

# **Guidelines for Application for L & MV New Connection equal to or below Notified Voltage (650 V)**

## **All Applications shall be Online**

### ***i. Registration, Log-in & Submission of online Application***

#### *1)Registration*

Please register through a simple self-registration (New User Registration) process by giving Name, Mobile No and Email ID etc. The Email-ID will be used as the user id for the Applicant.

Login Password will be sent to the Email-Id & also in the Mobile Number. The applicant can use the password or may change the password, to login.

#### *2)Log-in*

The Applicant may then log in to the system with user ID and password.

#### *3)Submission of Application Form*

The Applicant may thereafter fill up all the details provided in the application including self-certification forms and submit the same online.

Before submission, the Applicant may consider the cost estimate depending upon load and other parameters.

### ***ii. Issuance of on-line intimation of date and time of inspection***

1)On submission of application, instant communication will be generated from the system indicating the date and time of inspection.

2)In case of application where supply exists in the premises and applied load is below 30 kW, provisional demand note of service charge and security deposit will also be generated which is subject to finalization.

3)However, in some cases the applicant may be intimated to receive further communication.

### ***iii Inspection***

Site inspection will then be carried out as communicated, wherever necessary.

### ***iv. Deposition of Bill amount***

Wherever feasible, bill for service charge and security deposit will be issued which may be paid through e-payment gateway in net-banking/debit/credit card mode in the CESC Web portal/Mobile APP and the Applicant may download the payment receipt or alternatively may deposit such payment at any of the Cash Offices. Money Order or Cheque Payment will not be accepted. In case, Service Charges alone (Excluding Security Deposit) is greater than Rs.2 lakhs, payment at our Cash Counters can be received through Demand Draft / Banker's Cheque only. The payment of such bill should not be placed in the Drop Box. The e- payment channels can also be used for payment of such bills, subject to entry of PAN details.

#### ***v. PAN requirement***

In case the Service Charge alone (Excluding Security Deposit) is more than Rs.2 lakhs, PAN is statutorily required to be furnished mandatorily before effecting payment. Applicants need to furnish their respective PANs at Cash Counters before payment. In case of ONLINE payment, the PAN details have to be entered online prior to making payment, if not already updated.

#### ***vi. Effecting Service Connection or Communication***

On fulfilment of all compliances, including payment, the connection will be effected, where feasible, within 7 (seven) days where Right of Way (RoW) is not required and 15 (fifteen) days where RoW is required, provided the above timeline will be reviewed on case to case basis, where installation of Transformer and/or erection of a Substation and/ or extension of Mains etc. is required and/or RoW is not received on time.

The Meter Board and Service (including all fittings) remain the property of the Company who will maintain them after installation. The Company reserves the right to make such reasonable alterations, additions and / or repairs the same or any part thereof at any point of time.

In case of shifting of service, we shall require the consent from all the existing Consumers, being catered from the said service.

However, if upon inspection it is found that effecting supply is not feasible, On-line communication will be sent within the aforesaid period. For Support on this service, kindly send us a SMS. type **CESC <Space> OL** and send it to **56070** or **WhatsApp** us at **85850 79399** or **8585079400**. Our Support Team shall contact you to provide assistance. This service is available between 9 AM to 5 PM from Monday to Friday and between 9 AM to 1 PM on Saturdays, excluding Sunday & Public Holidays