

Process flow, Standard Operating procedure and Timelines for granting HT electricity connections upto 150 KVA

1. Process flow for Approval of electricity connection through an online system in Chhattisgarh wherein Road cutting permission (RoW) and CEIG approval is required

Step 1: User/ Applicant applies for new electricity connection online through Chhattisgarh State Power Distribution Company Limited (CSPDCL) website online new connection tab ([http://cspdcl.co.in/cseb/\(S\(qsem2ukmdbs2vcf4rpswgv1c\)\)/frmHome.aspx](http://cspdcl.co.in/cseb/(S(qsem2ukmdbs2vcf4rpswgv1c))/frmHome.aspx))

Step 2: Applicant registers on the portal and submits an online application for granting of new Low Tension (LT) or High Tension (HT) electricity connection, type of connection and submits with only 2 documents i.e., Premises Ownership proof and Identity proof ([http://cspdcl.co.in/cseb/\(S\(qsem2ukmdbs2vcf4rpswgv1c\)\)/pdfs/Pro%20forma%20-%201.pdf](http://cspdcl.co.in/cseb/(S(qsem2ukmdbs2vcf4rpswgv1c))/pdfs/Pro%20forma%20-%201.pdf))

Step 3: If the connection request is for a electricity connection with voltage greater than 650 V, the user receives a message along with the link for the online Charging permission portal, that he/ she has to apply to the Chief electrical Inspectorate for Charging permission

[Please refer to 1. a) for “Process flow for Approval of Charging permission from CEIG for HT connection upto 150 KVA”]

Step 4: Processing fees is paid by the applicant as defined in the Chhattisgarh State Electricity Regulatory Commission (CSERC) order

Step 5: CSPDCL department official verifies the details provided in the online application:

- a. If details are not found to be correct, CSPDCL shall indicate all the deficiencies in the application form to the applicant in one go only and shall not raise any new deficiency subsequently (Timeline for processing the application stops till the applicant resubmits the application with correct details, such delay shall not be counted in working out the total time taken for energisation of connection by Licensee nor the consumer shall be entitled to seek any compensation for such period Moreover In case the applicant fails to remove such defects or fails to inform the Licensee about removal of deficiencies within 30 (thirty) days from the date of receipt of intimation of deficiencies, the application shall stand lapsed and the applicant will have to apply afresh)

- b. If details are found to be correct application is accepted for further processing

Step 6: CSPDCL official conducts field inspection by visiting the site where connection has to be installed, to assess the feasibility of installing the connection, based on his findings the connection can either be:

- a. **Connection requiring extension request:** New electricity connection requests which cannot be served from the existing electricity distribution network, but require augmentation of distribution system

- b. **Connection not requiring any extension:** New electricity connection requests which can be served from the existing electricity distribution network and do not require any augmentation of the distribution network

Step 7: Post inspection CSPDCL official sanctions the load and generates a demand note basis whether it is an extension or non-extension request:

- a. **Connection requiring extension request:** CSPDCL shall raise the demand note to the applicant for applicable charges, giving its breakup under the heads such as Line

affording charges, Security deposit , New Service connection (NSC) charges etc. including **deposit for Road cutting (Right of Way - RoW) charges**

b. **Connection not requiring any extension:** CSPDCL shall raise the demand note to the applicant for applicable charges, giving its breakup under the heads such as Line affording charges, Security deposit, New Service connection (NSC) charges etc.

Step 8: Applicant logs on to the portal and pays the requisite charges online as per the generated demand note

Step 9: Post payment of demand note and on the basis of type of connection:

- a. **Connection requiring extension request:** Road cutting permission (Right of way) request is sent to the concerned CSPDCL official login and the official raises the online request for Road cutting permission (Right of Way) for the Public works department (<http://pwd.cg.nic.in/RoadCutting/RoadPermissionHome.aspx>)
- b. **Connection not requiring any extension:** CSPDCL official approves the electricity connection request

Step 10: Basis the type of connection:

- a. **Connection requiring extension request: Road cutting permission (Right of way)** is issued by PWD within the stipulated timeline of 7 days for electricity connections upto 150 kVA, on receipt of the Road cutting permission, the concerned CSPDCL official approves the electricity connection request and the electricity connection installation is done by CSPDCL at the applicant's premises
- b. **Connection not requiring any extension:** Electricity connection installation is done by CSPDCL at the applicant's premises

Step 11: Based on the connection properties:

- a. For electricity connections with voltage greater than 650 V, CSPDCL official before energisation of the connection logs into his dashboard and fetches the No Objection Certificate (NOC) / Charging permission issued by Chief Electrical Inspectorate (CEI) using the Udyam Akanksha number submitted by the applicant in his/her online application form. The No Objection Certification/ Charging permission status, along with the link to view the permission starts reflecting in the dashboard of the CSPDCL official and based on the same he/she issues the permission to energise the electricity connection.
- b. For other cases electricity connection is energised by CSPDCL post electricity connection installation at the applicant's premises

a) **Process flow for Approval of Charging permission from CEIG for HT connection upto 150 KVA**

Step 1: User/ Applicant registers on the Chief Electrical Inspectorate portal (CEI) for granting of Charging permission (<http://cei.cgstate.gov.in/>)

Step 2: User/ Applicant log onto the CEI portal and applies for Drawing approval & Charging permission by filling the online application form (<http://cei.cgstate.gov.in/user/drawing-permission-apply.jsp>)

