



KERALA STATE ELECTRICITY BOARD LIMITED

(Incorporated under the Companies Act, 1956)

Reg. Office: Vidyuthi Bhavanam, Pattom, Thiruvananthapuram – 695004

CIN:U40100KL2011SGC027424

Website: www.kseb.in

Phone: +91 471 2514685, 2514331, Fax: 0471 2447228 E-mail:mdkseb@ksebnet.com

ABSTRACT

Ease of Doing Business–Service Connection Application Procedure–Clarifications–alternate documents to prove identity & ownership / legal occupancy, additional documents to be produced in special cases, making corrections in Name of the Consumer and Scheme for regularisation of connected load- Sanctioned-Orders issued

CORPORATE OFFICE (SBU-D)

B.O.(FTD)No. 1902/2018(D(D&IT)/D-6-AE3/Ease of doing business/2018-19) dtd, 02.11.2018 TVPM

- Read:-
1. GO(Rt) No.07/2012/PD dated 13.01.2012
 2. BO(FM)(Genl) No.1003/2012 (DPCII/AE/T&C of supply 02/2008-2012) dated 17.05.2012
 3. BO(FTD) No.1819/2014 (KSEB/TRAC/Supply code 2014/R2/2014) dated 02.07.2014
 4. GO(Rt) No.131/2015/PD dated 12.06.2015
 5. Circular No.KSEB/TRAC/S Code/R2/2015/1977 dated 10.07.2015
 6. GO(Rt) No.9/2016/PD dated 20.01.2016
 7. BO(FTD)No.1217/2016 (D(D&S)/D4/General/2015-16/007) dated 20.04.2016
 8. GO(Rt) No.105/2016/PD dated 21.05.2016
 9. Note No.D(D&S)/D6-AE 1/Ease of Doing Business/2016 dated 19.08.2016 of the Director (Distribution Safety & Gen- Electrical) placed before the Full Time Directors
 10. BO(FTD) No.2672/2016 (D(D&S)/D6-AE2/General Matters/2016-17) dated 19.09.2016
 11. Govt letter No.173/B3/16/PD dated 20.09.2016 addressed to the Secretary, KSERC under Sec 108 of Electricity Act, 2003
 12. GO(MS) No.22/2016/PD dated 06.10.2016
 13. Notification No.1504/DD (T)/Supply Code 2016/KSERC dated 26.10.2016 of KSERC (Published in Kerala Gazette – Extra Ordinary dated 16.11.2016)
 14. BO(FTD) No.3058/2016 (D(D&S)/D6-AE3/Total Electrification Phase 3/2016) dated 27.10.2016
 15. GO(MS) No.170/2016/LSGD dated 16.11.2016
 16. GO(Rt) No.1710/2017/LSG dated 24.05.2017
 17. Circular No.D(D&IT)/D6-AE1/G1/Power feasibility/2017-18 dated 21.02.2018
 18. BO(FTD) No.849/2018 (D(D&IT)/D1/General/17-18/0048) dated 04.04.2018
 19. BO(FTD) No.1772/2018(D(D&IT)/D1/General/17-18/0048) dated 05.09.2018
 20. Note No.D(D&IT)/D6-AE3/Ease of doing business/2016 dated 01.09.2018 of the Director (Distribution & IT) (Agenda No.40/9)

ORDER

KSEB Ltd has taken a number of initiatives to simplify the procedural requirements regarding various services offered by it, on its own initially, and later following Govt directives on the matter. Even though Supply Code 2014 specifies the documents to be accepted as proof of ownership, it has been brought to the notice of the Board that there is lack of uniformity in implementation across the State. Many representations are being received from the public seeking clarification regarding documents to be submitted for new service connection, ownership change, change of name etc. Hence the Director (Distribution & IT) suggested that clarifications on the simplified procedures, specifically mentioning the documents required in each case (including alternate documents that can be accepted as proof of identity / ownership and specifying the additional documents required in specific case) be issued for achieving "Ease of Doing Business" as intended by the Government.

