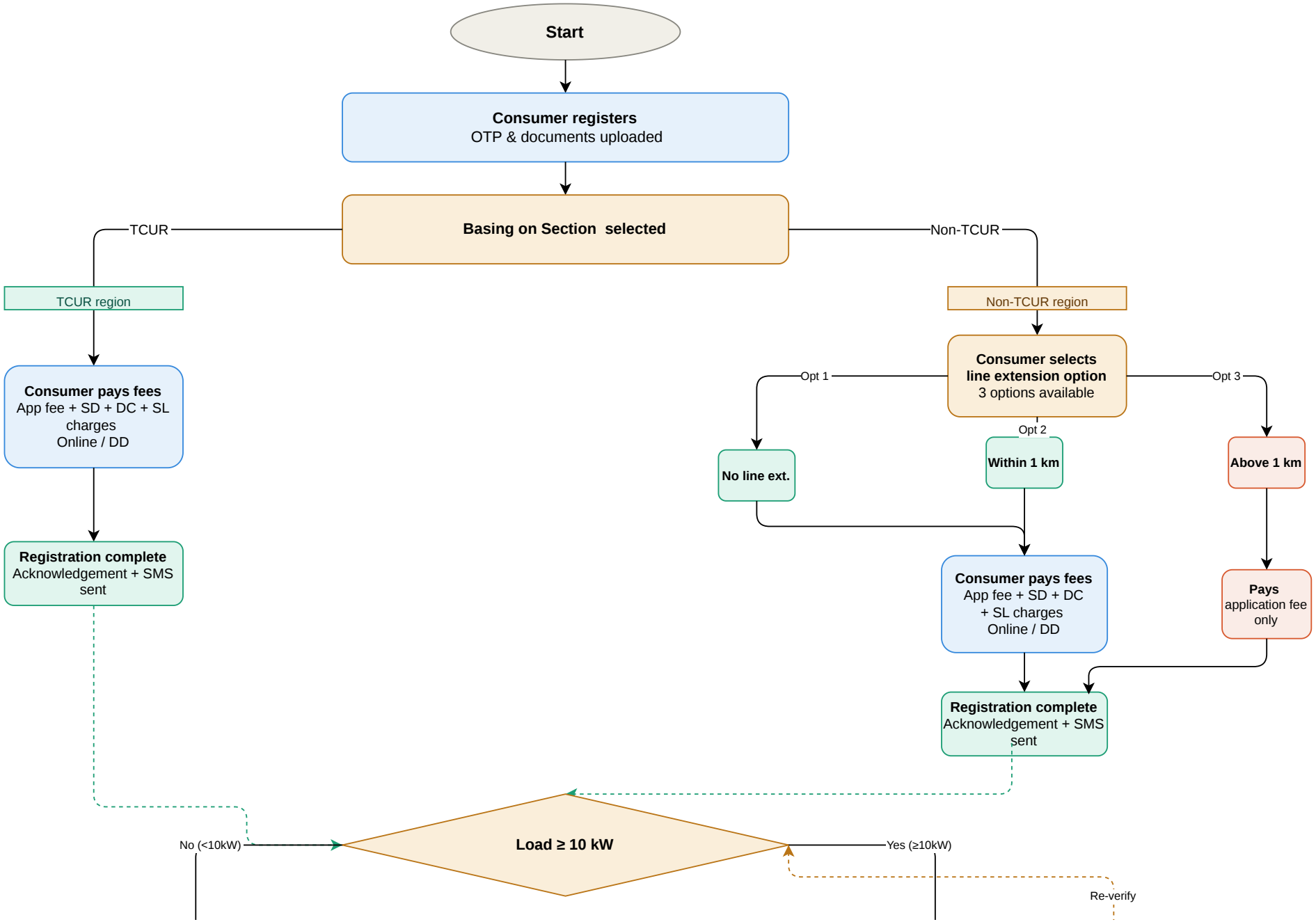
