
eBIZ - THE COMPLETE G2B PORTAL

**DEPARTMENT OF INDUSTRIAL POLICY & PROMOTION
GOVERNMENT OF INDIA**

As-Is Process Maps for

Application and Sanction of Electric Power Connection

**Central Power Distribution Company of Andhra Pradesh Limited, Government
of Andhra Pradesh**

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Version 1.0

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1 Executive Summary

eBiz is a significant initiative sponsored by Department of Industrial Policy and Promotion (DIPP), Government of India that seeks to establish a **one stop shop portal for all the G2B services** offered across the entire business life-cycle. The essence of eBiz is the creation of a **business-friendly environment** through a **service-oriented approach** to the needs of investors, industries and businesses.

The project involves **Integration with the departments** that interface with the business community across the three levels viz., Central, State and Local body. The eBiz portal while allowing business entities to transact with the government departments over the Internet also serves as a delivery channel for the department to offer their services online in a secure and transparent manner.

A pilot for the proposed project is conceived covering 25 services (*Refer Appendix I*), which include 14 services at the Central Government level and 11 services in each of the four states viz., Andhra Pradesh, Haryana, Maharashtra, and Uttar Pradesh.

The conceptualization of the eBiz pilot project involves “As-Is” and “eBiz enabled” process mapping for the identified list of 25 services and assessment of Functional requirements using which, an RFP for the pilot project will be floated by DIPP. Going forward, the scope of eBiz shall be extended to include all the G2B services across state and central government departments.

This document describes the “As-Is” process for **Application and sanction of electric power connection** for industries by **Central Power Distribution Company of Andhra Pradesh Limited, Government of Andhra Pradesh**.

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2 Introduction

The Government of Andhra Pradesh undertook the reform and restructuring of the Andhra Pradesh State Electricity Board (‘APSEB’) under the provisions of Andhra Pradesh Electricity Reform Act, 1998. APTransco was formed as a successor entity of the APSEB through the second statutory transfer scheme. Later the transmission and bulk supply business was separated from the distribution and retail supply business. The former business has been retained in APTransco as the Transmission Company, and four distribution companies were constituted to undertake Distribution and Retail Supply Business. The four distribution companies cater to four geographically contiguous distribution zones (East, South, Central and North). The four distribution companies are:

1. Eastern Power Distribution Company of Andhra Pradesh Limited
2. Southern Power Distribution Company of Andhra Pradesh Limited
3. Central Power Distribution Company of Andhra Pradesh Limited
4. Northern Power Distribution Company of Andhra Pradesh Limited

These companies are collectively known as ‘Discom’. The major functions of the ‘Discom’ are:

S. No.	Service
1.	Sanction of new connections
2.	Supplying power to new connections.
3.	Supplying power to Streetlights
4.	Transfer of existing connections
5.	Increase of the load of the existing connection.
6.	Raising and collection of bills on consumers

The Central Power Distribution Company of Andhra Pradesh Limited (CPDCAPL) is responsible for the above functions in following seven districts in Andhra Pradesh.

1. Ananthapur
2. Kurnool
3. Hyderabad
4. Medak
5. Mehbubnagar
6. Nalagunda
7. Ranga Reddy

The region under the CPDCAPL has been divided into 10 circles for the purpose of administration. Each district has one circle except, Hyderabad and Ranga Reddy District, which are divided into 3 circles and 2 circles respectively. Each circle office is further divided into 3 divisional offices, each having three sub-divisions and each sub-division has three Section offices. The section office is headed by Assistant Engineer (A.E.-Operations).

3 Description of the Service

Under the provisions of the AP Electricity Reform Act, 1998, the supply and distribution for the retail customers is undertaken by the Discom. The requisition for supply of electrical energy for a new entity must be made in a prescribed format, copies of which are available at the local offices of the Discom. The Discom for each geographic area has been identified and the application has to be made to the respective Discom. The applications for the industrial connection are received only through the department of industries.

- Single Window Clearance System: This is a facility managed by Department of Industries. The application process, in this case, is facilitated by the Nodal Officer under the Single Window scheme using a Composite Application Form devised by the Single Window Cell of

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the Department of Industries. In this case, the required forms for application are an integral part of the Composite Application Form.

