Citizen's Charter of Lighting Department

Service No.	Specific Service Sought	Application Procedure	Total fees Payablen	Documents eeded	Submit application to	Time limit for providing the service	For enquiries contact	For complaints/ suggestions contact
01	Repair of existing street Lights/ Crematorium	Intimation to respective Executive Engineer/ Control Room	Not applicable	Not applicable	Respective Executive Engineer (Lighting)	Minor repair ** – 2 working days Majpr Repairs – 10 working days	Respective Executive Engineer (Lighting)	Respective Executive Engineer (Lighting)
02	Lighting in Parks and Squares	Intimation to respective Executive Engineer/Central Control Room	Not applicable	Not applicable	Respective Executive Engineer (Lighting)	Minor repair ** – 2 working days Majpr Repairs – 10 working days	Respective Executive Engineer (Lighting)	Respective Executive Engineer (Lighting)
03	Installation of new Street Lights	Plain paper application to respective Zonal Executive Engineer (Lighting)	Not applicable	Not applicable	Respective Zonal Executive Engineer (Lighting)	Actually for new plan work, there may not be any guaranteed time line, because flow of such new services would depend on policies and budget provisions	Respective Executive Engineer (Lighting)	Respective Executive Engineer (Lighting)

** Change of lamp, ballast, igniter, starters, timer, switches etc.

Sd./-
MMIC (Ltg. & Elec.)

Sd./-
DG (Elec.)

Sd./-
Dy. Ch. Engr. (E)

Sd./-
Exe. Engineer (E)/Ltg./Z-I

Sd./-
Exe. Engineer/Ltg./Z-III