

**TAMIL NADU GENERATION AND DISTRIBUTION CORPORATION LTD.**  
**Technical Branch**

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144, Anna Salai, Chennai – 2.

Memo No.CE/Comml/SE/Comml/EE3/AEE3/F.Oneday SC scheme/D.104/2017,  
dated 14.06.2017

Sub:-Electricity – Extension of supply – One day service connection in respect of LT Domestic and Commercial service connections (other than special and multi-storeyed buildings) – Instruction issued - Reg.

Ref:- 1.Memo No.SE/IEMC/EE3/AEE2/F.94/D.392/2000, dated 05-08-2000  
2.(Per) (CMD) TANGEDCO Proceedings No.362 Dated : 04.08.2016.  
3.Memo No.CE/Comml/SE/Comml/EE3/AEE3/F.OnlineAppln./D.66/2016,  
dated 05.08.2016

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1. Considering the public interest in large, it has been decided to introduce one day service connection scheme in respect of LT Domestic and Commercial categories (other than special and multi-storeyed buildings) which fall under mere service connection, involves erection of underground service connection cables and no extension or improvement works from the TANGEDCO side.

2. Under this scheme, the Domestic and Commercial buildings which require low tension electricity service connections should be within 100 feet from the electricity mains of TANGEDCO and if so, the electricity service connection can be effected on the same day or a maximum time of 48 hours in cases which involve road cut for laying of underground service connection cable.

3. The applicants of the Domestic/Commercial service connections can apply either through online ([www.tangedco.gov.in](http://www.tangedco.gov.in)) or in person at the section offices of the TANGEDCO. The applicants have to fill the [application form](#) and enclose / upload (as the case may be) the self certified scanned copy of anyone of the following documents:

- i) Certified copy of proof of ownership such as sale deed/partition deed/gift settlement/allotment letter/computer patta/ownership

certificate issued by revenue department officials/court judgment or recent property tax receipt.

(or)

- ii) In the case joint property, certified copies of proof of ownership such as legal heir certificate along with parent documents specified in note (i) above and consent letters from co-owners. If consent letter is not produced, an indemnity bond with enhanced security deposit.

(or)

- iii) If the applicant is not the owner, consent letter from owner in FORM No.5 or valid proof of occupancy and indemnity bond in Form No. 6.

4. The applicants of the Domestic/Commercial service connections have to ensure the uploading of valid documents in complete shape before making online payments. If the documents uploaded by the applicants are not in complete shape, the application would be listed for cancellation manually by the concerned authority with intimation to the applicant through notice/e-mail/SMS etc. However, the section officer shall follow the procedure prescribed in the references (2) and (3) before cancelling the application.

5. Due care shall be taken by the concerned section officer before cancelling the applications. In case of cancellation of the applications, the entire amount except registration charges should be returned to the applicants by the concerned Section Officer with the prior approval from the Superintending Engineer concerned.

6. In case of applications received in person at the section offices, the section officers should guide the applicants in submitting the applications in proper shape.

7. In this regard, the following instructions are issued:

- 1. To avoid delay in effecting service connections, the concerned Section Officers are empowered to sanction the estimates in respect of the mere service connections pertain to the LT Domestic and Commercial

categories which involves erection of service lines and no extension or improvement works from the TANGEDCO side. Further, the concerned section officers are empowered to draw the rolling stock meters without the counter signature of the Assistant Executive Engineers in the requisition forms.

2. In this regard, working instruction for drawal of rolling stock meters and other related issues is enclosed in the Annexure A. Further, a register for rolling stock of meters should be maintained as prescribed in Annexure B.
3. If the buildings (other than special and multi-storeyed buildings) which require LT Domestic or Commercial service connections come under the mere service category, the service connections shall be extended on the same day and whereas, in the places where underground service connection cable is to be laid which involves road cut, a time period of 48 hours may be taken for effecting service connections. For other categories of services, which involves extension or improvement works, the time schedule prescribed in the DSOP Regulation may be followed.
4. For online application filing of LT Domestic and Commercial service connections, the procedure as prescribed in the references (2) and (3) cited shall be followed, except that if the service connections fall under mere service category, the service connections may be extended on the same day or within 48 hours as the case may be.
5. Only the miscellaneous charges fixed by the Hon'ble TNERC such as Registration charges, Service Connection charges, Meter Caution Deposit, Development Charges and Initial Current Consumption Deposit shall be collected at the time of registering the applications in respect of LT Domestic and Commercial connections even when the service connections involve extension. The details of the present miscellaneous charges as approved by the Hon'ble TNERC vide M.P. No. 41 of 2003 are as below:

