



## KERALA STATE ELECTRICITY BOARD Ltd

(Incorporated under the Companies Act, 1956)  
Registered Office: Vidyuthi Bhavanam, Pattom  
Thiruvananthapuram – 695 004  
CIN: U40100KL2011SGC027424  
Website: [www.kseb.in](http://www.kseb.in)  
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### ABSTRACT

Introducing Green Channel facility for online application for new HT/EHT service connection - reg – Sanctioned - Orders issued.

### CORPORATE OFFICE (IT)

BO(FTD)No.67/2019 (No.IT/CU/HT service con/2018-19),Thiruvananthapuram. Dated 25 .01.2019

Read: 1. Minutes of Customer conclave dtd 7/08/2017  
2. Note IT/CU/HT Service Con/2018-19/757 dated 07.01.2019 of CE(IT,CR&CAPs)  
(AgendaNo:50/1/19)

### ORDER

In the Customer Conclave -2017 ,many customer groups representing HT/EHT consumers and builders pointed out that they were facing a large time delay in processing their application for service connection.

Accordingly in order to digitize the procedure for new service connection and for prompt activation of Electricity connection to HT/EHT consumers it is proposed to introduce a Green channel for processing the application for new HT/EHT service connection. This Green Channel will facilitate the HT/EHT applicants to submit the details of upcoming projects with tentative requirement of power, and the processing of their application will be under the supervision of top management.

The Chief Engineer (IT,CR&CAPs) vide note read as 2 above has placed the matter before the FTD for approval.

Having considered the matter in detail, the Full Time Directors in its meeting held on 16.01.2019, resolved to accord sanction to introduce a Green Channel for processing HT/EHT Service Connection with a Web Portal to register the application and to open a help desk at KSEBL's Customer Care Centre for Green Channel.

Further resolved to direct the Secretary (Administration) to issue a detailed procedure given as a Circular for the implementation of the "Green Channel" system.

Orders are issued accordingly.

By Order of the Full Time Directors

Sd/-  
LEKHA . G  
Company Secretary(i/c)

To

- 1.The Chief Engineer(South/Central/North/North Malabar)
- 2.The Chief Engineer (IT,CR &CAPs)

Copy to:

- 1.The FA/CIA, K S E Board Ltd
- 2.The Company Secretary
- 3.All Deputy Chief Engineers, Electrical Circle.
- 4.The TA to CMD/ Director (D&IT)/(T&SO)/ (G-C&HRM)/(CP, SCM,G-E&S)
- 5.The PA to Director (Finance)

Forwarded / By Order

  
Assistant Engineer