

ELECTRIC SUPPLY OFFICE

ESO/AGMES/ 55 /2017

Date: 07 APR 2017

PROCEDURE ORDER NO. 232A

Sub: Procedure to be followed for applications under new connection for applied load 100 KW & above under Commercial or Industrial category.

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For releasing electric supply within 15 days, for applications under Commercial and Industrial categories where applied load is 100 KW & above, the following procedures shall be followed.

1. All applications for new connection under Industrial and Commercial categories for applied load 100 KW and above shall be accepted only online and no manual applications shall be accepted at Customer Care Wards.
2. Only two documents i.e. Ownership/Occupancy proof & Identity proof shall be uploaded and accepted along with the application. No documents shall be accepted physically.
3. All the statutory fees i.e. application processing fee, connection fee and security deposit shall be accepted online through RTGS/NEFT at one-time at the time of application registration. No application shall be processed, if the payments are not received.
4. The application shall be processed in three steps as under:
 - Step 1: Submitting online application and Site inspection – (1+3) days.
At the time of site inspection get the application completed from applicant i.e. affixing photographs & signature, verify documents and check installation.
 - Step 2: Load sanctioning & Demand note/Sanction letter generation – 1 day.
 - Step 3: External connection including cable laying & Meter installation – 10 days.
5. Review shall be taken regularly by concerned Divisional Engineer and Deputy Chief Engineer to ensure that connections are given within 15 days after receipt of completed application along with payment.

This supersedes earlier Procedure Order No.232.

This is issued with the approval of GM.

AGM(ES)

All Chief Engineers

All Dy.Chief Engineers.

All Divisional Engineers