Step 3: User uploads sanction letter and drawing letter by Administrator, Clicks on the next button to process the application further & apply for Drawing approval & Charging permission

Step 4: User has to make online payment for the necessary charges of drawing permission & charging permission, after paying the requisite amount user downloads the challan from payment gateway and uploads the challan in the Upload challan section of his/her application on the online portal

Step 5: If the CEI official (administrator) has any objection regarding drawing permission form, he/she will upload objection letter on which the user can make his/her submission, otherwise if everything is found to be correct the CEI official approves the drawing plan

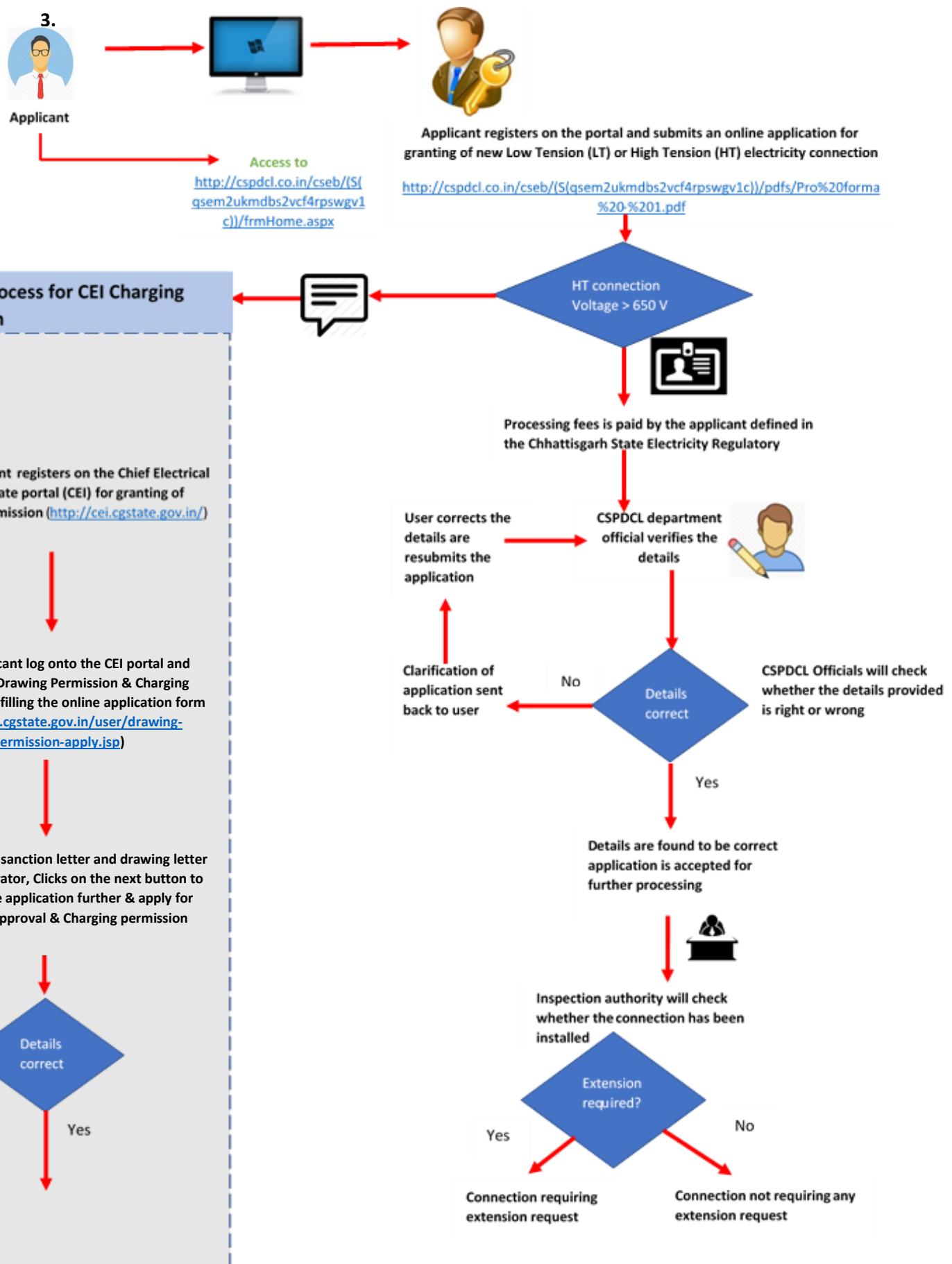
Step 6: User submits the Work completion report on the online portal post issuance of the drawing plan approval

Step 7: Installation is inspected by concerned officer (CEI/EE/AE)

Step 8: Inspection report is submitted to CEI/EE by the inspecting officer

Step 9: Based on the findings of the Inspection report the CEI/EE issues the Charging permission

2. Standard Operating Procedure (SOP) for approval of electricity connection through an online system in Chhattisgarh wherein Road cutting permission (RoW) and CEIG approval is required





User submits the Work completion report on the online portal post issuance of the drawing plan approval

Installation is inspected by concerned officer (CEI/EE/AE)



Inspection report is submitted to CEI/EE by the inspecting officer



Based on the findings of the Inspection report the CEI/EE issues the Charging permission

Chief Electrical Inspectorate (CEI) Charging permission document link and details are fetched



CSPDCL official before energisation of the connection logs into his dashboard and fetches the No Objection Certificate (NOC) / Charging permission issued by Chief Electrical Inspectorate (CEI) using the Udyam Akanksha number submitted by the applicant in his/her online application form

