

TAMIL NADU GENERATION AND DISTRIBUTION CORPORATION LTD.
Technical Branch

O/o. Chief Engineer/Commercial,
Chennai – 2.

Memo No.CE/Comml/SE/Comml/EE3/AEE3/F.OnlineAppln./D.66/2016,
dated 05.08.2016

Sub:- Electricity – Online application filing of New Service Connection
/Addition or Reduction of Load in respect of LT service connection
(except hut and agriculture) through Web Portal – Working Instruction
- Issued – Reg.

Ref:- (Per) (CMD) TANGEDCO Proceedings No.362 Dated : 04.08.2016.

TANGEDCO Proceedings to implement the online application filing of New Service Connection /Addition or Reduction of Load applications in respect of LT service connection (except hut and agriculture) applicable to entire Tamil Nadu was issued vide reference cited above. In this connection, the following working instructions are issued for effecting the new service connections/ Addition or Reduction of Load for which applications are received through web.

1. The Superintending Engineers/EDCS are instructed to give wide publicity in their area about the online application filing scheme, especially by displaying banner/Boards in all the TANGEDCO offices viz. section, sub-division, division, circle, regional offices and all collection centres, so as to reach the general public in large. The Executive Engineer/General of Distribution circles shall co-ordinate with the field in this regard and send confirmation report on provision of banner/Boards on online application filing in all the TANGEDCO offices within a month.
2. The Chief Engineer/IT is also requested to arrange for displaying in the front page of the websites of TANGEDCO, TANTRANSCO and TNEB Ltd. permanently so as to reach the viewers of the websites.
3. The section officers in charge of the O&M/Distribution sections shall check the receipt of online applications for new Service Connection /Addition or Reduction of load everyday from the systems. The concerned Assistant Executive Engineers and Executive Engineers shall also watch the receipt of online applications from their systems.
4. Seeking unnecessary documents from the applicants by the field officials shall be avoided and will be viewed seriously. The documents as mentioned in the TNE Distribution Code shall alone be insisted from the applicants.

5. Once the applications are received, prompt action shall be taken by the section officer concerned without any delay as per the TANGEDCO proceedings cited in reference. If the application received does not pertain to the section as mentioned by the applicant, the officer concerned who received the application shall forward the same to the appropriate section immediately without any delay.
6. The section officers will recoup themselves to maintain LT album of his area up to date to identify the LT application and determine whether it is a mere service connection or involves minor LT extension or transformer erection with HT lines. The particulars on regulation, transformer capacity and feeder details will make job easy.
7. The estimate and other applicable charges shall be paid by the applicant within 15 days from the date of receipt of notice / e-mail / SMS etc. through the TANGEDCO URL <https://www.tnebnet.org/awp/login>. If the estimate and other applicable charges are not paid within the above stipulated period, the application is liable for cancellation with due intimation to the applicant through notice/e-mail/SMS etc. However, on a specific request of the applicant, the Superintending Engineer/Chief Engineer of the concerned Distribution Circle/Region in exceptional deserving cases may grant additional 30 days to the Consumer for making payment of estimate and other applicable charges. Wherever, the applicant requests for further grant of extension beyond the 45 days period (including extension of 30 days period) mentioned above for payment of estimate and other applicable charges, it is the discretion of the Superintending Engineer/Chief Engineer of the concerned for further grant of extension of time.
8. No hard copies of the application with hard copies of documents need to be submitted (by the applicant) for service connection to Domestic applications in the ordinary buildings. The online application can be treated as signed copy and no need for a separate signed copy and the online application shall be treated as the Agreement.
9. In case of domestic applications in ordinary building (Other than special and Multi-Storied Buildings), TANGEDCO shall not insist the signature of the Licensed wiring contractor in the Original Test Report/Revised Test Report. Instead, following undertaking to that effect shall be obtained from the applicant at the time of submission of application:

“I (Name of the applicant), S/o. applied for domestic service connection at..... (address of the premises where service connection is sought) undertake to state that wiring in the above premises has been done by the licensed wiring contractor as prescribed in the Central Electricity Authority (Measures relating to safety and electric supply) Regulations, 2010. Further, I state that the safety norms stipulated in the Electricity Act, 2003, Central Electricity Authority (Measures relating to safety and electric supply) Regulations,

2010 and other instructions regarding safety has been followed in the above premises and I am fully responsible for any lapses regarding electrical safety in the above said premises.”

The OTR/RTR submitted by the applicant through online shall be treated as deemed signed copy.

[Note:- As per the definition in the Directorate of Town and Country Planning website, Ordinary building is the building up to 2 floors and with less than 4 dwelling units in the case of residential building. This definition shall be applicable for the ordinary buildings mentioned in the above items 8 and 9.]