Under the Citizen’s charter for the CPDCAPL, the department has set an upper limit of 120 days for the start of supply of electrical energy from the date of payment of demand notice fees.

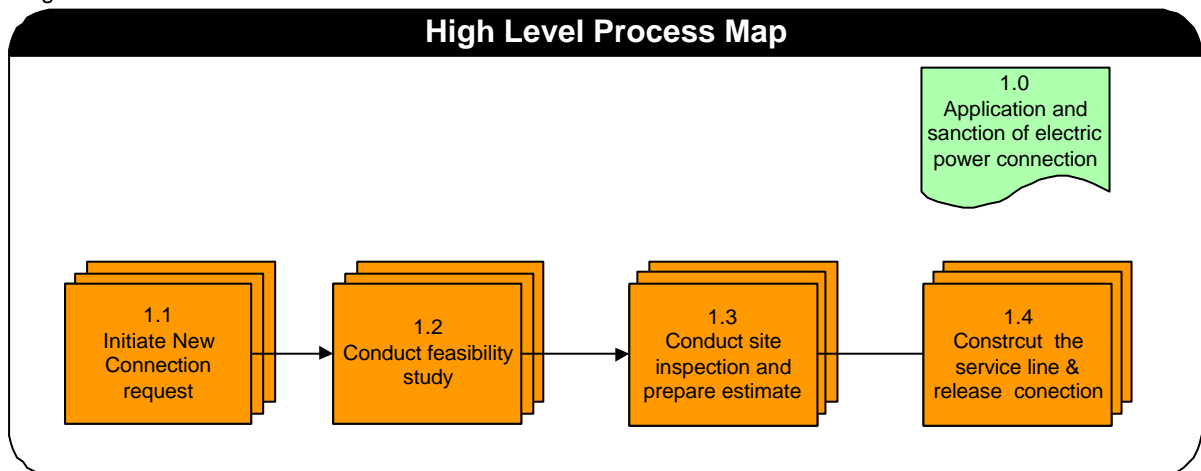
4 Description of the As-Is Process

The process for the new power connection begins with the request in the prescribed format for new connection and ends with the release of connection. The activities involved in the process of getting a new connection include:

- Process 1.1: Initiate New Connection request
- Process 1.2: Conduct feasibility study
- Process 1.3: Conduct site inspection and prepare estimate
- Process 1.4: Construct the service line & release connection.

A high level overview of the processes involved in the release for new connection is given in following process map (diagram 1). The detailed description of the activities involved in each of the processes is given in the subsequent sections.

