**PROVISION OF PUBLIC SERVICE DELIVERY**

**ELECTRIC INSPECTORATE**

**ENERGY & POWER DEPARTMENT**

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| **Area: Regulation of Electrical works** |
| **Major/Minor** | **Service** | **Documents Required** | **Timeline** | **Final Approving Authority** |
| **Major Service: Licenses and Certifications** |
| Minor Service 1 | Issuance of Electrical Contractor’s License | 1. Duly filled Application Form (Form-C)
2. Electrical Test Equipment
3. Electrical supervisor Certificate
4. Business Premises certificate
5. Bank transactions (Bank Statement)
6. Affidavit
7. Registration with FBR
8. Registration with KPPPRA
9. Copy of CNIC
10. Matric Certificate

 Requisite Fee | Upto 90 Days | Board of Licensing and Examiners |
| Minor Service 2 | Renewal of Electrical Contractor’s License | 1. Application for Renewal of License
2. Requisite Fee
 | Secretary of the Board of Licensing & Examiners |
| Minor Service 3 | Change of Supervisor | 1. Application for change of supervisor
2. Duly filled & signed Declaration form
3. Requisite Fee
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| Minor Service 4 | Change of name of Firm | 1. Application for change of name of firm in the License
2. Requisite Fee
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| Minor Service 5 | Issuance of competency Certificate | 1. Application
2. Copy of DAE-Electrical / Degree of Electrical Engineering/ Result of relevant exam
3. Requisite Fee
 | Board of Licensing and Examiners |
| **Area: Electricity Dispute Resolution** |
| **Major/Minor** | **Service** | **Documents Required** | **Timeline** | **Final Approving Authority** |
| **Major Service: Adjudication upon Electricity Dispute Between and Consumers & DISCOs** |
| Minor Service 1 | Billing Dispute Resolution | 1. Written Complaint
2. Copy of CNIC
3. Affidavit
4. Disputed Electricity Bills
 | Upto 90 Days | Electric Inspector/ Deputy Electric Inspector of the respective Region |
| Minor Service 2 | Electricity Metering Dispute Resolution | 1. Written Complaint
2. Copy of CNIC
3. Affidavit
4. Copy of bills showing Disputed Electricity meter details
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| **Area: Regulatory Enforcement** |
| **Major/Minor** | **Service** | **Documents Required** | **Timeline** | **Final Approving Authority** |
| **Major Service: Electric Safety & Energy Conservation** |
| Minor service 1 | Initial Inspection, testing and permission for Energization of Electrical Installation | 1. Application
2. Layout Plan
3. Complete Tests Report of the Electrical Installations
4. Copy of License of Authorized Electrical Contractor
5. Requisite Inspection Fee
 | Upon completion of Electrification Works | Electric Inspector/ Deputy Electric Inspector of the respective Region |
| Minor Service 2 | Periodic Inspection and testing for Electric safety & Energy Conservation | 1. Layout Plan
2. List of Qualified and Authorized Personnel
3. Tests Report of the Electrical Installations and an Energy Audit Reports
4. Requisite Inspection Fee
 | Normally Once a Year |