



## KERALA STATE ELECTRICITY BOARD Ltd

(Incorporated under the Indian Companies Act, 1956)

CIN:U40100KL2011SGC027424

Registered Office: Vydyuthi Bhavanam, Pattom,  
Thiruvananthapuram - 695 004.

Phone: (0471), 251 4610, 251 4274, 251 4624

Email: ceit@kseb.in Website: www.kseb.in

### **ABSTRACT**

IT implementation in KSEBL- On line application for New Service Connection - Sanctioned Orders issued.

### **CORPORATE OFFICE (IT)**

B.O. D(D,S&GE) No. 334/2017 (ITCU/New Connection/2016-17) Tvpm, dated 09 /02/2017.

- Read: 1. Govt Ltr No 173/B3/16/PD dated 20.09.2016 addressed to the Secretary, KSERC under Sec 108 of Electricity Act, 2003.  
2. Notification No 1504/DD (T)/Supply Code 2016/KSERC dated 26.10.2016 of KSERC.  
3. B.O(FTD) No.3199/2016 (D(D&S)/D6-AE3/Ease of Doing Business/2016) dated 11/11/2016  
4. Note No. ITCU/New Connection/2016-17/773 dated 17.01.2017 of the Chief Engineer (IT&CR).

### **ORDER**

The Chief Engineer (IT&CR) in the note read as 4<sup>th</sup> paper above has reported that Government of Kerala vide 1<sup>st</sup> paper above, had issued certain directives to KSERC under Sec 108 of the Electricity Act, 2003 to simplify the procedures for new service connection.- Accordingly, KSERC vide 2<sup>nd</sup> paper above has notified Kerala Electricity Supply Code (Removal of Difficulties Order) 2016. KSERC also agreed to the proposal that documents required to be accompanied with application forms for new connection shall be limited to two viz. proof of identity and proof of ownership / legal occupancy of the applicant over the premises for which connection is being sought for in normal case. KSEBL vide 3<sup>rd</sup> paper above has decided to implement the simplified procedure for availing service connection as approved by KSERC. The new online application system for service connection is developed based on the simplified procedure and application forms approved by KSERC.

Chief Engineer (IT&CR) has further reported that the following procedures have been adopted for development of the module for online service connection.

#### ***a. Submitting Applications Online:***

Any applicant opting for connected load based LT Service Connection can submit online application and pay the required Application Fee. Applicants can submit the Application along



with Application fees, Security Deposit and entire expenditure for Service connection or can submit just the application online with the necessary application fees.

***i. Submitting Service connection application with payment of Application fees, Security Deposit and entire expenditure for Service connection:***

In the initial phase, LT Domestic category consumers having connected load upto and including 20 kW and other LT consumers having connected load upto and including 10 kW who require only Weather Proof service (i.e. not requiring construction of OH line including phase addition, installation of support poles, pole insertion etc) for effecting service connection can select this option. For such consumers, all the requisite fees for new service connection including Application fees, Security Deposit and entire expenditure for Service connection can be remitted online. After submitting the application online, the applicant can take a print out of the system generated form, and shall hand over to KSEB Ltd personnel, after affixing signature, photograph & necessary special adhesive stamp (worth Rs 200/-) along with other required documents, during site inspection / while effecting service connection.

***ii Service connection application with payment of Application fees alone :***

Any applicant opting for connected load based LT Service Connection can submit online application and pay the required Application Fee. Also for applicants where overhead line extension or installation of poles (support, insertion etc) is required for effecting service connection, the cost can be ascertained only after field inspection. Such Applicants can submit their application online and pay the required Application Fee. These applicants can take a print out of the system generated application form and can hand over to the inspecting official (during the site inspection), after affixing the photograph & necessary special adhesive stamp along with other required documents. The cost (Estimated cost for Service connection + Security Deposit) thus ascertained shall be intimated to the applicant through e-mail and sms after inspection and the applicant need to remit the amount subsequently (through the counter in any of the KSEBL Section offices). The online payment facility for these subsequent payments will also be introduced within two months.

***b. Procedure for processing online Service Connection application form at section office***

- The application received in the online portal will be pushed to the respective section office in real time. Separate colour coding is provided in ORUMA NET to identify the online application. Field Officers are supposed to process the online application like any other application received directly in the section office, without waiting for hard copy.
- New service applications received online has to be treated at par with applications received at the counter (there will not be separate priority for applications received through either channel); payment of cost / application fee will be deciding the order of priority.
- If applicant desires a particular date of Inspection (this option is available to applicants who remitted only application fees online) he/she can specify the date (this will attract additional fee as approved by the Commission). If field verification is carried out on the specified date, the inspecting officer shall arrange to demand additional fee for the same along with the Estimate cost for Service connection.



- The originals/ copies of documents may be verified / collected by field officers at the time of effecting service connection/field inspection.
- Applicants need to affix Special Adhesive Stamp worth Rs 200/-in the hard copy of the application form.
- Registration No./Application No. will be provided to the applicant during online submission of application. Applicant can later view the status of their application using any of these numbers. These numbers can also be used for remitting cost online for applicants who have to remit the amount for service connection subsequently after field inspection.
- If the applicant opts to procure the meter; the tested meter along with the original test certificate has to be produced at site (premise) prior to effecting of service connection.
- If the proposed line for the new service connection crosses another private property, such applicants can opt for payment of entire expenditure for Service connection during online submission only if the required consents are obtained.