Diagram 1

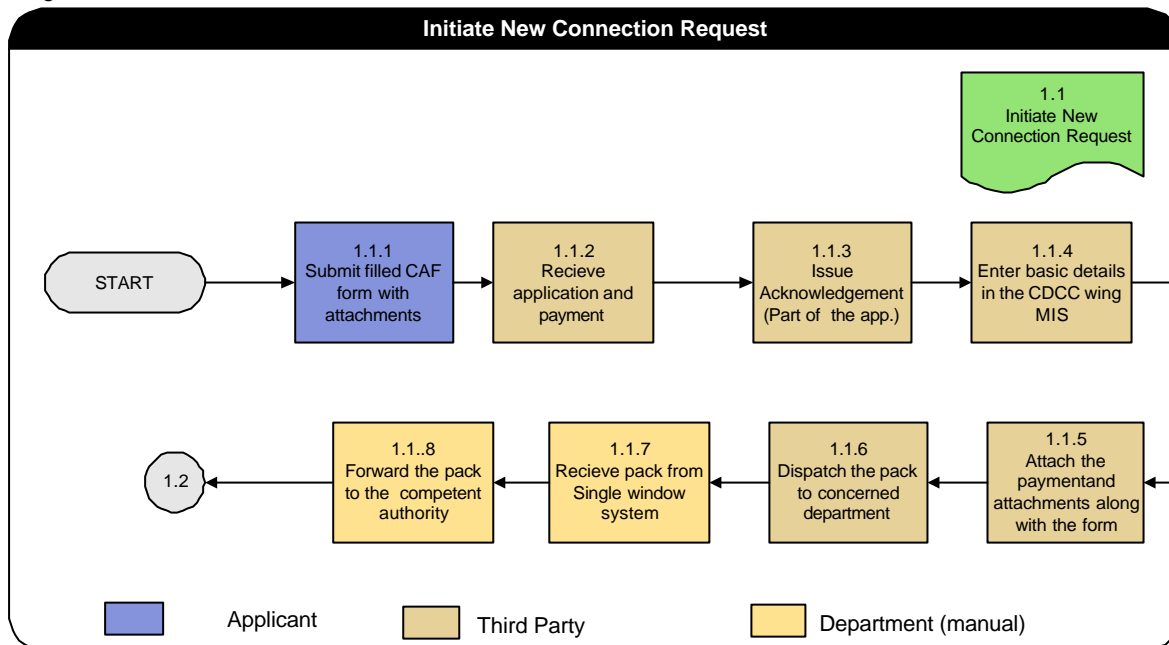


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Process 1.1: Initiate New Connection request

The following process map (diagram 2) explains in detail the various sub processes the application for new connection.

Diagram 2



The applicant can apply for Low Tension (L.T.) connection (< 56 KW) or High tension (H.T.) connection (> 56 KW). The application for the industrial connection has to be routed through the Single window system, Department of Industries as per the Andhra Pradesh Single Window Act. The applicant fills the single Composite Application Form (CAF) with all attachments and submits the same to Centralized Document Collection and Clearance (CDCC) wing, Department of Industries. The application and the documentation requirement for both the connections are different. The documents (refer table 4.2) required for the L.T. connection are

Table 4.1

S. No.	Attachment
1.	Application fees (Demand Draft of Rs. 50/- in favor of the Assistant Accounts officer, of the concerned Electricity Revenue Office (ERO).
2.	Proof of ownership of premises or the rental/lease deed.
3.	Permission of local bodies
4.	Wiring certificate (if ready)
5.	Consent letter of owner along with the Indemnity Bond for a period of two years in case the applicant is a tenant.
6.	Memorandum of Understanding/ Articles of Association/ Partnership Deed

The following documents (Refer table 4.2) in four copies are required incase of H.T. connection along with six copies of the requisition form.

Table 4.2

S. No.	Attachment
1.	Contracted load details (if available)
2.	Memorandum of Understanding/ Articles of Association/ Partnership Deed/
3.	Site Plan including the proposed receiving points of power supply
4.	General Power of Attorney
5.	No Objection Certificate from local body (gram panchayat/ MCH)

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S. No.	Attachment
6.	Consent for Establishment from AP Pollution Control Board (if applicable)
7.	SSI certificate
8.	Industrial license
9.	License from the Department of Labour
10.	Financial assistance
11.	Line of manufacture
12.	Letter for undertaking capital works on turnkey basis (optional)