10. However, while energising the services, the quality of wiring in the consumer premises pertains to the domestic applications in ordinary building (Other than special and Multi-Storied Buildings) shall be ensured by the TANGEDCO officials as per the provisions in the Regulation 31 of the Central Electricity Authority (Measures relating to safety and electric supply) Regulations, 2010. The officials shall also maintain a record of test results obtained in the OTR/RTR. The CEA Regulation is reproduced as below:

“31(1) Upon receipt of an application for a new or additional supply of electricity and before connecting the supply or reconnecting the same after a period of six months, the supplier shall either test the installation himself or accept the test results submitted by the consumer when the same has been duly signed by the Licensed Electrical Contractor.

(2) The supplier shall maintain a record of test results obtained at each supply point to a consumer, in a schedule-V”

11. In case of special buildings, multi-storied buildings, industrial, commercial buildings and other category of services (such as educational institutions, etc.) except the domestic category in ordinary building (Other than special and Multi-Storied Buildings), OTR/RTR shall be prepared and got signed from the consumer while effecting service connection. Further, signature of the licensed electrical contractor shall also be obtained in these cases.
12. The Completion Certificate shall be obtained for the special and multi-storied buildings in the CMDA area as per the circulars issued from time to time.
13. The Assistant Executive Engineer concerned shall track the status of online applications every stage from the date of payment of Registration Charges by the applicants till effecting of supply. The responsibility of effecting service connections for the applications received through web portal lies with the Assistant Executive Engineer concerned of the O&M sub-division. Any issues regarding arrangements of materials, etc. may be brought to the knowledge of Executive Engineer concerned of the Distribution division by the Assistant Executive Engineer. The Executive Engineer of the Distribution division is responsible for arrangements of materials to effect service connections.

14. The Executive Engineer of the Division shall monitor this process on weekly basis and send a report on this to the Superintending Engineer concerned on 3rd of every month and in turn the Superintending Engineer of the Distribution Circle shall send a report to the Chief Engineer of the concerned region on 5th of every month. The Chief Engineers/Distribution Region shall send a monthly report to the Director (Distribution) on 15th of every month as per the format enclosed in the Annexure.
15. The Executive Engineer/General of the Distribution Circle is the nodal officer for implementing the online application filing process in the Distribution Circles. The Executive Engineer/General will review the receipt of applications through web periodically and take the follow up action for effecting the service connection within the time schedules prescribed in the TNERC Distribution Standards of Performance Regulations. Further, the Chief Engineer/Commercial shall make random check on the receipt of applications through web periodically and take the follow up action wherever necessary.
16. The Chief Engineer/IT shall issue separate username and password to the Executive Engineer/General of the EDCs and the Chief Engineer/Commercial so as to view all the details such as documents submitted by the applicants, follow up details by the field officials, etc. Further, the Chief Engineer/IT shall make provision in the software to generate various MIS reports such as list of circle wise, division wise receipt of applications, applications pending for more than 30 days from the date of registration with separate column for reasons for delay, payment received, etc. for necessary review by the Executive Engineers/General of the EDCs, Superintending Engineers/Chief Engineers of the distribution.
17. Further, the Executive Engineer/General of the Distribution Circle shall take a special review on the applications which are registered and pending for more than 30 days. He shall report the same to the concerned Chief Engineer of the Distribution Region through the Superintending Engineer of the Distribution Circle.
18. Separate serial number may be maintained for the OTR/RTR received through web in respect of the Domestic category in ordinary buildings.
19. The CFC/Revenue and the officials concerned shall be provided with a separate username & password to monitor the online collection of miscellaneous charges and its reconciliation. The Chief Engineer/IT shall coordinate with the CFC/Revenue to ensure smooth revenue collection.
20. Once the service connection is effected for the applications received through web, the existing post service connection procedure may be followed for this case also.
21. The other existing procedures regarding effecting of service connections not mentioned here shall be followed without fail. Further, the existing system of

applying for New Service Connection /Addition or Reduction of Load in respect of LT service connection at TANGEDCO office in person, which is in vogue, shall also be continued.

The above procedure prescribed will come into immediate effect. Any lapses in this regard shall be viewed seriously and action as deemed fit will be taken against the erring officials.

(By order of the CMD/TANGEDCO)

Sd/- dated 05-08-2016
Chief Engineer/Commercial
for **DIRECTOR (DISTRIBUTION)**

To
All the Chief Engineers/ Distribution.

Copy to the DGP/Vigilance/Chennai – 2.
Copy to all the Superintending Engineers/EDCs.
Copy to the Chief Engineer/IT.
Copy to the Chief Engineer/RAPDRP.
Copy to the Chief Financial Controller/Revenue & General.
Copy to the 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 Executive Assistant to Director (Distribution)

Annexure

Format of the return to be furnished by the Chief Engineers/Distribution Region to the Director (Distribution) on effecting of service connections under online application filing of New Service Connection /Addition or Reduction of Load applications.

Return for the month of

Sl. No.	Name of the Circle	No. of Applications registered through Online application filing	No. of Applications for which Service connections were effected			No. of Applications for which Service connections were not effected			Reason for not effecting the service connections.
			Mere	Extn.	DT	Mere	Extn.	DT	

Sd/- dated 05-08-2016
Chief Engineer/Commercial
for **DIRECTOR (DISTRIBUTION)**