Board, vide Circular No. D(D&S)/D6/Regularisation VDS/2015 dated 24.02.2016 had provided consumers an opportunity for regularizing the Connected Load. Accordingly, during the scheme period, a consumer could regularise the connected load by giving application in the prescribed form along with a self-declaration that the wiring has been carried out under the supervision of approved contractor / supervisor. Consumers also had an opportunity to add or make corrections in the name / address by producing proof of identity /address, as the case may be, subject to the condition that consumer will be responsible to prove his rights if there are any disputes subsequently. This facility was open to consumers till 31.12.2016. Field officers pointed out that some of the consumers still approach Section Offices with similar requests.

Considering the fact that regularising Connected Load and making corrections in the Consumer Profile is to the advantage of the utility, the Director (D&IT) also suggested the following:

- Application Fee shall not be collected on applications for correcting errors in consumer profile.
- The facility for revising Connected Load of the consumer based on self-declaration as announced vide Circular No D(D&S)/D6/Regularisation VDS/2015 dated 24.02.2016 be re-opened, till 31/12/2018.
- For regularizing Connected Load during the scheme period, Application Fee and Testing Fee shall be waived for applicants; the Additional Security Deposit also may be waived at the time of regularisation in these cases. However these consumers will have to pay for network enhancement if the declared new load demands it or if there is change in voltage level, and will be liable to pay Additional Security Deposit, if so required during the review at the first quarter of each Financial Year as envisaged in the Supply Code.

The matter of issuing clarifications regarding the simplification of procedures, along with other clarifications sought by the field officers and a proposal for 'Regularising

Connected Load' was placed before the Full Time Directors vide note read as 20th paper above.

Having examined the note read as 20th paper above, the Full Time Directors in the meeting held on 25.09.2018 sanctioned issuing clarifications subject to the condition that deviations from Kerala Electricity Supply Code, if any, shall be taken up with KSERC. Full Time Directors also sanctioned re opening the facility for regularising Connected Load based on self-declaration (supported by proof of identity) till 31.12.2018.

Accordingly the following orders are issued:

1. Documents to accompany Service Connection Application

The documents required to be accompanied with the application form for new connection shall be limited to two (viz. (i) proof of identity of the applicant and (ii) proof of ownership/ legal occupancy of the applicant over the premises for which new connection is being sought for), in normal case.

1.1. Proof of Identity

Any one of the following documents can be accepted as Proof of Identity (Photo Identity Card)

- i Electoral Identity Card;
- ii Passport;
- iii Driving License;
- iv Ration Card;
- v Photo Identity Card issued by any Government Department / Agency / PSU;
- vi PAN Card;
- vii AADHAR Card / National Population Register (NPR) Card;
- viii Photo Identify Certificate from Village Panchayat or Municipality or Municipal Corporation.

1.2. Proof of ownership / legal occupancy

1.2.1 Any one of the following documents can be accepted as proof of ownership / legal occupancy

- i Ownership certificate of the building issued by Municipal Corporation or Municipality or Panchayat or Township;
OR
- ii Ownership / Possession certificate of the land issued by competent revenue authority;
OR
- iii Copy of title deed duly attested by a Gazetted Officer/ KSEB Ltd officer;
OR

iv Copy of the Land Tax payment receipt issued by Revenue authorities issued within 1 year (authenticity of the copy may be verified with the original)

OR

v Valid Rent / Lessor-Lessee Agreement along with any of the documents (listed i to iv above) proving ownership of the Lessor (applicable in case of service connection application made by the tenant / lessee)

OR

vi Occupancy certificate from Municipal Corporation / Municipality / Panchayat.

It is clarified that any one document mentioned in para 1.2.1 above is sufficient.

However an applicant who is not an owner but an occupier of the premises, shall furnish a no objection certificate from the owner of the premises along with any one of the documents listed above.

1.2.2 Any one of the following documents (issued in the address mentioned in the application) **can also** be accepted as “proof of ownership” in place of the documents mentioned in para 1.2.1 in case of service connections detailed below.

