

**Process Flow for High Tension New Service Connection Application**

S.No	Process Step	Process Step Description	Responsibility Centre
Step 1	Registration & Submission of Application	Applicant needs to register for HT connection on online portal Applicant then fills in the online Application form and uploads the relevant documents	Applicant
Step 2	Submit registration fees along with security deposit and SAC (Supply Affording Charges)	Applicant makes the Payment online via online payment gateway or through challan(Cheque/DD / RTGS / NEFT)	Applicant
Step 3	Digitally sign self-declaration	Self-declaration form is generated online which is to be digitally signed. Post this the application is submitted	Applicant
Step 4	Verification of Documents	Nodal Officer receives the application and verifies the details submitted by the applicant	Nodal Officer (AE/JE)
Step 5	Appoint Surveyor and site survey	Nodal officer will conduct the survey or appoint someone to conduct survey	Nodal Officer
Step 6	Create Estimate	Estimate Creator will create estimate according to the requirements	DGM
Step 7	Estimate approval	The estimate is verified and approved by estimate approver. At this stage the estimate cannot be edited but suggestions can be added	GM
Step 8	Estimate shared with Applicant	The estimate on HT connection is shared with Applicant	GM
Step 9	Estimate accepted / reject	The applicant has a choice to accept the estimate and get the work done or decline the estimate if she/he does not wish to get the work done	Applicant
Step 10	Choose contractor who would do work and inform department	Applicant will choose amongst empanelled contractors or the department	Applicant
Step 11	Payment	If the work is to be done by the department, the applicant will do 100%	Applicant



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		payment and if the work is to be done by empanelled contractors then 5% supervision cost is to be paid to the department along with service tax and charges	
Step 12	Work order	Work order is issued	GM
Step 13	Submission of work completion report	“Work completion Report” is submitted on completion of work	GM
Step 14	Raise Bill	Bill will be raised by the contractor	Contractor
Step 15	Payment	Applicant will make the payment to the contractor as per the bill raised	Applicant
Step 16	Digitally sign agreement	Digitally signed agreement is done through e-Stamping between Applicant & the Department	GM and applicant
Step 17	Notification	Notification is sent to Meter Issuer	Auto generated
Step 18	Meter Details	Meter issuer Enters Meter Details and Forwards the same to Nodal Officer for Meter Installation & Completing the connection	DGM
Step 19	Meter Issued	Meter is issued in the name of applicant after the work is completed	AE/JE
Step 20	Install Meter	Install meter and punch in installation data (meter number, customer ID)	AE/JE