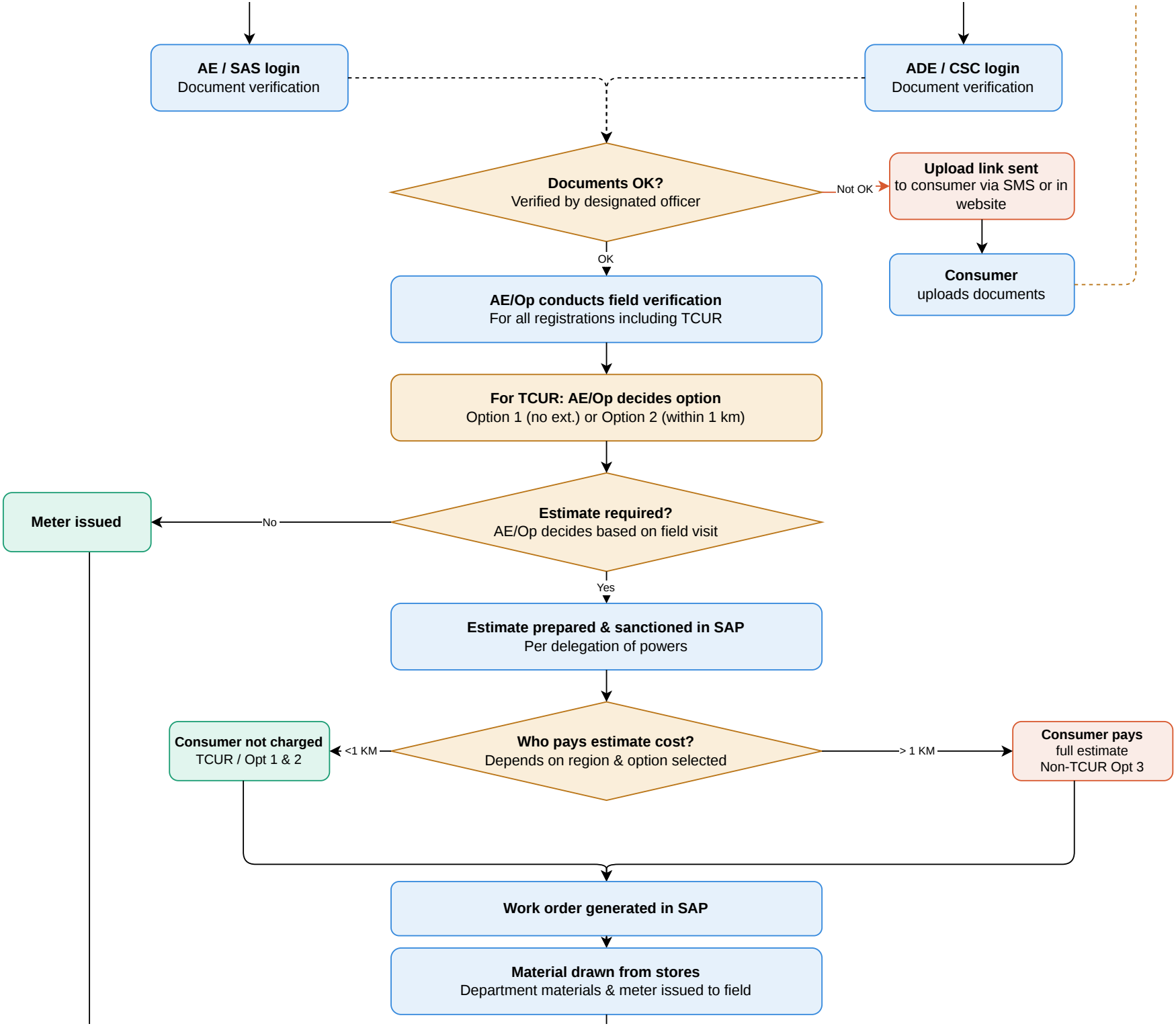
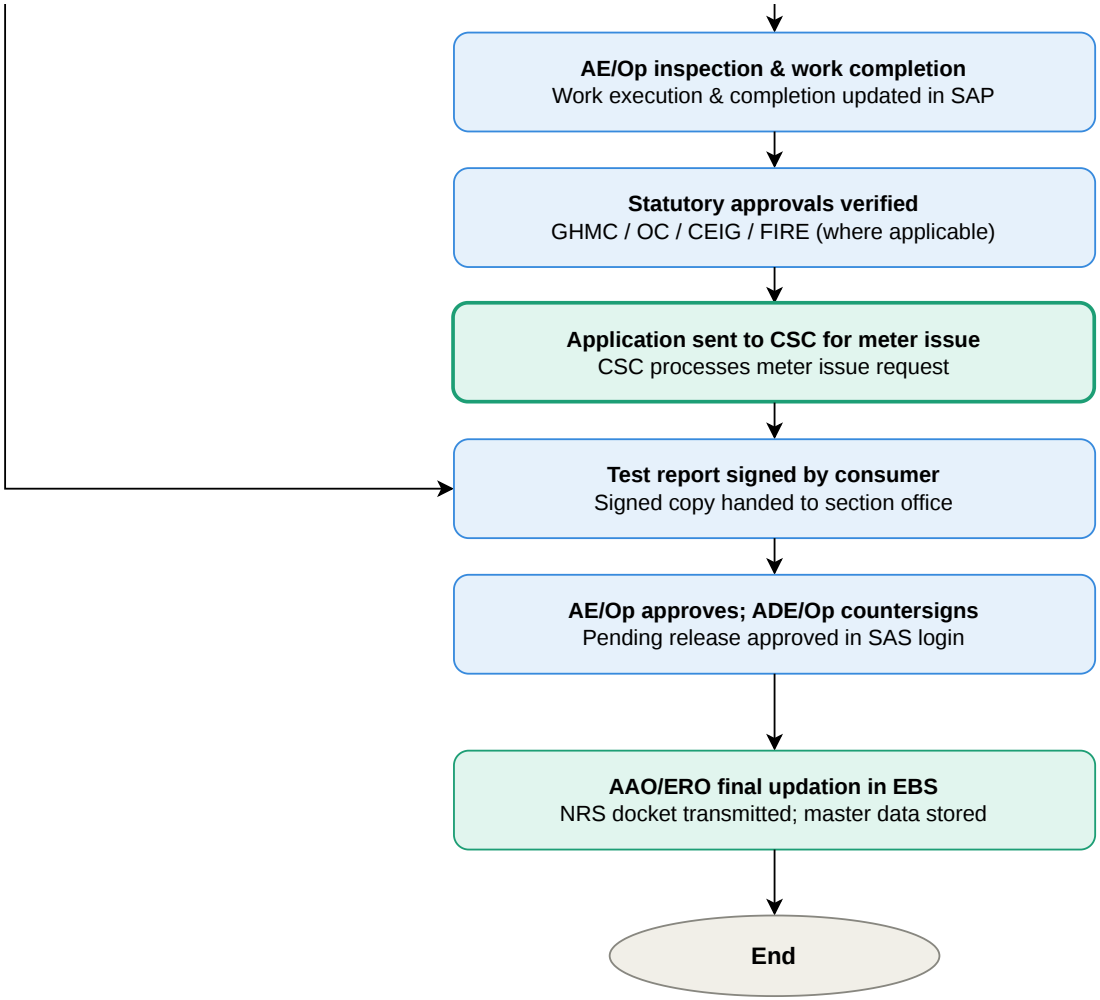