Sl.No.	Description	Charges for domestic service in Rupees		Charges for commercial service in Rupees	
		Single Phase	Three Phase	Single Phase	Three Phase
1	Registration Charge	50	50	50	50
2	Service Connection Charge	250	500	250	500
3	Meter Caution Deposit	700	2500	700	2500
4	Development Charge	400	1400	400	200 per kW*
5	Initial Current Consumption Deposit	200	600 per kW *	200	600 per kW *
	Total in Rupees for <b>single phase</b> connection	<b>1,600/-</b>	---	<b>1600/-</b>	---
	Total in Rupees for <b>three phase</b> connection for <b>4 kW</b> demand	---	<b>6,850/-</b>	---	<b>6,250/-</b>

**Note:-** \* The kW rate mentioned above is meant for demand applied / sanctioned and not the connected load.

6. The applicants shall pay the above charges at the time of registering the application in the TANGEDCO office or through online application itself. In case of three phase Domestic and Commercial service connections, it is sufficient that the applicants can pay the above miscellaneous charges only for 4 kW demand at the time of registering the application and avail the service connections.
7. The estimate charges and miscellaneous charges (for the demand applied over and above 4 kW in respect of three phase Domestic / Commercial Service connections) if any are due from the consumers, the same shall be collected in the first Current Consumption (CC) bill and this fact has to be intimated to the intending consumer through notice / e-mail / SMS etc.
8. The Chief Engineer/Material Management and the Chief Engineers of the Distribution Regions shall take necessary action that the underground service connection cables and other service connection materials should

be available in the stores for effecting service connections without any delay. The section officers shall not insist the intending consumers to provide the underground service connection cable or pay the cost of the cable in addition to the estimate cost. Further, the section officer shall maintain necessary service connection materials, meters, etc. so as to effect the service connections without any delay.

9. The scheme of 'one day service connection' has to be monitored on a daily basis and the Executive Engineers/Superintending Engineers concerned will be held responsible if there is any let up. Further, a wide publicity shall be given to this scheme by the Superintending Engineers/EDCs.
10. The Superintending Engineer/Commercial is the nodal officer for monitoring the 'One day service connection scheme'. The Superintending Engineer/Commercial shall also furnish report such as the details of the service connections effected, pending, etc. to the CMD/TANGEDCO once in three days.
11. The Executive Assistant to the Director (Distribution) shall also coordinate with the Distribution Circles for better reach out of this scheme among the general public and to monitor the progress of implementation of the scheme.
12. There are some complaints that the intending consumers are insisted to supply the underground service connection cable or asked to pay for the same for effecting service connections. In case of such complaints, the intending consumers can give complaints to the Director General of Police / Vigilance / TANGEDCO through Email: adgp@tnebnet.org, Phone No. 044-28520416, Fax No. 044-28520749.
13. The complaints received in the office of the Director General of Police / Vigilance shall be investigated by the vigilance wing and appropriate

disciplinary action will be taken against the erring official. A copy of the complaint will be sent to the Superintending Engineer concerned. The Superintending Engineer concerned shall send the action taken report on the complaints to the Superintending Engineer/Commercial, who in turn shall put up the consolidated report on the complaints along with the action taken to the CMD/TANGEDCO once in fortnight.

8. In view of the above, all the Chief Engineers/Distribution Regions are instructed to fix the responsibility to the concerned Superintending Engineers of the EDCs to strictly follow the above instruction by the field officers under their control for effecting LT Domestic and Commercial service connections (other than special and multi-storeyed buildings) applied through either in person or through online.

9. This scheme of 'one day service connection' will come into effect from 01-07-2017 and any lapses in this regard, will be viewed seriously.

Receipt of the memo shall be acknowledged.

Encl:- Annexure A & B

Sd/- dated 14-06-2017  
Director (Distribution)  
for CMD/TANGEDCO

To

All the Chief Engineers/ Distribution.

Copy to the Secretary/Tamil Nadu Electricity Regulatory Commission/Chennai – 8 for kind information to the Hon'ble Commission.

Copy to the Chief Engineer/Material Management/TANGEDCO for supply of necessary materials without any delay.

Copy to all the Superintending Engineers/EDCs.

Copy to the Chief Engineer/IT for necessary changes in the online application filing software.

Copy to the Chief Engineer/RAPDRP.

Copy to the Chief Financial Controller/Revenue

Copy to the CIAO/Chennai – 2

Copy to the Superintending Engineer/Enforcement/Chennai – 2

Copy to the Legal Advisor/Chennai – 2

Copy to the Executive Assistant to CMD/TANGEDCO  
Copy to the Personal Assistant to the DGP (Vigilance)/TANGEDCO/Chennai – 2.  
Copy to the Executive Assistant to Director (Distribution)  
Copy to B.P. Section/Adm. Branch for publishing in TANGEDCO Gazette.  
Copy to Stock file.