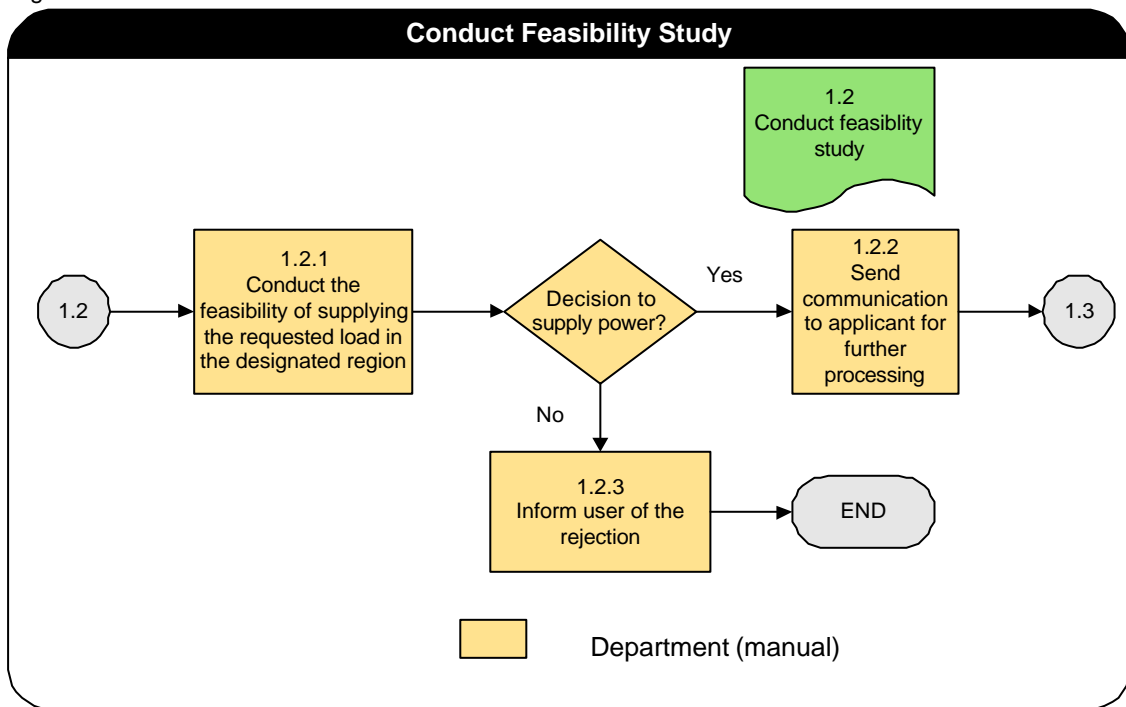
The H.T. requisition form together with the documents must be accompanied by application fee (Rs. 100/-) in the form of DD in favor of the Assistant Accounts officer, of the concerned ERO.

The CAF includes a detachable Acknowledgement bearing the application number. On receipt of the application, the acknowledgement is filled appropriately and issued back to the applicant. The CDCC staff then enters the basic details in the CDCC Wing MIS system and the system generates an Index key for future references. The application along with the required attachments is sent to concerned CPDCAPL circle office.

Process 1.2: Conduct Feasibility Study

Once the registration request is received at the department, the next step is to conduct the feasibility and issue the acceptance of the application. The following process map (diagram 3) explains the sub-process in detail.

Diagram 3



After the receipt of the application, the department conducts the feasibility study for the supplying the requisite power. This is based on the following parameters:

1. Requirement for connected load
2. Location of the project
3. Previous record of the applicant (if any) with the company.

The Assistant Divisional Engineer of the concerned sub-division prepares the feasibility report and the recommendation. The sanctioning power for the requisite load is based on the requested load.

S. No.	Load requirements	Sanctioning authority
1.	< 50 HP	Divisional Engineer (Technical)
2.	> 50 HP but < 1MW	Superintendent Engineer
3.	> 1 MW	Chief Engineer

The sanctioning authority for the requisite power has the authority to give the feasibility certificate to the applicant on the status. The department issues a communication (feasibility certificate) to the applicant with the following:

