



## KERALA STATE ELECTRICITY BOARD Ltd

(Incorporated under the Indian Companies Act, 1956)  
Office of the Chief Engineer (IT, Customer Relations & CAPs)  
Vydyuthi Bhavanam, Pattom  
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CIN: U40100KL2011SGC027424

No. IT/CU/HT Service Con/2018-19/

Date. January 25, 2019

### CIRCULAR

Kerala State Electricity Board Limited is implementing a “Green Channel” system for processing HT/EHT service connection and the sanction for which is accorded vide BO(FTD)No 67/ 2019 (No.IT/CU/HT service con/2018-19), Thiruvananthapuram. Dated 25.01.2019.

The procedure for implementation of the “Green Channel” system is as follows:-

1. A web portal shall be opened exclusively for registration of application for HT/EHT service connection.
2. Any applicant willing to obtain HT/EHT Service Connection can go to this web portal from the official website of KSEBL ([www.kseb.in](http://www.kseb.in)). The applicant can register for power feasibility/ new service connection through the Green Channel link in the official website. By providing email id , mobile number and PAN Number the applicant can proceed further.
  - An applicant who wishes to complete line extension works in advance can apply online for feasibility study by remitting the required advance amount with an ID proof. Copy of the prepared scheme for inspectorate may be available with the applicant
  - An applicant with all supporting documents including Energization Approval can submit online application for new HT/EHT service connection along with required fees. Supporting Documents are as follows:-
    1. Proof of Ownership
    2. Photograph of the applicant
    3. Test report CT-PT
    4. Test report HT Meter
    5. Energization Approval from the Electrical Inspectorate.
    6. Completion Certificate
  - The applicant has the facility to view the Substation wise load availability. Those who wish to obtain a power feasibility report can also obtain the report online.
3. Applicants are given options for requesting sanction for supplying the materials and /or executing the labour required for constructing lines and plants by themselves.
4. The application received online under “Green Channel” system will be pushed through Oruma net on real time basis to the Deputy Chief Engineer of the concerned Electrical Circle, section office and to the office of the Director(D & IT) with sms alerts.
5. On receipt of the application the Deputy Chief Engineer of the concerned Electrical Circle shall contact the applicant and collect all required missing documents if any.
6. The concerned Deputy Chief Engineer shall give necessary guidance to the applicant, so as to ensure that the applicant is receiving the connection as early as possible.

7. The Deputy Chief Engineers of Electrical Circles may designate an officer under the circle as Nodal Officer for green channel. This Nodal Officer will do the required liaison work to ensure that the applicant get supply without any delay.
8. A help desk facility will be opened at Centralized Call Center with telephone No. 9496018365 (from 10am to 5 pm on working days) so that the applicant can contact the call center through this number for clearing doubts and assistance for green channel.
9. Required training shall be given to the call center executive to provide Green Channel assistance.
10. A weekly report will be submitted by the Chief Engineer (IT, CR & CAPs) to the Board regarding the applications received through green channel.

**Sd/-**  
**P.G. Unnikrishnan**  
**Secretary(Administration)**