



KERALA STATE ELECTRICITY BOARD Ltd

(Incorporated under Companies Act, 1956)

Registered Office:-Vydyuthi Bhavanam, Pattom

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CIN: U40100KL2011SGC027424

ABSTRACT

IT implementation in KSEBL- Procedures to be adopted for processing On line applications for Tariff/Connected Load/Phase/ Ownership Change and meter shifting – Sanctioned-Orders issued.

CORPORATE OFFICE (IT)

BO(FTD)No. 676/2020(IT/CU/Other Services/2020-21),Tvp. Dated 06.11.2020

- Read: 1.Government Ltr No 173/B3/16/PD dated 20.09.2016 addressed to the Secretary, KSERC under Sec 108 of Electricity Act, 2003
- 2.Notification No 1504/DD (T)/Supply Code 2016/KSERC dated 26.10.2016 of KSERC.
- 3.B.O(FTD)No.3199/2016 (D(D&S)/D6-AE3/Ease of Doing Business/2016)/11.11.2016
- 4.B.O(FTD)No.1902/2018(D(D&IT)/D-6-AE3/Ease of Doing Business/2018-19)/02.11.2018
- 5.B.O(FTD)No.178/2020[D(D&IT)/D6-AE3/Easeof doing business/2019-2020/13.03.20
- 6.Note No.IT/CU/Other Services/2020-21/249/ 15.10.2020 of the Chief Engineer(IT,CR & CAPs) to the Full time Directors (Agenda 10/11/20).

ORDER

The Chief Engineer (IT,CR & CAPs) as per note read as 6th above has reported that the Government of Kerala,as per GO read as 1st issued certain directives to KSERC under Sec 108 of the Electricity Act, 2003 to simplify the procedures for new service connection as well as for the other services for a registered consumer. KSEBL has decided to implement online facility for filling applications, submitting, and making payments upfront for the same and tracking progress of works for new service connection and other services according to the simplified procedure as approved by KSERC as per B.O read as 3rd and 4th above. The online application system for new service connection is already developed according to this and implemented in KSEBL during 2017

As a second phase, the Chief Engineer (IT,CR & CAPs) proposed to implement online facility for availing other connection related services (tariff change/phase change/meter shifting/load change and ownership change) to the registered consumers. The documents required for effecting tariff/ownership/connected load/phase change and meter shifting are given in Annexure. Since all documents are uploaded through the online portal, hardcopy of the original documents need not be collected from the consumer. The inspecting officer is at liberty to verify the authenticity of document during site inspection. The originals of all the documents has to be kept by the consumers.

1. Procedure for implementing the above Online Services

The following procedures are proposed for implementation of the online services.

(i) Submission of Online Application

All registered consumers can submit online application in the online portal wss.kseb.in for other services namely tariff change, connected load change, contract demand change, phase change, meter shifting and ownership change and pay the required Testing/processing fees.

Cost of application is not being collected from applicants who do not purchase forms from KSEBL counter-as per order read as 4th above. Therefore the cost of application form will not be collected for those who submit application online for the above services.

The services such as Tariff change/phase change/meter shifting/Connected Load change is available under one menu and ownership change in another menu in the WSS portal to make it consumer friendly.

The necessary documents required for the different services will be displayed automatically according to the selection of different services by the consumers. The provision for uploading the documents is also available with the online application. Consumers are required to keep the original document ready for verification by KSEBL officials during their site inspection. Consumers are not required to handover any hard copy of the documents to KSEBL officials.

After submitting the application on line, consumer can pay online the required Application Fee and Testing Fee/Processing Fee/Inspection Fee and have the option to take print out of the system generated application form, for their own use, if required. Facility for viewing the status of processing of the application is provided to the consumers and they will get SMS/e-mail alerts in each stage of processing of their online applications. The information regarding demand generated after site inspection (if required) will also be intimated to the consumer through SMS/email.

(ii) Procedure for processing online application at Section office

- The application received in the online portal will be transferred to the respective section office in real time. Separate colour coding is provided in ORUMA NET to identify the online application. The Field Officers are supposed to process the online application like any other application received directly in the section office as hardcopy is not required for online applications.
- The applications received online will be treated at par with the applications received at the counter (there will not be separate priority for applications received through either channel); payment of inspection fee/processing fee will be deciding the order of priority.
- The originals/ copies of documents may be verified by field officers at the time of field inspection. Originals/copy of the documents shall not be collected from the consumers, except through online portal.
- The consumers can later view the status of their application through the WSS portal. They can also remit estimate cost through WSS portal for the selected service/services on intimation from section office through SMS/e-mail or through the WSS portal itself.