A. Domestic Purpose

i. Residential Certificate issued by local body/Electoral identity card / Indian passport / AADHAR card / National Population Register (NPR) card / Ration card/ Photo identity card issued by any Government agency, most recent water or telephone or gas connection bill issued by Government company or agency / NREGP (Desiya Grameena Thozhil Urappu Padhathi) card, if the address provided on the document is same as that of site where supply is required

OR

ii. Approved plan / building permit issued by local body

OR

iii. Temporary Residential Certificate issued by local body for residential buildings having plinth area not exceeding 1500 sq.ft.

Service connections to residential structures of plinth area not more than 100 sq.m (1076 sq.ft) shall be released without insisting proof of ownership / legal occupancy on the basis of an undertaking from the applicant in plain paper that:

1. The total plinth area of the building is not more than 100 sq.m.
2. The building is / will be used exclusively for domestic purpose.
3. The grant of electric connection will not be considered as proof of legality or ownership or possession of the structure.
4. The connection is liable to be disconnected either temporarily or permanently, if any statutory authority requests the officer of the Licensee to do so in writing.

B. Construction sites

- i. Approved plan / building permit issued by local body.
- ii. Work order issued by competent authorities to the contractor concerned, in case of public construction works undertaken by Govt. Departments/ Govt agencies/ Local Self Governments etc.

C. Places of worship

A certificate from the concerned Village Officer or Tahsildar to the effect that the place of worship has been functioning in the premises for the same purpose for more than five years continuously and that the institution is not functioning in buildings constructed by encroaching public roads, public parks or other public places and an undertaking by the applicant in non-judicial stamp paper worth the amount (presently `200/-) in accordance with the Kerala Stamp Act, 1959, agreeing for disconnection of the service if Secretary of the local body / authorised officer requests in writing to disconnect the same on the grounds that the building is constructed violating the building rules.

D. Offices of political parties having representation in Legislative Assembly

A certificate from the concerned Village Officer or Tahsildar to the effect that the offices of political party has been functioning in the premises for the same purpose for more than five years continuously and that the institution is not functioning in buildings constructed by encroaching public roads, public parks or other public places and an undertaking by the applicant in non-judicial stamp paper worth the amount (presently `200/-) in accordance with the Kerala Stamp Act, 1959, agreeing for disconnection of the service if Secretary of the local body / authorised officer requests in writing to disconnect the same on the grounds that the building is constructed violating the building rules.

E. Libraries, Reading Rooms, Premises of Sports, Arts & Cultural Organisations

A certificate from the concerned Village Officer /Tahsildar or any documentary proof to the effect that the institution has been functioning in the premises for the same purpose for more than five years continuously and that the institution is not functioning in buildings constructed by encroaching public roads, public parks or other public places and an undertaking by the applicant in non-judicial stamp paper worth the amount (presently `200/-) in accordance with the Kerala Stamp Act, 1959, agreeing for disconnection of the service if Secretary of the local body / authorised officer requests in writing to disconnect the same on the grounds that the building is constructed violating the building rules.

F. Govt owned / Aided educational institutions

Proof of ownership is not required in case of Government owned / Aided educational institutions. A request from the head of the institution (in their letter head) seeking service connection shall suffice.

G. Anganwadis

Proof of ownership is not required for effecting connections in case of Anganwadis for the period for which the Anganwadis function in the said building. Connection can be effected based on an undertaking from the concerned District Social Justice Officer or any other officer duly authorized by him, agreeing that:

1. The service connection shall be disconnected if the Secretary of the local body requests in writing to disconnect the same on the ground that the said building is constructed violating building rules.
2. The Assistant Engineer of the concerned section will be intimated in writing before the Anganwadi is shifted/vacated from the existing premises and that the applicant will be liable to pay all the charges that became due during the currency of the service connection.

H. Premises in Govt owned land / buildings

NOC from the competent officer will be accepted in lieu of proof of ownership.

I. HortiCorp Bunks, Milma Booths etc.

Service connection to the bunks situated on road sides, functioning as licensees of HortiCorp or Milma Booths shall be effected on the basis of an indemnity bond by the applicant that the service connection is liable to be disconnected, if the Secretary of the local body or any other statutory authority requests in writing to disconnect the service connection, without insisting for ownership documents.