### **Annexure- A (Working Instruction)**

1. The Applications received either through online or in person received by the section officer in the morning between 8 AM to 10 AM can be considered for effecting service connections on the same day or within 48 hours as the case may be. Applications received after 10 AM will be considered in the next day.
2. The Section Officers invariably make themselves available in the section office during the above timings to process the applications received from the intending consumers.
3. After thorough scrutiny of the documents, the concerned section officer should accept the necessary service connections and other charges for the respective service connection and PR issued to the applicant in respect of the service connections applications received in person. In respect of the service connection applications received through online, the applicant may pay the entire charge as prescribed in the instruction at the time of registering the application itself. The estimate charges if any other than the miscellaneous charges fixed by the Hon'ble TNERC shall be collected in the first Current Consumption (CC) bill from the consumers and this fact has to be intimated to the intending consumer through notice / e-mail / SMS etc.
4. A meter of suitable capacity from the rolling stock of meters exclusively maintained for this purpose may be issued and the service connection effected if all the details are satisfactory with reference to the declaration of the applicant and TNE Distribution Code.
5. Simultaneously, arrangements are to be made to recoup the meter for effecting the service and taken in to account in the "Register of rolling stock of meters" as per Annexure-B.
6. The fact of effecting service connection should be entered in the service connection register with all details and the fact that the service has been under "one day supply scheme" is to be specifically recorded in the service connection register.
7. A report of details of services effected may be furnished to the concerned Assistant Executive Engineer every two days to have a proper check on the

services effected and to know the details of service connections activity in his sub-divisions. The concerned Assistant Executive Engineer should check the register of 'one day service connections' every week and make entries there and also check the rolling stock. The concerned Assistant Engineer is immediately answerable to him for any flaw in dealing with the 'one day service connection applications'.

8. If the service connection could not be effected for non fulfilment of application, the concerned section officer will inform the applicant through notice/e-mail/SMS etc. stating the reasons for not effecting the service connection.
9. While effecting supply if the service connection involves extension of lines, the supply should not be effected and the application transferred to extension category and processed suitably and the time schedule prescribed in the DSOP Regulation may be followed. The fact may also be intimated to the applicant through notice/e-mail/SMS etc.
10. It is the responsibility of the concerned section officer to ensure that the meter under stock of this scheme is not allowed to be exhausted and the meter should be recouped as far as possible.
11. For the above scheme, a rolling stock of meters as detailed below could be maintained in each section:

	<b>Single Phase</b>	<b>Three Phase</b>
Rural Section	- 3	1
Urban Section	- 7	3

12. The estimate for keeping the rolling stock will be sanctioned by the Superintending Engineers concerned and it is a onetime sanction. Meters from this rolling stock should not be used for any purposes in the distribution.
13. Rolling stock of meter should be drawn and kept at the section office. It is the personal responsibility of the section officer to keep the rolling stock account properly to avoid any misuse.

14. The Assistant Executive Engineers should check frequently to ensure that the meters on rolling stock are properly used and scheme is implemented effectively.
15. This scheme has to be monitored on a daily basis and the Executive Engineer & the Superintending Engineer concerned will be held responsible for any let up in this issue.
16. In case of online application, after effecting service connection, a print out of the application along with relevant documents, test report, etc. shall be submitted to the Office of the Executive Engineer (Revenue Branch) for record purposes.

The above working instructions may be scrupulously followed in up keeping the image of the TANGEDCO among the general public in effecting LT Domestic and Commercial mere service connections (other than special and multi-storeyed buildings) in the same day or with 48 hours as the case may be upon receipt of the applications.

Sd/- dated 14-06-2017  
Director (Distribution)

**ANNEXURE 'B'**

**Register of Rolling Stock of Meters**

**I PAGE:-**

**Review Slip**

Date of Inspection (1)	Designation of Inspection Officer (2)	Remarks (3)	Action Taken (4)
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**II PAGE:-**

Details of Source of Rolling Stock of meters & Details of Rolling Stock of meters for 'One day Service Connection Scheme'.

Sanction Memo.No. :  
Work Order No. :  
Requisition :  
Number of Meters Sanctioned. : 1 Phase 3 Phase

**III PAGE:**

I							:	II		
BLUE INK							:	GREEN INK		
:										
Sl. No.	<u>ROLLING STOCK METER DETAILS</u>						:	Name of Consumer	SC.No. Date	TF
	Regn. No. dt.	Make	Cap.	Sl.No.	MRT No.	IR	:			
1	2	3	4	5	6	7	:	8	9 10	

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III  
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RED INK  
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RECEIPT ENTRY

Drawn against sanction pertaining to applicant  
in Coloum II

Regn. No.dt.	Make	Cap.	Sl.No.	MRT No.	IR
11	12	13	14	15	16

**Note:**

- (1) Details relating to Meter drawn against "INITIAL ROLLING STOCK" will have entry only in Column I.
- (2) Details relating to Meter drawn against SC SANCTION & taken into Rolling Stock will find entry in Column III & in Column I.

Example: - Details of meter drawn against sanction for first applicant in this scheme will have entry in Column III against Sl.No. 1 & again in Column I immediately below the initial set of Rolling Stock meters.

Sd/- dated 14-06-2017  
Director (Distribution)