1. Applicant registration number
2. Application date
3. Requisitioned power
4. Allowed power

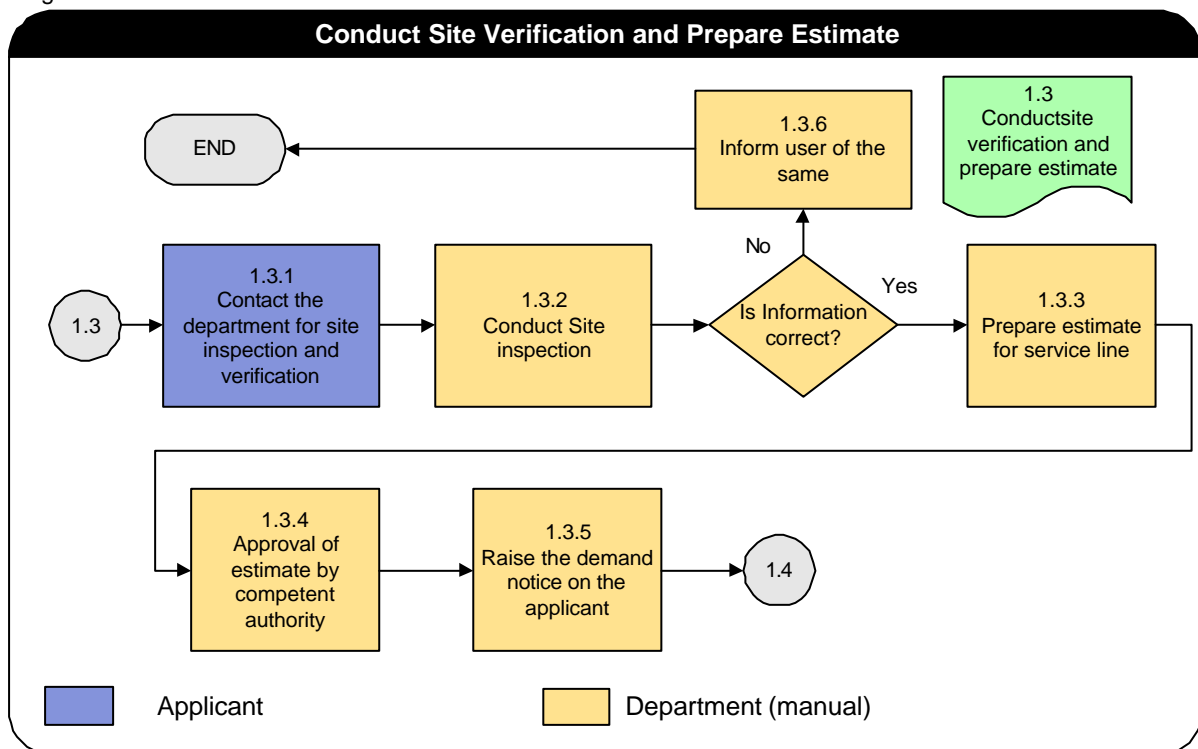
The applicant is instructed to contact the respective office for the following:

1. Verification of the site and other details
2. Preparation of Estimate

Process 1.3: Conduct Site Verification & Prepare Estimate

Once the feasibility has been agreed by the department and communicated to the applicant, the next step is to conduct the verification of the applicant and the preparation of the estimate for the laying of cables for the supply of power. The following process map (diagram 4) explains this step in detail.

Diagram 4



After the feasibility study has been completed and the department has communicated the same to the applicant through communication, it is the applicant's duty to contact the department for fixing the time for the site verification and inspection.

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The Divisional Engineer (D.E. -Technical) will conduct the site inspection. The site inspection is also necessary for making the preliminary estimate for the laying of the cables for the supply of power to the power receiving point in the location. The common checks done by D.E. are:

- Cross verification of the information given in the form and supporting documents
- Physical verification of the project site of project mentioned in the form
- Verification of the ownership of the place.

The D.E. prepares a site inspection report. The estimate is prepared by the D.E. and the AD (Commercial) of the concerned circle on the basis of the site report. The estimated value for the service line charge includes the following

1. Cost of cables and other material
2. Cost of construction and labour cost.

Based on the value of the estimate, the power to approve has been vested with various authorities as per the table below.

For L.T. supply Application

S. No.	Estimated value in Rs. Lakh	Approval Authority
1.	<1	D.E. (Operations)
2.	>1 & <8	Superintendent Engineer (S.E.)
3.	> 8 & < 10	Chief Engineer
4.	> 10	Corporate Office

For H.T. supply Application

S. No.	Estimated value in Rs. Lakh	Approval Authority
1.	<1	D.E. (Operations)
2.	>1 & <15	S.E.
3.	> 15 & < 30	Chief Engineer
4.	> 30	Corporate Office

On approval of the estimates by the competent authority, the concerned division then serves a demand notice to the applicant to pay the following:

Service Line charges: As per the estimate or 10% of the estimated value towards supervision charges if the applicant decides to get the capital works done on a turnkey basis. The applicant can assign to the work to the contractors from the list approved by the department.

If the applicant assigns the work to the department, the S.E. Operations will assign the work to the contractors through internal process. In such case if the actual charge exceeds the estimated cost, the consumer has to pay the difference to the department.

