

Three Tier Grievance Redressal Structure:-

You may contact us through any of the following touch points

(a) Centralized customer care, 24x7 on 1912/18001238745/18003456570.

(b) Online through www.ibvnl.co.in complaint.

If not satisfied with the Resolution concerned EEE/ESE/GM of the area maybe contacted.

If again not satisfied consumer may approach independent forum VUSNF at respective location

Ranchi - Vidyut Upbhokta Sikayat Niwaran Forum, Artisan Hostel No.-3, Dhurwa Ranchi, 83512408907

Dhanbad/Girdih/Hazaribagh - Vidyut Upbhokta Sikayat Niwaran Forum, Devangana Chowk, Korra, Hazaribag, PinNo-82501 vusnf.8234@gmail.com 06546-272570

Medininagar - Vidyut Upbhokta Sikayat Niwaran Forum, Meeninager, P.O.-Palamu, Dist-Palamu, 0656-2235078

Jamshedpur - Vidyut Upbhokta Sikayat Niwaran Forum,

Jamshedpur (Headquarter) Jamshedpur) At Karandih Biji, Colony, P.O.-TataNagar, E.Singhlahum-7677881431

Dumka - Vidyut Upbhokta Sikayat Niwaran Forum, Transmission office, Maharo, Dumka

Tariff applicable w.e.f 01/07/2017 as per JSERC (For detail visit www.ibvnl.co.in)

Tariff	Particular	Fixed Charge (in Rs.)	E. Ch. / KWH (in Rs.)
DS-I(a)	Metered (0-100 KWH)	16.00/Conn/Month	1.25
Kulir/ Jyoti	(Unmetered)	60.00/Conn/Month	NIL
	Metered (0-200 KWH)	30.00/Conn/Month	1.60
	Metered (above 201 KWH)	30.00/Conn/Month	1.70
DS-I (b)	Other Rural Domestic Connections (Unmetered)	170.00/Conn/Month	NIL
	Metered (0-200 KWH)	50.00/Conn/Month	3.00
DS-II	Metered (above 201 KWH)	80.00/Conn/Month	3.80
DS-III (>=4KV)	Metered	150.00/Conn/Month	4.00
DS HT	Metered	110.00/KVA/Month	3.50
	Metered @- 150 (6KV)	45.00/Conn/Month	2.20
NDS I (<=2 KW)	Metered (above 100 KWH)	45.00/Conn/Month	2.25
	Unmetered	250.00 for first kW and 90 for every subsequent kW or part thereof	NIL
NDS II	Metered	225.00/KW/Month	6.00
NDS III	Metered	200.00/Conn/Month	6.60
LTIS	Metered	180.00/HP/Month	5.50
LTIS (Demand Based)	Metered	275.00/KVA/Month	5.50
IAS I	Metered	NIL	0.70
	Unmetered	100.00/HP/Month	NIL
IAS II	Metered	NIL	1.20
	Unmetered	275.00/HP/Month	NIL
SS I	Metered	200.00/Conn/Month	5.25
SS II	Unmetered	200.00 for first 100 W and 55.00 for every subsequent 60W	NIL

*Tariff is subject to revision as per tariff order issued by (JSERC)

Mode of Payment:-