J. Common connections in apartments, complexes and colonies

Certificate of Registration of Association along with resolution from association may be accepted in lieu of proof of ownership, for granting connections.

Note 1. Documents listed above as proof of ownership are mutually exclusive and are individually sufficient. For e.g. there is no compulsion that only ownership certificate issued by local body is acceptable for buildings.

Note 2. Alternate documents / exceptions mentioned in para 1.2.2 above, are intended for ensuring Power for All. These provisions, in general, will not be applicable for obtaining more than one service connection for the same purpose in the same residential unit, site or premises. However in the case of independent dwelling units, separate service connection can be provided on request, if the owner/ occupant is different in each case and if independent access along with physical and electrical segregation is provided for each dwelling unit, based on Certified or attested copy of title deed or lease agreement OR Ownership certificate of the building issued by Municipal Corporation or Municipality or Panchayat or Township; OR Valid Rent / Lessor-Lessee Agreement OR Occupancy certificate from Municipal Corporation / Municipality / Panchayat OR production of documentary evidence that separate ration card has been issued to each family.

Note 3. In case of buildings having joint ownership, Service Connection can be effected in the name of any one of the co-owners. In such cases, consent from the joint owner(s) is not required for obtaining Service Connection.

Note 4. If the applicant has applied for a Building Permit / Use Certificate and if the local body has neither given approval / permit nor rejected the application within the time frame stipulated in the prevailing Building Rules, a Service Connection can be provided on request of the applicant based on the provisions of Deemed Permit / Deemed Use Certificate. In such cases, field officer s may verify the acknowledgement on application submitted to the Secretary of the local body to ensure genuineness of status and also on production of copies / documents for verification. A notarised undertaking of the applicant in Non-Judicial Stamp paper (worth the amount – presently `200/- in accordance with the provisions of the Kerala Stamp Act, 1959), should be submitted undertaking that he/ she is eligible for a Deemed Permit / Deemed Use Certificate and indemnifying KSEB Ltd from any liabilities / consequential damages as a result of providing Service Connection; the applicant must also agree to the condition that service connection will be disconnected if Secretary of the local body / authorised officer requests in writing to disconnect the same on the grounds that the building does not have Permit/ Use certificate/ Deemed permit/ Deemed use certificate.

Note 5. The Supply Code 2014 does not offer provisions for an applicant requiring power to approach the licensee for the purpose, in advance. However, the practice of allowing the consumers above 10 kVA to intimate in advance their power requirement, is in practice in the field. As has been already clarified vide Circular read as 17th paper above, the applications for such advance intimation shall not require any document other than the identity document & ownership document as mentioned in 1.1 & 1.2 above and a self-attested location sketch of the premises where connection is required. Such advance intimation to KSEB Ltd is not compulsory, it is only an option to be exercised by the applicant at his discretion.

1.3. Requirement of Additional Documents in specific cases

It is clarified that in addition to proof of identity and proof of ownership / legal occupancy, additional documentary proof may be required in certain specific cases for availing Service Connections.

- i. If Service Connection is required for juridical persons, e.g. company (proprietary or partnership), trust, educational institution, Government department or similar institution, a letter of authorization will be required along with proof of identity.
- ii. If service is required in rented/leased property, NOC from owner of building / land as the case may be, is required (along with the document to prove ownership of the lessor).