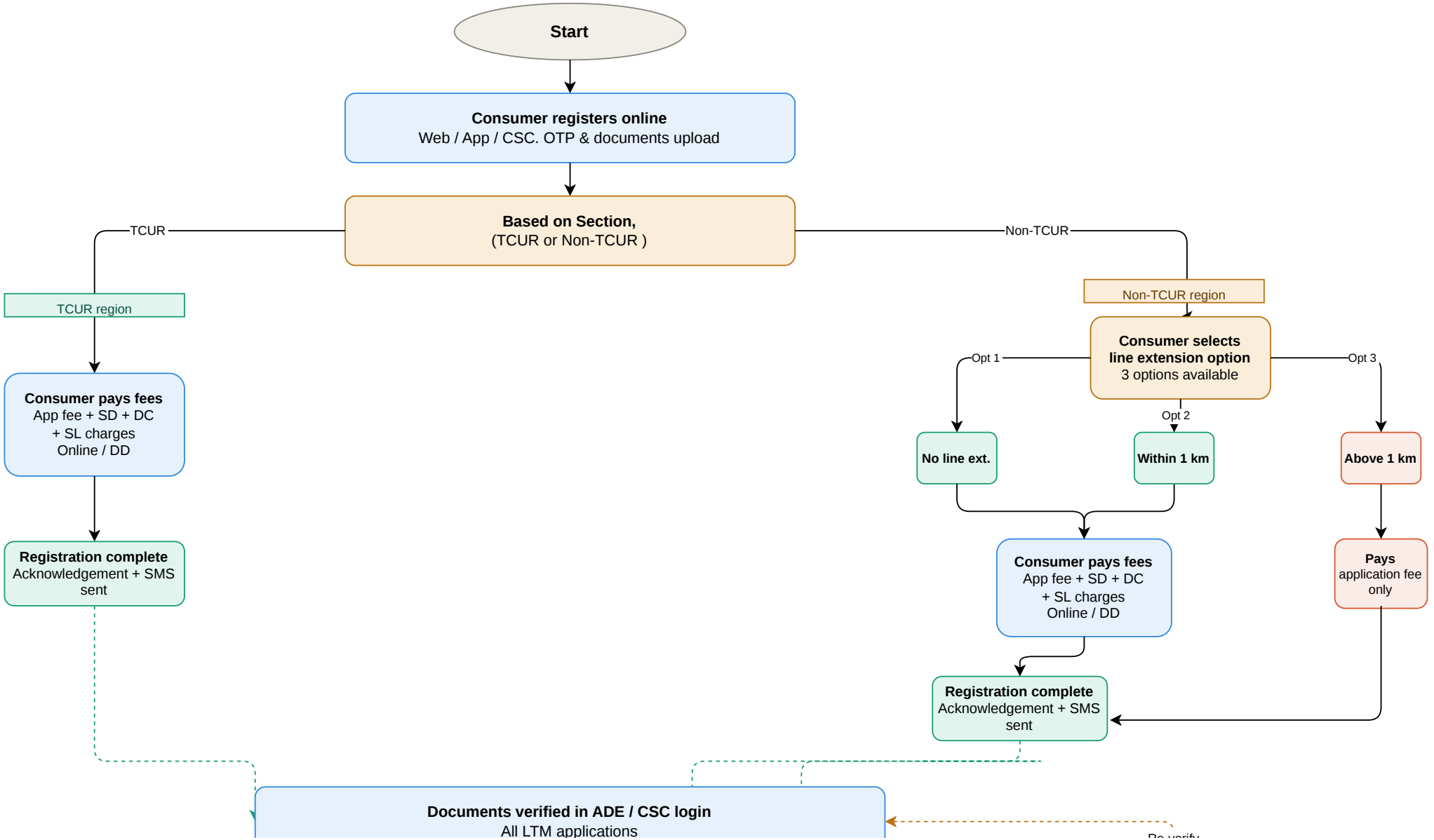
New Service Connection (NRS) – Process Flowchart
TCUR / Non-TCUR | TGSPDCL

