

TAMIL NADU GENERATION AND DISTRIBUTION CORPORATION LTD.
Technical Branch

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O/o. Chief Engineer/Commercial,
Chennai – 2.

Memo No.CE/Coml/SE/EE3/AEE3/F.OnlineAppln./FLM-CM/171/2020, dt.30.09.2020

Sub:- Electricity – Online application filing of New Service Connection /Addition or Reduction of Load in respect of LT service connection (except hut and agriculture) through Web Portal – Modification carried out in online new service connection portal – Instruction issued Working Instruction - Issued – Reg.

Ref:- 1.U.O.No.CE/IT/SE/IT2/EE/WS/F-NSCOnline/D-665/20, dt.25-09-2020
2.Memo No.CE/Comml/SE/Comml/EE3/AEE3/F.OnlineAppln./D-157/2019 dt.20.11.19.
3.Memo.No.CE/Comml/SE/Coml/EE3/AEE3/F.OnlineAppln./D.55/2017 dt 31.04.2017
4.(Per) (CMD) TANGEDCO Proceedings No.362 Dated : 04.08.2016.
5.Memo No.CE/Comml/SE/Comml/EE3/AEE3/F.OnlineAppln./D.66/2016, dt.5.8.2016

TANGEDCO Proceeding and working instruction regarding online application filing of New Service Connection /Addition or Reduction of Load applications in respect of LT service connection (except hut and agriculture) applicable to entire Tamil Nadu were issued vide references (4) and (5) cited above.

Whiles, the CMD/TANGEDCO in the Review Meetings held on 07-09-2020 and 03-08-2020 instructed to suitably modify the LT New Service Online Portal and Application Tracking Module. Accordingly, the Chief Engineer/IT has made the following modifications to the LT new service online portal and Application tracking module:

1. To show the complete status of the application – This will show the status of application in each process from Application received date to Service connection effected date to the applicant in the Online portal. Unwanted changes / entry in the application tracking will reflect in the status page and hence to be avoided. This will also show the probable date of Service connection, to the applicant in the Online portal, after entry by AE/O&M as 'mere', 'minor' and 'major' after inspection, based on DSOP norms.



2. Provision to enter the applicant grievance in case of delays – Any applicant can enter their grievance in the online portal which will reflect in the concerned AE/O&M Consumer Complaints Monitoring System (CCMS) login. The AE/O&M has to suitable take remedial action and reply can be sent from the CCMS portal. (These complaints will be categorized under “Application related”)
3. Provide feedback of the consumer after effecting service connection – Consumer will enter feedback (Good, Satisfactory, not satisfactory) in the online portal after effecting of Service connection.
4. Sending of SMS in each stage of application- An SMS will be sent in each stage of application i.e., on registration, for inspection, when estimate is sanctioned, on effecting of Service connection – Hence, the field officials should be cautious when entering data in the system as the same will trigger an immediate SMS to consumer any wrong entry will reflect on the image of the TANGEDCO.

In view of the above, all the field officials are instructed to adhere the new provisions made in the the LT New Service Online Portal and Application Tracking Module for the betterment of TANGEDCO and the consumers without any deviation.

Receipt of the Memo shall be acknowledged.

Sd/- dated 30-09-2020
Director (Distribution)

To
All the Chief Engineers/ Distribution.

Copy to all the Superintending Engineers/EDCs.
Copy to the Chief Engineer/IT.
Copy to the Chief Financial Controller/Revenue.
Copy to the CIAO/Chennai – 2
Copy to the Superintending Engineer/Enforcement/Chennai – 2
Copy to the Legal Advisor/Chennai – 2
Copy to the Executive Assistant to CMD/TANGEDCO
Copy to the Executive Assistant to Director (Distribution)
Copy to the PS to the ADGP/Vigilance/TANGEDCO.