

TAMIL NADU GENERATION AND DISTRIBUTION CORPORATION LTD.
Technical Branch

144, Anna Salai,
Chennai – 2.

Memo No.CE/Coml/SE/EE3/AEE3/F.OnlineAppln./FLM-CM/22/2021, dt.01.02.2021

Sub:- Electricity – Online application filing of New Service Connections in respect of LT service connections – Further instruction issued – Regarding.

- Ref:-
1. (Per) (CMD) TANGEDCO Proceedings No.362 Dated : 04.08.2016.
 2. Memo No.CE/Comml/SE/Comml/EE3/AEE3/F.OnlineAppln./D.66/2016, dt.5.8.2016
 3. Memo No.CE/Comml/SE/Comml/EE3/AEE3/F.OnlineAppln./D-157/2019 dt.20.11.19.
 4. Memo No.CE/Coml/SE/EE3/AEE3/F.OnlineAppln./FLM-CM/8/2020, dt.08.12.2020
 5. E-Mail dated 08-01-2021 received from SE/IT2
 6. Director (Distribution)'s Note approval dated 18-01-2021 in FLM-CM/22/2021.

In continuation to the earlier instructions issued for online application filing of LT new service connection, the following instructions are issued:

1. All the miscellaneous charges such as Registration, MCD, CCD, Development charges, Service connection charges, etc. in respect of all the service connections including both mere and extension categories shall be collected from the applicant on raising of demand through online portal.
2. After inspection, if the service connection involves extension works on contrary to the applicant's self declaration of mere service connection and not satisfied with the technical feasibility for mere service connection, the service connection may be re-classified as extension category in the LT billing software. In this regard, necessary SMS shall be sent to the applicant for change of category from mere to extension.
3. For mere service connection, supply shall be effected within 3 days. For extension categories, the estimates shall be sanctioned within 7 days and service connections shall be effected preferably before the period

prescribed in the TNERC – DSOP Regulation. At any cost, the period should not exceed the DSOP norms.

4. Other charges such as the estimate amount chargeable to the party shall be collected in the first CC bill from the consumers in respect of all categories for individual applications (including both mere and extension categories) and not for group applications.
5. In case of failure of payment during bank reconciliation the entire amount raised during online application shall be included in the first CC bill.
6. The SMS/E-Mail shall be sent to the applicant in the following cases:
 - a. SMS on reminder for payment of demand (miscellaneous charges except estimate charges) on 12th day if not paid already.
 - b. SMS on change of category from Mere to Minor / Major after inspection by the section officer concerned wherever applicant had selected within 30 mtrs,
 - c. SMS on failure during bank reconciliation that the amount will be included in first CC bill
 - d. SMS on intimation of estimate charges and collection of the same in the first CC bill.

The above instruction may be followed scrupulously. Any lapses in this regard shall be viewed seriously and action as deemed fit will be taken against the erring officials.

Sd/- dated 01-02-2021
Director (Distribution)

To

All the Chief Engineers/ Distribution Regions.
Copy to all the Superintending Engineers/EDCs
Copy to the Chief Engineer/IT for making necessary changes in the LT billing software.
Copy to the Superintending Engineer/Enforcement.
Copy to the CIAO
Copy to the Chief Financial Controllers/Revenue & General.
Copy to the Executive Assistant to CMD/TANGEDCO
Copy to the Executive Assistant to Director (Distribution)
Copy to all EEs, AEEs and AEs of all EDCs.