If the applicant opts to procure the meter in case of phase change, the tested meter along with the original test certificate has to be produced at site prior to effecting the service.

The Chief Engineer (IT, CR & CAPs) recommended to implement online application system for Tariff/Connected Load/Phase/ Ownership Change and meter shifting with documents shown in Annexure and procedure as suggested in item 1(i) and 1(ii) above. It is also recommended that a circular may be issued to distribution field officers for processing the online applications.

Having considered the matter in detail, the Full Time Directors in its meeting held on 04.11.2020 resolved to accord sanction for the following.

1. To approve the documents as in Annexure I for implementing Tariff/Connected Load/Phase/Ownership Change and meter shifting services by online.
2. To implement the Online Application System for Tariff/Connected Load/Phase/Ownership Change and meter shifting services with the steps as shown in item 1(i) and 1(ii) above
3. To intimate the consumers to keep the originals of all uploaded documents by themselves and the inspecting officer may verify the authenticity of document during site inspection.
4. To issue a circular as shown in Annexure II to distribution field offices for processing the above online applications.

Orders are issued accordingly.

By Order of the Full Time Directors

Sd/-

LEKHA . G

Company Secretary(i/c)

To

The Chief Engineer, Distribution(South/Central/North/Nort Malabar)
The Chief Engineer (IT,CR &CAPs)

Copy to:1.The Financial Adviser/CIA, KSEBL

2.The Deputy Chief Engineer(C & P) with full powers of Chief Engineer

3.All the Deputy Chief Engineers, Electrical Circles.

4.The Company Secretary

5.The TA to CMD/ Director (D,IT & HRM)/(T,SO & REES)/(G(E),SCM)/(G-C)/(P&S)

6.The PA to Director (Finance)

Forwarded / By Order


Assistant Engineer

**Annexure I to
BO(FTD)No. 676/2020(IT/CU/Other Services/2020-21) TVPM dated 06.11.2020**

(Documents required for effecting Tariff/Ownership/Connected Load/Phase Change/Meter shifting)

A). Tariff Change

Conversion of tariff to	Purpose	Mandatory Document	Additional Documents to be uploaded
LT I	Domestic	Proof of identity	<i>In case of connection to rental/leased property- NOC from owner of bldg/land as case may be is required, along with document to prove ownership of lessor.</i>
	Home stay		<i>Approval from Department of Tourism to be submitted else LT VII A tariff applicable.</i>
	Drinking Water Schemes		<i>Approval showing that Drinking Water Schemes are sanctioned under those mentioned in Note 6 under LT I tariff of KSERC order dated 08.07.2019 OA no. 15/2018.</i>
LT IV-(A)	Industry	Proof of identity	
LT IV(B)	IT and IT enabled services	Proof of identity	
LT V(A)	Agriculture	Proof of identity	<i>Procedures in BO 178/2020 dated 13.03.2020 may be followed. Subsidy may be allowed for applicants that submit Certificate from competent authority in Agriculture Dept and have land holdings conforming to stipulations of State Govt., else undertaking to be submitted.</i>
LT V(B)	Agriculture	Proof of identity	<i>Procedure in B.O 666/2020 dated 6.11.2020 may be followed. *In the case of agricultural connections in Punja or Kole land, letter of authorisation</i>

			<i>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.</i>
LT VI A, VI C, VI E, VI F & VI G		<i>Proof of identity</i>	
LT VI B		<i>Proof of identity</i>	If consumers (registered under Travancore- Cochin Literary, Scientific and Charitable Societies Registration Act 1955 (12 of 1955) or under the Societies Registration Act, 1860 (21 of 1860) or under Indian trust Act, 1882, donations to which are exempted from payment of Income Tax- Concerned certificates are to be produced.
LT VI D			
LT VII	Commercial	<i>Proof of identity</i>	

B). Ownership Change

(i)List of documents for Ownership change - Legal heir by virtue of death of original consumer

- a) Proof of identity - Mandatory document
- b) Proof of ownership - Any of the following documents

- Will
- Registered instrument
- Succession certificate
- Legal Heir ship Certificate
- Document certifying revision in municipal or land records

(ii)List of documents for Ownership change on others (Not for Legal heir)

- a) Proof of identity - Mandatory document
- b) Proof of ownership -(Any of documents required for new connection).

