

CHAPTER-15 (Manual-14)

Norms set by it for the discharge of its functions

I PERMANENT SERVICE CONNECTION

I LOW TENSION SERVICE CONNECTION (DOMESTIC, COMMERCIAL, UPTO 10 KW)

- (i) Acknowledgement of receipt of service connection .. Within 1 day
application along with required documents
- (ii) Scrutiny of application, informing about the .. Within 5 days after
discrepancies in the application receipt of application
- (iii) **On Line**
 - (a) Preparation of estimate for extension of power .. Within 5 days from
supply to the service connection. the date of receipt of
application in section
office
 - (b) Effecting service connection. .. Within 7 days after
payment of security
deposit, service
connection charges
etc.

(iv) **Minor Extension**

(A) Where the distance is 200m from the existing line:

- (a) Preparation and Sanction of estimate for .. Within 15 days from
extension of power supply to the service the date of receipt of
connection application in section
office
- (b) Execution of line works subject to availability of .. Within 15 days from
material and priority and site condition the date of receipt of
sanction

- (c) Effecting service connection .. Within 7 days after payment of security deposit, service connection charges etc.

(B) Where the distance is more than 200 m:

- (a) Preparation and sanction of estimate for extension of power supply to the service connection .. Within 15 days from the date of receipt of application in section office.
- (b) Execution of line works subject to availability of material and priority and site condition .. 20 days after receipt of sanction
- (c) Effecting Service Connection .. Within 7 days after payment of security deposit, service connection charges etc.

CABLE

- (i) Acknowledgement of receipt of service connection application along with required documents .. Within 1 day
- (ii) Scrutiny of application, informing about the discrepancies in the application .. Within 5 days after receipt of application

(iii) On Line

- (a) Preparation of estimate for service connection application and extension of power supply to the service connection .. Within 5 days from the date of receipt of application in section office
- (b) Effecting service connection .. Within 10 days after payment of security deposit, service connection charges and obtaining permission from the municipality for road cutting

II DOMESTIC AND COMMERCIAL SERVICES (ABOVE 10 KW)

- (i) Acknowledgement of receipt of service connection application along with required documents .. Within 1 day
- (ii) Scrutiny of application, informing about the discrepancies in the application .. Within 5 days after receipt of application

(A) Schemes costing less than Rs.2,00,000

- (a) Preparation and sanction of estimate for extension of power supply to the service connection .. Within 45 days from the date of receipt of application in section office
- (b) Execution of line works subject to availability of material and priority and site condition .. 45 days after receipt of sanction
- (c) Effecting service connection .. Within 10 days after payment of security deposit, service connection charges etc.

(B) Schemes costing more than Rs.2,00,000

- (i) Preparation and sanction of estimate for extension of power supply to the service connection .. Within 60 days from the date of receipt of application in section office
- (ii) Execution of line works subject to availability of material and priority and site condition .. 75 days after receipt of sanction
- (iii) Effecting service connection .. Within 10 days after payment of security deposit, service connection charges etc.

III LOW TENSION INDUSTRIES UPTO 5 H.P.

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|-------|--|----|--|
| (i) | Acknowledgement of receipt of service connection application along with required documents | .. | Within 1 day |
| (ii) | Scrutiny of application, informing about the discrepancies in the application | .. | Within 7 days after receipt of application |
| (iii) | Preparation and sanction of estimate for extension of power supply to the service connection | .. | Within 10 days from the date of receipt of application in section office |
| (iv) | Effecting service connection | .. | Within 7 days after payment of security deposit, service connection charges, etc |

IV LOW TENSION INDUSTRIES ABOVE 5 H.P

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|------|--|----|--|
| (i) | Acknowledgement of receipt of service connection application along with required documents | .. | Within 1 day |
| (ii) | Scrutiny of application, informing about the discrepancies in the application | .. | Within 7 days after receipt of application |

(A) Schemes costing less than Rs.2,00,000

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|-----|--|----|--|
| (a) | Preparation and sanction of estimate for extension of power supply to the service connection | .. | Within 45 days from the date of receipt of application in section office |
| (b) | Execution of line works subject to availability of material and priority and site condition | .. | 45 days after receipt of sanction |
| (c) | Effecting service connection after payment, after fixing the meter at the consumer premises | .. | Within 10 days after payment of security deposit |