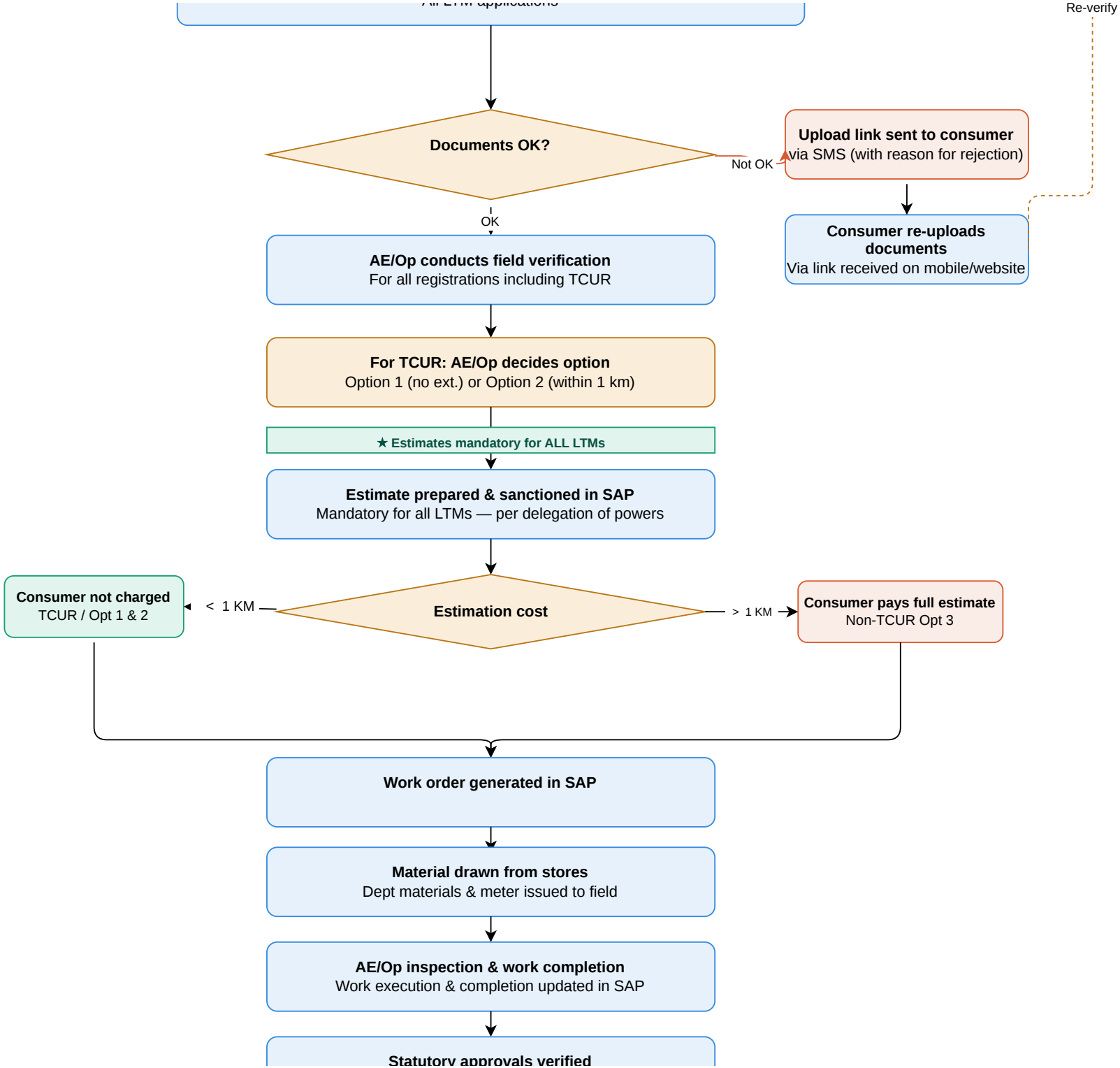


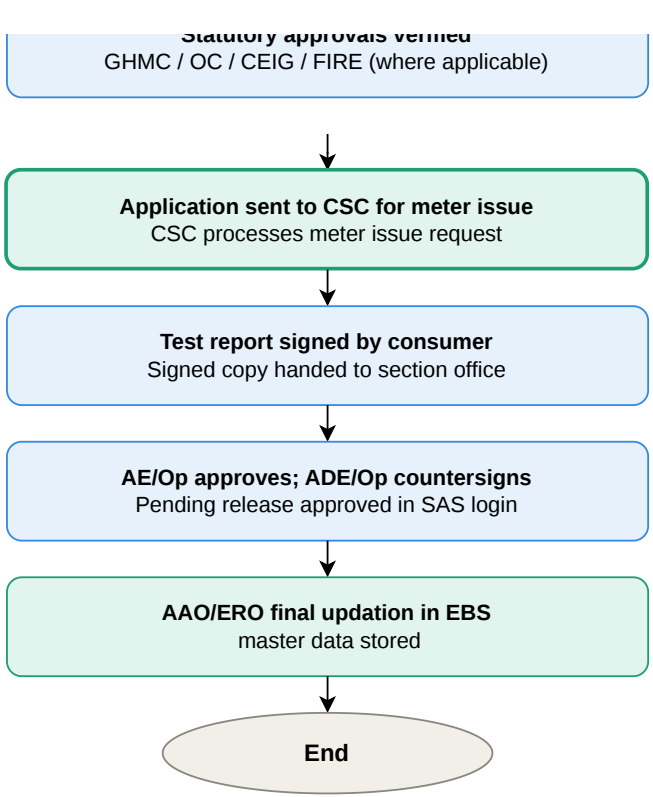

AE / SAS login
Document verification
ADE / CSC login
Document verification
Documents OK?
Verified by designated officer
Not OK
Upload link sent
to consumer via SMS or in website
Consumer
uploads documents
OK
AE/Op conducts field verification
For all registrations including TCUR
For TCUR: AE/Op decides option
Option 1 (no ext.) or Option 2 (within 1 km)
Meter issued
No
Estimate required?
AE/Op decides based on field visit
Yes
Estimate prepared & sanctioned in SAP
Per delegation of powers
Consumer not charged
TCUR / Opt 1 & 2
<1 KM
Who pays estimate cost?
Depends on region & option selected
> 1 KM
Consumer pays
full estimate
Non-TCUR Opt 3
Work order generated in SAP
Material drawn from stores
Department materials & meter issued to field