Development Charges: All consumers have to pay a non-refundable amount towards development charges. These are at fixed rates, which are periodically notified by the department. Presently the development charges are fixed @Rs.1500/KVA>

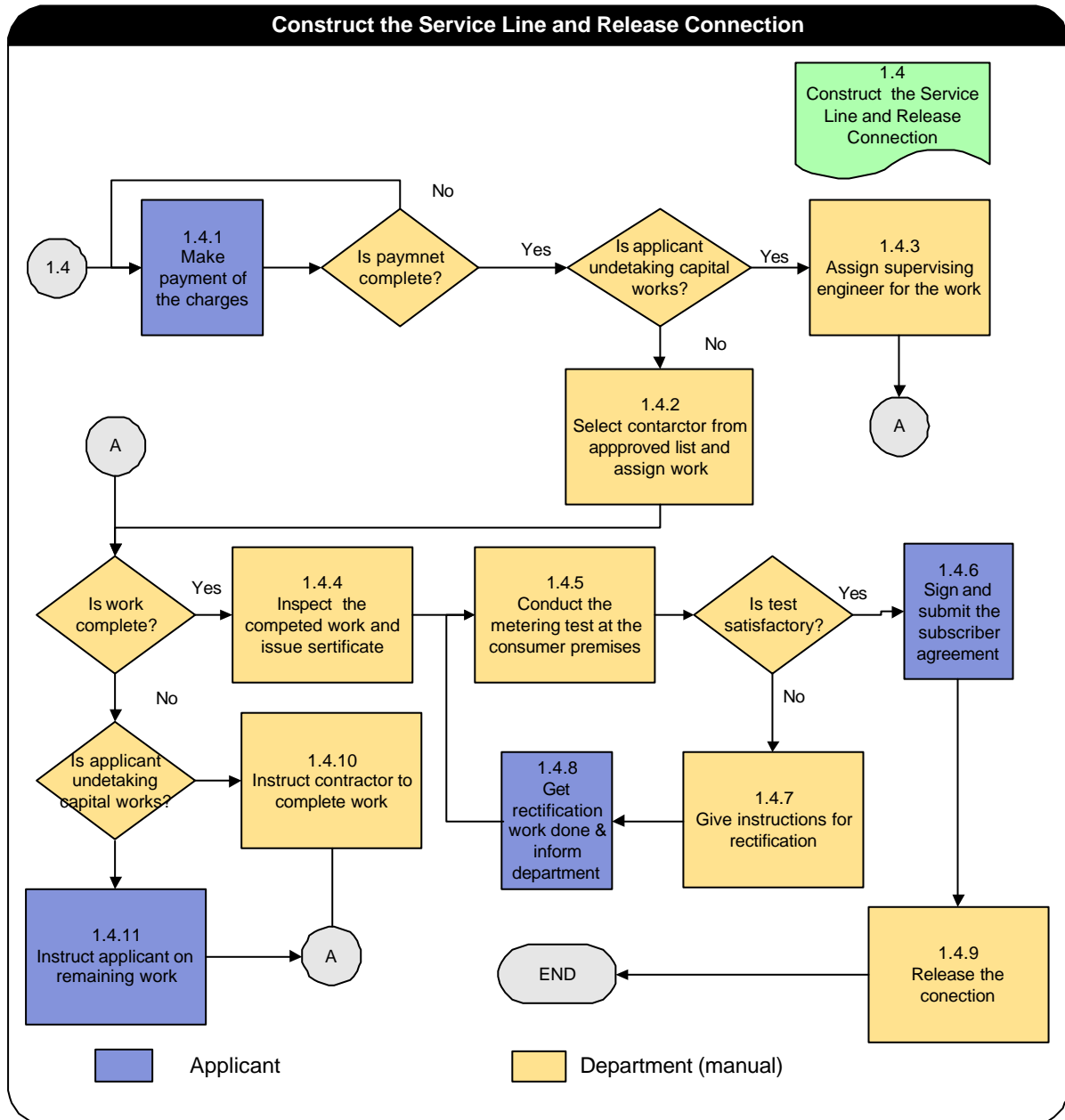
Security Deposit (Initial Consumption deposit): The initial consumption deposit (refundable) has to be deposited with the department. It is at the periodic rates specified by the department. Presently it is fixed @Rs.500/KV/Shift (each shift is assumed to be of 8 hours). No interest is paid to the consumer on this deposit.

The consumer has to make the payment through a Demand Draft in favor of the Senior Account Officer of the concerned ERO.