(B) Schemes costing more than Rs.2,00,000

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|--|----|--|
| (a) Preparation and sanction of estimate for extension of power supply to the service connection | .. | Within 60 days from the date of receipt of application in section office |
| (b) Execution of line works subject to availability of material and priority and site condition | .. | 75 days after receipt of sanction |
| (c) Effecting service connection after payment, after fixing the meter at the consumer premises | .. | Within 10 days after payment of security deposit |

V HIGH TENSION INDUSTRIES

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|--|----|--|
| (i) Acknowledgement of receipt of service connection application along with required documents | .. | Within 3 days |
| (ii) Scrutiny of application, informing about the discrepancies in the application | .. | Within 7 days after receipt of application |

(A) Schemes costing less than Rs.2,00,000

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|---|----|---|
| (a) Preparation of estimate and sanction for extension of power supply | .. | Within 30 days from the date of receipt of application in section office |
| (b) Collection of Security Deposit and execution of agreement | .. | Within 7 days from the date of sanction if applicant is ready |
| (c) Execution of HT line extension, Double Pole structure works subject to availability of materials, priority and site condition | .. | Within 30 days after payment of Security Deposit |
| (d) Provision of metering arrangements | .. | 10 days after completion of work |
| (e) Effecting service connection after payment, after fixing the meter at the consumer premises | .. | Within 10 days after completion report with all the required clearances by the applicant. |

(B) Schemes costing more than Rs.2,00,000 but less than Rs.5,00,000

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|---|----|---|
| (a) Preparation of estimate for extension of power supply | .. | Within 30 days from the receipt of application in section office |
| (b) Collection of Security Deposit and execution of agreement | .. | Within 7 days from the date of sanction if applicant is ready |
| (c) Execution of HT line extension, Double Pole structure works subject to availability of materials, priority and site condition | .. | Within 60 days after payment of Security Deposit |
| (d) Provision of metering arrangements | .. | 10 days after completion of work |
| (e) Effecting service connection after payment, after fixing the meter at the consumer premises | .. | Within 10 days after completion report with all the required clearances by the applicant. |

(C) Schemes costing more than Rs.5,00,000

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|--|----|--|
| (a) Preparation of estimate for extension of power supply | .. | Within 30 days from the date of receipt of application in section office |
| (b) Collection of Security Deposit and execution of agreement | .. | Within 7 days from the date of sanction if applicant is ready |
| (c) Execution of HT line extension, Double Pole structure works subject to availability of materials, priority and site condition (without erection of new feeder) | .. | Within 90 days after payment of Security Deposit |
| (i) Extension of line work involving provision of new/additional feeder arrangement from the sub-station | .. | Within 180 days after payment of security deposit |
| (ii) | | |
| (d) Provision of metering arrangements | .. | 10 days after completion of work |

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|-----|---|----|---|
| (e) | Effecting service connection after payment, after fixing the meter at the consumer premises | .. | Within 10 days after completion report with all the required clearances by the applicant. |
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NOTE: In the case of outlying regions, if sanctions are required from Puducherry another 15 days time may be added to the time indicated under each category.

II. ISSUE OF POWER FEASIBILITY CERTIFICATE

(a) LOW TENSION SERVICE CONNECTION

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|------|---|----|--|
| (i) | If the total load in addition to the proposed load is within 90% of the capacity of existing transformer and the scheme proves to be self-remunerative. | .. | Power Feasibility Certificate will be issued within 10 days after receipt of the application |
| (ii) | If the total load in addition to the proposed load is more than 90% of the capacity of existing transformer | .. | Will be issued within 30 days after receiving the application. |

(b) HIGH TENSION SERVICE CONNECTION

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|------|--|----|---|
| (i) | If the contracted maximum demand is less than 500 KVA | .. | Within 30 days after submitting all the necessary documents. |
| (ii) | If the contracted maximum demand is including or more than 500 KVA | .. | After submitting all the necessary documents within 20 days after obtaining the Government sanction |

III OTHER WORKS

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|------|---|----|---|
| (i) | Rectification of Fuse - off Call Complaints at the Consumer end | .. | Immediately |
| (ii) | Rectification of High tension Power interruption | .. | Immediately, if possible defect will be attended on the same day. If the defect prevails, the same will be rectified on the next day. |

- (iii) Fault rectification in distribution transformer .. Will be rectified within three days. If the capacity of other nearest transformer is adequate , supply will be extended through alternate line on the same day, if feasible