1. Ownership certificate of the building issued by Municipal corporation/Municipality/ Panchayath /Township
2. Ownership / Possession certificate of the land issued by competent revenue authority
3. Copy of title deed duly attested by a gazetted officer/KSEB Ltd officer
4. Copy of land tax payment receipt issued by revenue authorities issued within 1 year
5. Valid Rent /Lessor-Lessee Agreement along with any of the documents(listed 1 to 4 above) proving ownership of lessor (applicable in case of tenant/ lessee)
6. Occupancy certificate from Municipal Corporation/Municipality/Panchayath.
7. No objection certificate from the owner of the premises along with documents (listed 1 to 6 above)(in case whether applicant is not an owner but occupier of the premises).

c) Consent for transfer of Security Deposit(from the previous owner of the connection)*.

**In case of LT domestic connection, if the applicant is unable to produce consent, he/she has the option to pay security deposit afresh 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. (Refer 3.1.1 in BO 1902/2018 dated 2.11.2018)*

All LT consumers having Demand Based Tariff shall be intimated that they should execute a Service Connection Agreement in addition to the above documents for ownership change.

(C) List of documents for Connected Load change

- a) Proof of identity
- b) Test-cum-Completion Certificate issued by the Licensed Contractor
- c) Sketch showing the load

(D) List of documents for Phase Conversion

- a) Proof of identity
- b) Test-cum-Completion Certificate issued by the Licensed Contractor.

(E) List of documents for Meter Shifting

- a) Proof of identity
- b) Test-cum-Completion Certificate issued by the Licensed Contractor
- c) Sketch showing present & proposed location

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



KERALA STATE ELECTRICITY BOARD Ltd

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CIN: U40100KL2011SGC027424

No. IT/CU/Other Services/2020-21/ 296

Date. November 12 2020

CIRCULAR

Sub: IT implementation in KSEBL- Procedures to be adopted for processing On line applications for Tariff/Connected Load/Phase/ Ownership Change and meter shifting– reg:-
Ref: BO(FTD)No. 676/2020(IT/CU/Other Services/2020-21) TVPM dated 06.11.2020

KSEB is introducing online system for Tariff/Connected Load/Phase/ Ownership Change and Meter Shifting . The online system is developed based on the simplified procedure and application format approved by KSERC and introduced by KSEB Ltd vide Board order under reference. The Process flow for online application is as detailed here under.

1. Provision for Online Application is made available in the online portal wss.kseb.in for registered consumers. (Link is provided in the website of KSEBL www.kseb.in).
2. All the registered consumers in the portal can submit online application for other connection related services namely tariff change, connected load change, phase change, meter shifting and ownership change by paying the required testing/processing fee
3. The necessary documents to be attached for the different services will be displayed automatically according to the selection of different services by the consumers. Provision for uploading the documents is also available with the online application.
4. After submitting the application online, the applicant have the option to take a print out of the system generated form. Required documents for the service opted by the consumer will be listed along with the application print out. The inspecting official may carry (if required), at the time of field inspection, a soft/hard copy of the required documents uploaded by the consumer. The originals of required documents shall be verified by the inspecting official , during site inspection . No other documents other than specified along with the online application shall be demanded from the consumer for effecting the services.
5. The application received in the online portal will be transferred to 'OrumaNet' of the respective section office in real time. Separate colour coding is provided in ORUMA NET to identify the online application. Field Officers are directed to process the online application like any other application

received directly in the section office, as hard copy is not required for online applications.

6. Applications received online will be treated at par with applications received at the counter (there will not be separate priority for applications received through either channel); payment of fee will be deciding the order of priority.
7. In case estimate preparation is required , consumers are provided with the facility to pay the estimate cost online.
8. If the applicant opts to procure the meter; the tested meter along with the original test certificate has to be produced at site prior to effecting of services.
9. Consumer can view the status of their application in the WSS portal.
10. Any queries regarding the same may be addressed to Orumanet help desk (email: orumanetsupport@kseb.in, Phone Nos: 0471-2514648, 9446008892, 9496012427)

Sd/-
P.G. Unnikrishnan
SECRETARY (ADMINISTRATION)