Process 1.4 Construct the Service Line and Release Connection

After the receipt of the demand notice by the applicant, he has to make payment of the charges and after that further processing takes place. The following process map (diagram 5) explains this process in details.

Diagram 5



On receipt of the development charges, Initial security deposit and the Service Line charges by the applicant and the S.E. (Operations) has received the proof of payment as per the demand notice, the work is assigned to a contractor from the approved list by D.E (Construction).

If the applicant undertakes to complete the work on turnkey basis D.E (Construction) assigns an engineer for the supervision role.

The engineer will supervise the construction work and issue instruction to the contractor for the construction as per standards. After the completion of the work and receipt of the completion of

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certificate from the contractor, the D.E. (Construction) will conduct the site inspection and issue the works completion certificate. After the receipt of the certificate, the Chief Electrical Engineer for the division will conduct a site inspection and submit the report to the Divisional engineer (Operations) for approval for the release of supply.

The metering wing of the department will then conduct load test and the distribution engineer will submit test report. If the test is not satisfactory, the applicant will be informed to undertake the rectification steps. The applicant will inform the department again to conduct the metering after the rectification. Once the Senior Accounts Officer has received a satisfactory test report, the applicant must sign the subscriber agreement with the company. After the agreement is executed at the divisional office, the new connection is sanctioned and the connection number is issued.

5 Description of the IT Infrastructure

The APCPDCL has undertaken a drive for the computerization. The APSPDCL is presently not using the IT system for the application processing for industrial connection. However the department has undertaken major software initiatives in conjunction with Center for Good Governance, a Government of Andhra Pradesh funded body, for the development of software for handling the operations of the company.

5.1 Software Application

Currently the department is using the software application developed by the center for Good Governance for

- Processing of new application for Retail consumers
- Complaint handling system

The front-end has been developed in Java and the application is web-enabled. Presently due to the lack of WAN between the Central office and the Customer Service Center (CSC), a local copy of the application has been installed on each system at the CSC. The database used at the client machines is Oracle 8.

5.2 Hardware and Networking Infrastructure

The central servers, located at the APCPDCL head office, are HP with Linux operating system. The client machines are Intel based running on Windows platform. The database on the central server is iProgress SQL.

The CSCs (presently 117) handle the application for the individual or commercial LT connections. The CSCs also receive customer complaints. The hardware at the CSC is Intel based Pentium machines.

Presently there is no WAN connectivity between the CSC and the Central office. The various CSC connect to the central server through Internet using the dial-up connection at the end of day and update the information in the Central server. The Central Server for the payment of bills is connected to the various e-Seva centers in the city through Internet.

The IT application for handling the industrial connection request has not yet been rolled-out. The department also has plans for going in for the WAN connectivity of its offices and the Customer Service Centers. The RFP for the completion of works has been issued.

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Appendix I: List of eBiz Services

S. No.	Name of the Service	Department	Document Reference
Government of India			
1	Issue of Name Availability Letter under the Companies Act, 1956	Department for Company Affairs	Gol-I
2	Issue of Certificate of Incorporation under the Companies Act, 1956		Gol-II
3	Issue of Certificate for Commencement of Business under the Companies Act, 1956		Gol-III
4	Issue of Permanent Account Number under the Income Tax Act, 1961	Central Board of Direct Taxes	Gol-IV
5	Filing of Returns by Companies under the Income Tax Act, 1961		Gol-V
6	Excise Tax registration under the Central Excise Act, 1944	Central Board of Excise and Customs	Gol-VI
7	Filing Monthly Returns under the Central Excise Act, 1944		Gol-VII
8	Service Tax Registration under the Central Excise Act, 1944		Gol-VIII
9	Filing Halfyearly Service Tax Returns under the Central Excise Act, 1944		Gol-IX
10	Issue of Industrial Entrepreneur Memoranda under the Industries (Development and Regulation) Act, 1951	Department for Industrial Policy and Promotion	Gol-X
11	Issue of Industrial License under the Industries (Development and Regulation) Act, 1951		Gol-XI
12	Issue of Importer Exporter Code under the Foreign Trade(Development and Regulation) Act, 1992	Directorate General of Foreign Trade	Gol-XII
13	Filing of FC-GPR form under the Foreign Exchange Management Act, 1999	Reserve Bank of India	Gol-XIII
14	Application for Environmental Clearance under the Environment (Protection) Act, 1986	Ministry for Environment and Forests	
Andhra Pradesh			
15	Registration under the Andhra Pradesh General Sales Tax Act, 1957 and the Central Sales Tax Act, 1956	Commercial Taxes Department	AP-I
16	Filing of Returns under the Andhra Pradesh General Sales Tax Act, 1957		AP-II
17	Provisional Registration of SSI unit under the Industries (Development and Regulation) Act, 1951	Commissionerate of Industries	AP-III
18	Permanent Registration of SSI unit under the Industries (Development and Regulation) Act, 1951		AP-IV
19	Registration under the Andhra Pradesh Shops and Establishment Act, 1988	Commissionerate of Labour	AP-V
20	Registration and Grant of License under the Factories Act, 1948	Department of Factories	AP-VI
21	Filing of Annual Returns under the Factories Act, 1948		AP-VII
22	Payment of Property Tax under the Hyderabad Municipal Corporation Act, 1955	Municipal Corporation of Hyderabad	AP-VIII