- iii. In the case of agricultural connection, the claim shall be substantiated by certificate from the respective Agricultural Officer or Veterinary Surgeon / Senior Veterinary Surgeon / Asst Director of Animal Husbandry department. In the case of agricultural connections in Punja or Kole land, letter of authorisation from the Punja / Kole special officer is required. If water is to be pumped from state owned rivers, canals, ponds, wells etc, NOC from authorised officer also is required (In the aforementioned cases, document to prove ownership is not to be insisted).
- iv. Letter of allotment from competent authority is required for Service Connections in industrial estates or industrial parks or Special Economic Zones (proof of ownership is not required in this case).
- v. If the applicant requires High Tension / Extra High Tension Services or LT service with Demand Based Tariff, a Service Connection Agreement needs to be executed in Stamp Paper (worth the amount in accordance with the provisions of the Kerala Stamp Act, 1959, which is presently `200/-). Other LT consumers may either affix special adhesive stamp in the application form (worth the amount in accordance with the provisions of the Kerala Stamp Act, 1959) or give a declaration on stamp paper (worth the amount in accordance with the provisions of the Kerala Stamp Act, 1959) stating that he/she has read and understood the Kerala State Electricity Supply Code, 2014 and agree to abide by the conditions mentioned therein and that he has attained 18 years of age, that there is no orders of Court / Government restricting electricity connection to the premises and also agreeing
 1. To abide by provisions of the Electricity Act, 2003, amended from time to time;
 2. To pay for the supply of electricity during every billing cycle and also as and when demanded based on the prevailing tariff rates and other charges;
 3. To pay for all other charges and expenditure payable in accordance with the Code and the Schedule of Miscellaneous Charges and cost data of the licensee approved by the Commission from time to time;
 4. To own the responsibility of security and safety of the meter, cut out and installation thereafter;
 5. To deposit such security money as the licensee may be entitled to require from him under the Act and the Code;
 6. To take all necessary steps in the premises for efficient use of power and to stop wastage and
 7. To not indulge in any misuse of power.
- vi. If the consumer supplies the metering equipment, Test Certificate for the same also has to be produced.

Note 6. Consent from the owner of premises or necessary orders from the District Collector / Additional District Magistrate is required if the power line, underground cable or weatherproof wire to give connection to a consumer has to cross over or go under another property. If the applicant has not produced the required consent, KSEB Ltd officials will take up the matter with the appropriate authorities. It is clarified that applicant need not produce any indemnity bond or make any special deposit for this; however, in such cases, the applicant shall bear the additional expenditure, if any, and the ensuing delay.

2. Following clarifications are also issued regarding Service Connection Procedure:

- 2.1.** Copy of Test-cum-Completion Certificate issued by the Licensed Contractor need not be collected from applicant *while processing applications for new service connection / conversion / shifting and changing Connected Load / Contract Demand in case of LT installations*; but until Kerala State Electricity Licensing Board (KSELB) provide a web interface for verifying the authenticity of the claim of the applicant that internal wiring of the premises has been tested by a licensed wiring contractor and that the Test-cum-Completion Certificate is available with him, the inspecting officer shall be at liberty to verify documentary proof during site inspection.
- 2.2.** Cost of application form (`10/-) shall not be collected from applicants who do not purchase forms from KSEB Ltd counter.
- 2.3.** License or permit issued by the local authority, industrial license / registration, etc. need not be insisted for releasing industrial connections; however in the case of agricultural connection, the claim shall be substantiated by certificate from the respective Agricultural Officer or Veterinary Surgeon / Senior Veterinary Surgeon/ Asst Director of Animal Husbandry department.
- 2.4.** Separate connections can be granted to different families residing in different dwelling units inside the “Tharavadu houses” even if there is only a common entrance, provided separate building number is allotted to each of the dwelling units in accordance with the GO read as 16th paper above and there is electrical segregation between each of the dwelling units.

3. Procedure for Change of name

3.1. Change of name in case of Sale/ Lease / Change in ownership / Occupancy

Separate application form is prescribed for the change in name of the registered consumer due to change in the ownership or occupancy and for transfer of ownership to the legal heir. Applicant has to remit Application Fee of `10/- and processing fee of `100/- and produce the following documents:

- 3.1.1.** Consent (in plain paper) for transferring ownership of the service connection (along with the security deposit), from the previous owner. Alternatively the prospective consumer can pay the security deposit afresh, as stipulated in the Code. In such cases, the original security deposit shall be refunded to the

person who is entitled for the refund along with an intimation regarding the proposed transfer; the amount of Security Deposit already available may be transferred to a suspense account until released to the original consumer. In case of LT domestic connection, if the applicant is unable to produce consent, he/she has the option to pay security deposit afresh (as mentioned above) or to produce an undertaking in plain paper agreeing to indemnify KSEB Ltd from any loss, damage and cost of litigation, which the Board might incur on account of transferring the ownership and an undertaking to the effect that he/she shall remit the amount of security deposit available at the time of transfer of ownership along with interest accrued on the same thereafter, if the previous consumer raises a claim on the security deposit at a later date.