AE/Op inspection & work completion
Work execution & completion updated in SAP
Statutory approvals verified
GHMC / OC / CEIG / FIRE (where applicable)
Application sent to CSC for meter issue
CSC processes meter issue request
Test report signed by consumer
Signed copy handed to section office
AE/Op approves; ADE/Op countersigns
Pending release approved in SAS login
AAO/ERO final updation in EBS
NRS docket transmitted; master data stored
End

New LTM Connection – TCUR / Non-TCUR Flow
TGSPDCL




Re-verify
Documents OK?
Not OK
Upload link sent to consumer
via SMS (with reason for rejection)
OK
Consumer re-uploads documents
Via link received on mobile/website
AE/Op conducts field verification
For all registrations including TCUR
For TCUR: AE/Op decides option
Option 1 (no ext.) or Option 2 (within 1 km)
★ Estimates mandatory for ALL LTMs
Estimate prepared & sanctioned in SAP
Mandatory for all LTMs — per delegation of powers
Consumer not charged
TCUR / Opt 1 & 2
< 1 KM
Estimation cost
> 1 KM
Consumer pays full estimate
Non-TCUR Opt 3
Work order generated in SAP
Material drawn from stores
Dept materials & meter issued to field
AE/Op inspection & work completion
Work execution & completion updated in SAP
Statutory approvals verified


Statutory approvals verified
GHMC / OC / CEIG / FIRE (where applicable)
Application sent to CSC for meter issue
CSC processes meter issue request
Test report signed by consumer
Signed copy handed to section office
AE/Op approves; ADE/Op countersigns
Pending release approved in SAS login
AAO/ERO final updation in EBS
master data stored
End

ADDITIONAL LOAD (AL) WORKFLOW

Consumer Registration
Online / CSC Portal — OTP & Documents uploaded

Based on Section

TCUR / Non-TCUR?

TCUR

TCUR REGION

CONSUMER PAYS FEES
App fee + SD + DC + SL charges
Payment mode: Online / DD

Registration Complete
Acknowledgement + SMS sent

Non-TCUR

NON-TCUR REGION

Consumer Selects Line Extension Option
3 options available — AE/Op decides

Opt 1

No extention required

CONSUMER PAYS FEES
App fee + SD + DC + SL charges
Payment mode: Online / DD

Within 1 km

CONSUMER PAYS FEES
App fee + SD + DC + SL charges
Payment mode: Online / DD

Above 1 km

Pays Application Fee Only
Opt 3 — application fee only

Registration Complete
Acknowledgement + SMS sent

Registration Complete
Application submitted to TGSPDCL — All sections

AE / SAS LOGIN
Document Verification
All documents verified by AE/SAS

Re-submit

Documents OK?

Not OK

Upload Link Sent
to Consumer via SMS

Consumer Uploads
Required Documents

OK

AE / SAS LOGIN
Field Verification
Site inspection at consumer premises

Estimate Required?

Not Required → skip

Required

SAP — Estimate Prepared & Sanctioned
Work order & cost estimate generated
Per delegation of powers

Estimate Cost
Depends on region & option

TCUR/Opt1&2 <1km

Consumer Not Charged
TCUR / Opt 1 & 2 — Dept. bears cost

Non-TCUR Opt3 >1km

Consumer Pays Full Estimate
Non-TCUR Opt 3 (>1 km)

SAP — Work Order Generated

AE / Op Inspection & Work Completion
Work executed; completion updated in SAP

Meter Change Required?

No

AE / SAS Login
Test Report Upload

Yes

CSC — Meter Allotment

SAS Login
Removed Meter Entry

AE / SAS Login
Test Report Upload

ADE / SAS Login
Test Report Upload

AAO / ERO Login — Acceptance

Load Updated in
EBS Master Records