

TAMIL NADU GENERATION AND DISTRIBUTION CORPORATION LTD.

Technical Branch

144, Anna Salai,
Chennai – 600 002.

Memo No.CE/Comml/SE/EE1/AEE2/F. HT & LT/D. 41/20, dt.24.02.2020

Sub: TANGEDCO - Online application filing – Abnormal delay noticed in Processing of HT/LT applications filed through SWP and MSME portal – Instructions issued- Regarding.

Ref: Minutes of Meeting for review Meeting conducted by Chairman Cum Managing Director/TANGEDCO and Director(Distribution) /TANGEDCO on 21.01.2020.

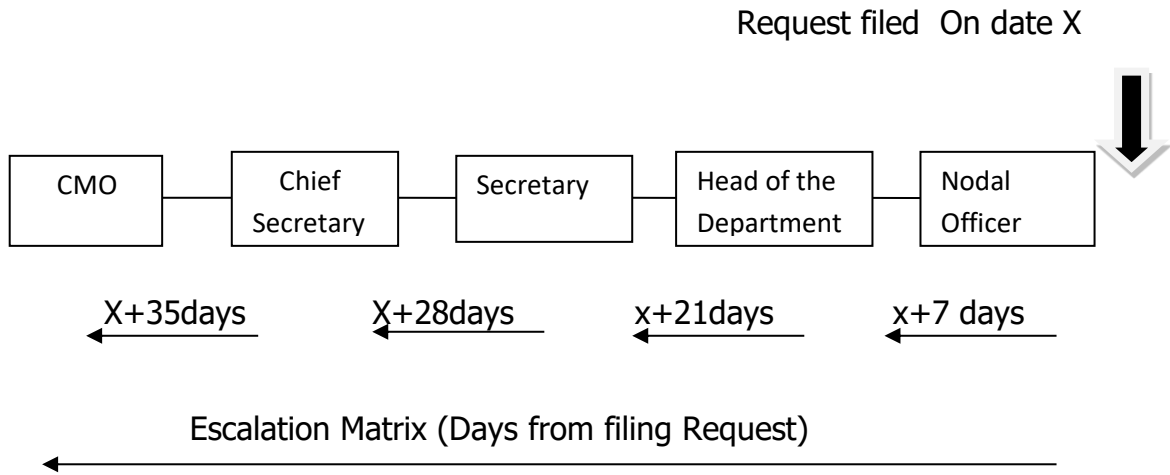
Online filing of HT applications seeking HT supply was made mandatory in TANGEDCO with effect from 15.07.2017 and online filing of applications seeking LT Industrial category service was made mandatory with effect from 1.7.2019.

In order to boost rapid industrial growth in the state, the Industries Department /GoTN is keenly monitoring the status of applications seeking HT and LT supply for industrial purpose through the **Single Window Portal (SWP)** and **MSME** portal.

Of late, the Industrial Guidance Bureau/GoTN stated that in some cases the TANGEDCO is making inordinate delay in registering of industrial applications for want of additional documents which are not prescribed in Form 1 and 4.

It is stated that, the TANGEDCO is making inordinate delay in some cases for completing the extension /improvement works and for effecting the service connection citing scarcity of materials, ROW issues etc..Also, the intending consumers are not informed about current status of the new service connection.

Also as a part of Grievance handling of the applicants, GoTN has created a new portal namely TN- Biz buddy portal. The Chief Engineers/Distribution have been nominated as the nodal Officers for redressing the grievances of Investors. The illustration is shown below.



In this connection, the following instructions are reiterated for strict adherence.

i. All the Chief Engineer/Distribution and the Superintending Engineer/Distribution shall maintain adequate stock of line materials, DTs, meters etc.. by assessing quantum of materials required based on the pending industrial applications service connections particularly from SIPCOT, SEZ, Industrial Corridor, GIM MoU etc..

ii. The delay in processing the applications shall not be avoided. Hard copies of the Documents shall not be insisted from the intending consumers under any circumstances.

iii. In the execution stage, the ROW issues and material scarcity issues shall be given top priority and resolved at once..

iv. The HT applications once cancelled for any of the valid reasons as per the TNERC regulation shall not be revoked at any cost. The cancellation of applications(including MSME applications) must be on reasonable grounds and to be approved by the Competent Authority and the consumer shall be informed accordingly. The application status may be uploaded then and there.

Receipt of the memo shall be acknowledged to the Chief Engineer/ Commercial without fail.

(BY ORDER OF DIRECTOR(DISTRIBUTION)/TANGEDCO)

Sd./-24.02.2020/
Chief Engineer/Commercial(i/c)
For **DIRECTOR(DISTRIBUTION)**

To

All the Chief Engineers/ Distribution, Regions .

All the Superintending Engineers/EDCs

Copy to the DGP/Vigilance/Chennai – 2.

Copy to the Chief Engineer/IT/Chennai.

Copy to the Chief Engineer/RAPDRP.

Copy to the Chief Financial Controller/Revenue & General.

Copy to the 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 BP section /Adm Branch(8th Floor) for publishing in TANGEDCO Gazette