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S. No.	Name of the Service	Department	Document Reference
23	Consent For Establishment under the Water Act, 1974 and the Air Act, 1981 for SSI units not falling under the highly polluting categories	Andhra Pradesh Pollution Control Board	AP-IX
24	Application and sanction of electric power connection	Central Power Distribution Company of Andhra Pradesh Limited	AP-X
Haryana			
25	Registration under the Haryana Value Added Tax Act, 2003 and Central Sales Tax Act, 1956	Excise and Taxation Department	HY-I
26	Filing of Returns under Haryana Value Added Tax Act, 2003	Department	HY-II
27	Provisional Registration of SSI unit under the Industries (Development and Regulation) Act, 1951	Department of Industries	HY-III
28	Permanent Registration of SSI unit under the Industries (Development and Regulation) Act, 1951		HY-IV
29	Registration under the Punjab Shops and Commercial Establishments Act, 1958	Labour Department	HY-V
30	Registration and Grant of license under the Factories Act, 1948	Office of Chief Inspector of Factories	HY-VI
31	Filing of Annual Returns under the Factories Act, 1948		HY-VII
32	Payment of Property Tax under the Haryana Municipal Act, 1973	Gurgaon Municipal Council	HY-VIII
34	Consent For Establishment under the Water Act, 1974 and the Air Act, 1981	Haryana State Pollution Control Board	HY-IX
33	Application and sanction of electric power connection	Dakshin Haryana Bijli Vitran Nigam Limited	HY-X
Maharashtra			
35	Registration under the Bombay Sales Tax Act 1959 and the Central Sales Tax Act, 1956	Sales Tax Department	MH-I
36	Filing of Returns under the Bombay Sales Tax Act 1959		MH-II
37	Provisional Registration of SSI unit under the Industries (Development and Regulation) Act, 1951	Industries Department	MH-III
38	Permanent Registration of SSI unit under the Industries (Development and Regulation) Act, 1951		MH-IV
39	Registration under the Bombay Shops and Establishments Act, 1948	Industry, Energy and Labour Department	MH-V
40	Registration and Grant of license under the Factories Act, 1948	Department of Industrial Safety and Health	MH-VI
41	Filing of Annual Returns under the Factories Act, 1948		MH- VII
42	Payment of Property Tax under the Mumbai Municipal Corporation Act, 1988	Thane Municipal Corporation	MH- VIII
43	Consent For Establishment for units in the Green Category under the Water Act, 1974 and Air Act, 1981	Maharashtra Pollution Control Board	MH- IX

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S. No.	Name of the Service	Department	Document Reference
44	Sanction for a New Power Connection	Maharashtra State Electricity Board	MH- X
45	Permission to charge the line	Public Works Department	MH-XI

Note:

1. Due to the similarity in processes, dealer registration under the Central Sales Tax Act and the respective State Sales Tax Act has been considered as one service.
2. SSI refers to Small Scale Industry
3. Permission to charge the line is specific to the state of Maharashtra. This is obtained during the process of obtaining a new power connection from Maharashtra State Electricity Board.