

## ELECTRIC SUPPLY OFFICE

ESO/DGMES/176/2015

Date: 15.06.2015

### PROCEDURE ORDER NO. 224(A)

Sub: Releasing of LV load for new connection above 25KW upto 150KW under Commercial or Industrial category, involving cable laying work, within 15 days.

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We have received directives from Ministry of Power, Govt. of India for streamlining the process and reducing the time taken for connecting the Electric Supply to Industrial and Commercial category consumers, under new connection where cable laying is involved, for ease of doing business in India. Further in this connection, vide reference no. MERC/CGRF CELL/REG/2015 dtd. 20 April 2015, we have also received practice direction from MERC to endeavor to release new connection within 15 days.

1.1 In order to release new connection where scheme or new DSS commissioning is not involved and only service cable laying is involved such application under Commercial or Industrial category for load above 25KW upto 150KW, the following procedure shall be followed:-

Steps	Process	Action by	Nos. of Days
	<b>Applicant will submit complete application on line for getting electric supply.</b>	Applicant	
	Received Application will be moved / forwarded to Charge Engineer of concerned CC-Ward.		-
1	<b>A) Site Inspection to be done by Charge Engineer CC</b> a) Fix the appointment with the applicant. b) Inspect the site, get the application completed from the consumer i.e. affixing photograph and signature, verify documents and check installation. c) Get MB particular, Check SLD, CIS, Reconnection, OS/Arrears/Claim and nearest feeding point as per Checklist. d) Prepare T.C. and forward to Deputy Engineer for checking.	Charge Engineer Customer Care	2
	<b>B) Deputy Engineer shall check the TC, suggest feeding point and put up TC for the approval of Dy. Chief Engineer Customer Care.</b>	Deputy Engineer Customer Care	
	<b>C) Dy. Chief Engineer shall approve the TC upto 150 KW load considering network and substation case and forward the TC directly to Deputy Engineer.</b>	Dy. Chief Engineer Customer Care	2
2	<b>Sanctioning of Load by Deputy Engineer</b> a) On receiving approval from Dy. Chief Engineer, the Deputy Engineer shall sanction the load and	Dy. Engineer Customer	

	send intimation of charges i.e. requisition processing fee, connection fee & security deposit amount (ESL4) to applicant, by e-mail and personally inform the same to the applicant on telephone if the payment of charges are not made online at the time of registration of application. He shall also give details of site compliances to be done by applicant in ESL 4 letter.	Care	
	<b><u>Compliance and payment by applicant :</u></b> a)Where network augmentation or additional service is involved, applicants shall make site compliance.	Applicant	1
	b) On receiving necessary compliances and payments from applicant, the deputy engineer shall arrange to send Work Order to Erection Department for execution.	Deputy Engineer Customer Care	1
3	<b><u>Execution of work order by Erection dept.</u></b> a)Obtaining MCGM permission	MCGM	3
	b) Execution of work order after getting MCGM permission. c) Work completion report shall be sent immediately to concern CC dept by email.	Erection dept.	3
4	<b><u>Connection of Meter and flow of supply</u></b> a) On receiving work completion report, the charge engineer shall arrange to send Connection order to IF section. b) The charge engineer of IF section shall check the installation as per Checklist and arrange to install the meter on priority.	Charge Engineer Customer Care IF section	3
<b>Total days</b>			15

2.0 A ward wise report will be generated through system and forwarded to concerned Deputy Chief Engineer Customer Care/ Chief Engineer Customer Care for monitoring. A copy of application will be forwarded to concern deputy chief engineer.

3.0 The Deputy Chief Engineer Customer Care shall simultaneously start processing the application at his end on receiving the copy of application.

4.0 On receiving application the Charge Engineer CC department shall take print out of the application form and confirm whether it pertains to his ward. If not, then scanned image of the application to be emailed to concerned ward Divisional Engineer for processing in the CM work flow immediately.

5.0 Copy of Work Order shall be forwarded Planning department and concerned O&M department for information and updating of their records.

6.0 Copy of work order shall also be forwarded to IF section of CC department for inspecting the service position and make preliminary preparations for installing meter.

7.0 Erection department shall apply for MCGM permission and simultaneously make all necessary arrangements for execution of the Work Order. Dy. Chief Engineer (Works) shall be responsible to monitor the progress of the execution of Work Order.

8.0 Concerned Deputy Chief Engineers Customer Care will be responsible to monitor the progress of such applications daily and ensure that the applications are processed within time frame specified and put up monthly MIS report to GM.


9.0 This is issued with the approval of GM.

10.0 This supersedes earlier Procedure Order no. 224.

For strict compliances.

Encl: Checklist 2 nos.

All Head of Departments of  
Electric Supply Branch

  
15/8/15  
DGM(ES)

### Check List for Inspection of Premises by Charge Engineer

Application No. :

Sr. No.	Details	Check (V)	Remark
1	Handing over copy of application form to applicant for affixing photograph and obtaining applicant's sign .		
2	Verification of Applicants details i.e. Name, Address as mentioned in Application Form.		
3	Verification of documents with originals and collecting of necessary copies.		
4	Confirmation of physical occupancy of premises by applicant.		
5	Confirming qualification of Premises.		
6	Confirmation of class of premises and tariff.		
7	Confirmation of Application type.		
8	Availability of electric supply to premises if available its source with details.		
9	Inspection of meter cabin - service no., service size, place for installing meter (M.B.)		
10	Confirmation of Reconnection of premises i.e. premises whose meters are removed as per CIS.		
11	Checking (meter no.) of existing meters on service as per CIS.		

Checked by ...

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### Check List for Inspection of Installation by Charge Engineer (IF)

Application No. :

Sr.No.	Details	Check (v)	Remark
1	Purpose of supply		
2	Verification of connected load as per sanctioned load.		
3	Megger value (IR) of installation		Values in Mohm
3.1	Switching off party's main switch inside premises.		Phase - Neutral =
			Phase - Phase =
			Phase - Earth =
			Neutral - Earth =
3.2	After switching on party's main switch inside premises		Phase - Neutral =
			Phase - Phase =
			Phase - Earth =
			Neutral - Earth =
4	Checking of installation of ELCB		

Checked by ...