areas: 15 days.
<b>Workflow</b>	Application Received-> Inspection-->Load Approval--> Bill Preparation-->Payment Recieved--> Meter Allotment--> Final Release
<b>Working Timeline (in days)</b>	Application valid for 10 days after Bill Preparation. If payment not done during this period, application is terminated.
<b>Revert/De-escalation Timeline (in days)</b>	Application cannot be reverted after Bill Payment
<b>First Appellate Authority</b>	Managing Director, APDCL
<b>Stipulated time for First Appellate Authority</b>	As prescribed in the ARTPS Act
<b>Second Appellate Authority</b>	Principal Secretary to the Govt. of Assam, Power Department
<b>Stipulated time for second Appellate</b>	As prescribed in the ARTPS Act

<b>Authority</b>	
<b>Third Appellate Authority</b>	ASCRTPS
<b>Stipulated time for Third Appellate Authority</b>	As prescribed in the ARTPS Act
<b>Fee (in Rs)</b>	Nil (Costs of Load Security, Meter, Installation, Processing etconly as applicable and approved by AERC are received online)

16. Name of Service: **Load Change**

<b>Service</b>	Load Change
<b>Eligibility Criteria</b>	Should be APDCL Consumer
<b>Documents required</b>	Test report from authorized electrical contractor / supervisor
<b>DPS</b>	Chief General Manager (CR,M&S), APDCL
<b>Timeline (in days)</b>	
<b>Workflow</b>	Application Received-->Load Approved--> Bill Prepared--> Payment Received-->Change Submission Successful
<b>Working Timeline (in days)</b>	
<b>Revert/De-escalation Timeline (in days)</b>	Application cannot be reverted after Bill Payment
<b>First Appellate Authority</b>	Managing Director, APDCL
<b>Stipulated time for First Appellate Authority</b>	As prescribed in the ARTPS Act
<b>Second Appellate Authority</b>	Principal Secretary to the Govt. of Assam, Power Department
<b>Stipulated time for second Appellate Authority</b>	As prescribed in the ARTPS Act
<b>Third Appellate Authority</b>	ASCRTPS
<b>Stipulated time for Third Appellate Authority</b>	As prescribed in the ARTPS Act
<b>Fee (in Rs)</b>	Nil (Only Processing fee as approved by AERC and Load security if applicable are received online)

**17. Name of Service: Category Change**

<b>Service</b>	Category Change
<b>Eligibility Criteria</b>	Should be APDCL Consumer
<b>Documents required</b>	Test report from authorized electrical contractor / supervisor
<b>DPS</b>	Chief General Manager (CR,M&S), APDCL
<b>Timeline (in days)</b>	
<b>Workflow</b>	Application Received-->Category Approved--> Bill Prepared--> Payment Recieved-->Change Submission Successful
<b>Working Timeline (in days)</b>	
<b>Revert/De-escalation Timeline (in days)</b>	Application cannot be reverted after Bill Payment
<b>First Appellate Authority</b>	Managing Director, APDCL
<b>Stipulated time for First Appellate Authority</b>	As prescribed in the ARTPS Act
<b>Second Appellate Authority</b>	Principal Secretary to the Govt. of Assam, Power Department
<b>Stipulated time for second Appellate Authority</b>	As prescribed in the ARTPS Act
<b>Third Appellate Authority</b>	ASCRTPS
<b>Stipulated time for Third Appellate Authority</b>	As prescribed in the ARTPS Act
<b>Fee (in Rs)</b>	Nil (Only Processing fee as approved by AERC and Load security if applicable are received online)

**18. Name of Service: Meter Change**

<b>Service</b>	Meter Change
<b>Eligibility Criteria</b>	Should be APDCL Consumer
<b>Documents required</b>	NA
<b>DPS</b>	Chief General Manager (CR,M&S), APDCL
<b>Timeline (in days)</b>	



<b>Workflow</b>	Meter Change Request Received-->Bill Prepared-->Payment Received-->Change Submission Successful
<b>Working Timeline (in days)</b>	
<b>Revert/De-escalation Timeline (in days)</b>	Application cannot be reverted after Bill Payment
<b>First Appellate Authority</b>	Managing Director, APDCL
<b>Stipulated time for First Appellate Authority</b>	As prescribed in the ARTPS Act
<b>Second Appellate Authority</b>	Principal Secretary to the Govt. of Assam, Power Department
<b>Stipulated time for second Appellate Authority</b>	As prescribed in the ARTPS Act
<b>Third Appellate Authority</b>	ASCRTPS
<b>Stipulated time for Third Appellate Authority</b>	As prescribed in the ARTPS Act
<b>Fee (in Rs)</b>	Nil (Only Processing fee as approved by AERC and Meter cost and installation charges are received online)

#### 19. Name of Service:Post Paid Bill View/Download

<b>Service</b>	Post Paid Bill View/Download
<b>Eligibility Criteria</b>	Should be APDCL Consumer
<b>Documents required</b>	NA
<b>DPS</b>	Chief General Manager (CR,M&S), APDCL
<b>Timeline (in days)</b>	Realtime
<b>Workflow</b>	Consumer can visit apdcl.org(View Electricity Bill)-->Enter Consumer No and Valid OTP-->View and Download Bill
<b>Working Timeline (in days)</b>	Realtime
<b>Revert/De-escalation Timeline (in days)</b>	

<b>First Appellate Authority</b>	Managing Director, APDCL
<b>Stipulated time for First Appellate Authority</b>	As prescribed in the ARTPS Act
<b>Second Appellate Authority</b>	Principal Secretary to the Govt. of Assam, Power Department
<b>Stipulated time for second Appellate Authority</b>	As prescribed in the ARTPS Act
<b>Third Appellate Authority</b>	ASCRTPS
<b>Stipulated time for Third Appellate Authority</b>	As prescribed in the ARTPS Act
<b>Fee (in Rs)</b>	Nil