The online application for new service connection is presently implemented through the in-house online portal pg.kseb.in. Chief Engineer(IT&CR) in the note read as 4<sup>th</sup> paper has recommended that the online application system may be implemented with the procedure as suggested above and a circular as given in Annexure I may be issued to distribution field officers for processing the online applications.

Having considered the above, Director (Distribution Safety and Generation Electrical) has accorded sanction for the following

1. to implement the online application system for new service connections as per the procedure suggested above.
2. to issue a circular as given in Annexure I to field officers for the procedure to be adopted for processing of online applications.
3. to implement the online application system through the in-house online portal pg.kseb.in.

**By Order of the Director**

Sd/-

**RAJTHILAKAN.M.G**

**SECRETARY (ADMINISTRATION)**

To

1.The Chief Engineer (IT & Customer Relations)

2.The Chief Engineers Distribution – South/Central/North//North Malabar

Copy to:

1. The LA and DEO

2. The FA/CIA, K S E Board Ltd

3. The TA to CMD/ Director (D,S&GE)/ Director (T&SO)/ Director (G-C&HRM)/Director (CP&SCM)

4. The PA to Director (Finance)

5. SCA to Secretary (Administration)

Forwarded / By Order

  
**Assistant Engineer**



## KERALA STATE ELECTRICITY KSEBL Ltd

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Office of the Chief Engineer (IT & Customer Relations)  
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CIN: U40100KL2011SGC027424

ITCU/New Connection/2016-17

Dated 09.02.2017

### CIRCULAR

Sub: - IT implementation in KSEBL- Procedures to be adopted for processing On line applications for New service connection – reg:-

Ref: - B.O(FTD) No. 3199/2016 (D(D&S)/D6-AE3/Ease of Doing Business/2016) Dated 11/11/2016

KSEB is introducing online system for new Service Connection application for Low Tension Consumers having Connected Load Based Tariff. The online system is developed based on the simplified procedure and application format approved by KSERC and introduced by KSEB Ltd vide Board order under reference. The Process flow for online application will be as detailed hereunder.

1. Provision for Online Application is made available in the online portal [pg.kseb.in](http://pg.kseb.in). (Link is provided in the website of KSEBL [www.kseb.in](http://www.kseb.in)).
2. In the initial phase, LT Domestic category consumers having connected load upto and including 20 kW and other LT consumers having connected load upto and including 10 kW who require only Weather Proof Service (i.e. not requiring construction of OH line including phase addition, installation of support poles, pole insertion etc) for new service connection can remit the requisite fees including Application fees (AF), Security Deposit (CD) and entire expenditure for Service connection (ECSC charges/Energisation charges) online.
3. All other LT applicants can submit online application for new service connection by paying application fee.
4. In cases where overhead line extension or installation of poles (support, insertion etc) is required, the cost for providing service connection will be ascertained after field inspection. The cost (Estimated cost for Service connection + Security Deposit) thus ascertained shall be intimated to the applicant after inspection through e-mail and sms and the applicant need to remit the amount subsequently (at present through the counter in any of the KSEBL Section offices). The online payment facility for these subsequent payments will also be introduced within two months.
5. After submitting the application online, the applicant shall take a print out of the system generated form, and hand over to the KSEB Ltd personnel, after affixing signature, photograph & necessary special adhesive stamp (worth Rs 200/-) along with other required documents (proof of identity, proof of ownership etc), during site inspection / while effecting service connection.



6. The application received in the online portal will be pushed to 'OrumaNet' of the respective section office in real time. Separate colour coding is provided in ORUMA NET to identify the online application. Field Officers are supposed to process the online application like any other application received directly in the section office, without waiting for hard copy.
7. New service applications received online will be treated at par with applications received at the counter (there will not be separate priority for applications received through either channel); payment of cost / application fee will be deciding the order of priority.
8. In case of applicants who have remitted all the requisite charges for Service connection online, i.e. for Weather Proof service connection which do not require phase addition / post insertion / support pole, connection shall be arranged (possibly in two working days' time) if there is no pending service connection application in that category. The inspecting personnel accompanying the team effecting service connection shall verify the details. However if any additional information, consent or sanction is required for effecting the service, the service connection shall not be effected until necessary orders are obtained from the competent authority.
9. In case the application is rejected or if KSEB is not in a position to effect the service connection as requested, written intimation shall be given to the Applicant citing the reason for the same.
10. If applicant desires a particular date of Inspection (this option is available to applicants who remitted only application fees online) he/she can specify the date (this will attract additional fee as approved by the Commission). If field verification is carried out on the specified date, the inspecting officer shall arrange to demand additional fee for the same along with the Estimate cost for Service connection.
11. If the applicant opts to procure the meter; the tested meter along with the original test certificate has to be produced at site prior to effecting of service connection.
12. If the proposed line for the new service connection crosses another private property, such applicants can opt for payment of entire expenditure for Service connection during online submission only if the required consents are obtained.
13. The originals/ copies of documents along with signed system generated application form may be verified / collected by field officers at the time of effecting service connection/field inspection.
14. Registration No./Application No. will be provided to the applicant during online submission of application. Applicant can later view the status of their application using any of these number.
15. Any queries regarding the same may be addressed to Orumanet help desk (email: [orumanetsupport@kseb.in](mailto:orumanetsupport@kseb.in), Phone Nos: 0471-2514648, 9446008892, 9496012427)

Sd/-

**RAJTHILAKAN . M. G**  
**SECRETARY (ADMINISTRATION)**