Financial Advisor shall formulate the methodology for transfer and Chief Engineer (IT&CR) shall make necessary modification in OrumaNET software.

In cases where the previous owner has applied for transfer of service connection to the applicant as per Reg 41 of the Supply Code (2014), such consent in plain paper is not required.

Consent from registered owner or payment of Security Deposit afresh, as mentioned above, is not applicable in case of transfer to legal heir by virtue of death of original consumer.

3.1.2. Proof of Identity (Photo Identity Card) of the transferee.

3.1.3. Document to prove ownership or legal occupancy.

Any one document mentioned in para 1.2.1 to prove change in ownership / legal occupancy of the transferee

OR

In case of transfer subsequent to death of original consumer, Will or registered instrument or Succession Certificate or Legal Heirship Certificate or a document certifying revision in municipal or land records or any other proof of legal heirship supported by the death certificate of the original consumer can be used to prove change in ownership.

3.1.4. Service Connection agreement in case of HT/ EHT consumers & LT consumers having Demand Based Tariff.

Ownership change shall be effected based on the above, without any field verification.

Note 7. If there is change in Connected Load / Contract Demand, the transferee shall be advised to submit application for change in Connected Load / Contract Demand also.

3.2. Corrections in OrumaNET Data Base

In case of a consumer whose name is not included in the OrumaNET data base (e.g. name entered as 'No Name') or in cases where there is obvious data entry mistake, competent officer (i.e. officer who is authorised to sanction such service connection) is authorised to make necessary correction in OrumaNET database, based on (i) request and declaration of the consumer (in plain paper)

indemnifying KSEB Ltd from possible litigation subsequent to such name / address change and (ii) proof of identity of the applicant. In cases where the genuineness of such change is questioned, the onus of proving ownership will be with the applicant. Application Fee and additional cash deposit shall not be collected while making corrections in OrumaNET database. Chief Engineer (IT&CR) shall bring in suitable changes in OrumaNET for the same.

4. Special Scheme for Regularising Connected Load

The facility for revising Connected Load based on self-declaration as announced vide Circular No. D (D&S)/ D6/ Regularisation VDS/ 2015 dated 24.02.2016 is re-opened till 31/12/2018.

Unlike during the previous scheme, for regularizing Connected Load, Application Fee and Testing Fee shall be waived for applicants; the Additional Security Deposit also shall be waived at the time of regularization. However these consumers will have to pay for network enhancement if the declared new load demands it or if there is change in voltage level, and will be liable to pay Additional Security Deposit, if so required, during the review at the first quarter of each Financial Year as envisaged in the Supply Code Regulations.

The Chief Engineer (IT) shall bring in suitable changes in OrumaNET for the same.

The Chief PRO / Chief Engineer (IT&CR) shall give wide publicity for the above mentioned scheme.

By Order of the Full Time Directors
sd/-
Lekha.G.
Company Secretary In charge

To: The Chief Engineers (Distribution).
The Deputy Chief Engineers of all Electrical Circles
The Chief Engineer (IT&CR)/The Chief PRO/ Financial Advisor
The Deputy Chief Engineer (Commercial & Planning) with full powers of Chief Engineer

Copy to: Chief Internal Auditor/LA&DEO/CVO
The TA to Chairman & Managing Director
The TA to Director (Distribution & IT/ Transmission & System Operation/ Corporate Planning, Generation-Electrical, Supply Chain Management & Safety/ Generation-Civil & HRM)
The RCAO, ECA, Vidyuthi Bhavanam, Pattom
The Legal Liaison Officer, Power House, Kochi.
The PA to Director (Finance)/C.A. to Secretary (Administration)
Company Secretary / Fair Copy Section /Library/Stock File.

Forwarded / By Order



Assistant Engineer