**20. Name of Service:Prepaid Statement View/Download**

<b>Service</b>	Prepaid Statement View/Download
<b>Eligibility Criteria</b>	Should be APDCL Consumer
<b>Documents required</b>	NA
<b>DPS</b>	Chief General Manager (CR,M&S), APDCL
<b>Timeline (in days)</b>	Realtime
<b>Workflow</b>	Consumer can visit apdcl.org (Reprint Prepaid Voucher/Smart Prepaid Balance)-->Enter Consumer No and Valid OTP-->View and Download Bill
<b>Working Timeline (in days)</b>	Realtime
<b>Revert/De-escalation Timeline (in days)</b>	
<b>First Appellate Authority</b>	Managing Director, APDCL
<b>Stipulated time for First Appellate Authority</b>	As prescribed in the ARTPS Act
<b>Second Appellate Authority</b>	Principal Secretary to the Govt. of Assam, Power Department

Stipulated time for second Appellate Authority	As prescribed in the ARTPS Act
Third Appellate Authority	ASCRTPS
Stipulated time for Third Appellate Authority	As prescribed in the ARTPS Act
Fee (in Rs)	Nil

**21. Name of Service: Online Payment of all APDCL bills**

Service	Online Payment of all APDCL bills
Eligibility Criteria	Should be APDCL Consumer
Documents required	NA
DPS	Chief General Manager (CR,M&S), APDCL
Timeline (in days)	Realtime
Workflow	Consumer Can visit apdcl.org browser(Pay Electricity Bill)-->Enter Consumr No->Verify details-->Pay Bill
Working Timeline (in days)	Realtime
Revert/De-escalation Timeline (in days)	
First Appellate Authority	Managing Director, APDCL
Stipulated time for First Appellate Authority	As prescribed in the ARTPS Act
Second Appellate Authority	Principal Secretary to the Govt. of Assam, Power Department
Stipulated time for second Appellate Authority	As prescribed in the ARTPS Act
Third Appellate Authority	ASCRTPS
Stipulated time for Third Appellate Authority	As prescribed in the ARTPS Act
Fee (in Rs)	Nil

**22. Name of Service: Online Recharge of Prepaid Meters**

<b>Service</b>	Online Recharge of Prepaid Meters
<b>Eligibility Criteria</b>	Should be APDCL Consumer
<b>Documents required</b>	NA
<b>DPS</b>	Chief General Manager (CR,M&S), APDCL
<b>Timeline (in days)</b>	Realtime
<b>Workflow</b>	Consumer can visit apdcl.org browser(Recharge Prepaid Meter)-->Enter Consumr->Verify details-->Recharge meter
<b>Working Timeline (in days)</b>	Realtime
<b>Revert/De-escalation Timeline (in days)</b>	
<b>First Appellate Authority</b>	Managing Director, APDCL
<b>Stipulated time for First Appellate Authority</b>	As prescribed in the ARTPS Act
<b>Second Appellate Authority</b>	Principal Secretary to the Govt. of Assam, Power Department
<b>Stipulated time for second Appellate Authority</b>	As prescribed in the ARTPS Act
<b>Third Appellate Authority</b>	ASCRTPS
<b>Stipulated time for Third Appellate Authority</b>	As prescribed in the ARTPS Act
<b>Fee (in Rs)</b>	Nil

**23. Name of Service: Mobile No Change**

<b>Service</b>	Mobile No Change
<b>Eligibility Criteria</b>	Should be APDCL Consumer
<b>Documents required</b>	NA
<b>DPS</b>	Chief General Manager (CR,M&S), APDCL
<b>Timeline (in days)</b>	Realtime
<b>Workflow</b>	Consumer can visit apdcl.org(change mobile no)-->Enter Valid OTP in registered mobile no--> Change Successful

<b>Working Timeline (in days)</b>	Realtime
<b>Revert/De-escalation Timeline (in days)</b>	
<b>First Appellate Authority</b>	Managing Director, APDCL
<b>Stipulated time for First Appellate Authority</b>	As prescribed in the ARTPS Act
<b>Second Appellate Authority</b>	Principal Secretary to the Govt. of Assam, Power Department
<b>Stipulated time for second Appellate Authority</b>	As prescribed in the ARTPS Act
<b>Third Appellate Authority</b>	ASCRTPS
<b>Stipulated time for Third Appellate Authority</b>	As prescribed in the ARTPS Act
<b>Fee (in Rs)</b>	Nil

Secretary to the Govt. of Assam  
Power Department

Memo No. **ECF 241776/252 -A**

Dated Dispur the 18<sup>th</sup> Oct, 2024

Copy to for information and necessary action:

1. S.O to Chief Secretary, Assam for kind appraisal of the Chief Secretary
2. The Managing Director, APDCL, Bijulee Bhawan, Paltan Bazar, Ghy-01
3. The CEIA(i/c), Assam, Housefed Complex, Dispur, Ghy-06
4. The Addl. Secretary to the Govt. of Assam, Power Department
5. The CGM (CR, Marketing & Safety), APDCL, Bijulee Bhawan, Paltan Bazar, Ghy-01
6. P.S to Principal Secretary to the Govt. of Assam, Power Department for kind appraisal to Principal Secretary
7. P.A to Secretary to the Govt. of Assam, Power Department
8. P.S to Secretary to the Govt. of Assam, ARTP & PG Department
9. P.S to Project Director, AITEC and CSD Society, IT Department

By orders etc.,

Addl. Secretary to the Govt. of Assam  
Power Department

