

CONSUMER SERVICE PROCESS FLOW CHART
NEW CONNECTION HT/EHT

STEP 1	Obtain Application Form at any MGVCL offices OR Download through website by Applicant
STEP 2	Submit Application Form with Required Documents at Corresponding Division/Circle/Corporate upto 4000 kva and Corporate above 4000kva OR Submit through Online alongwith documents upload by Applicant
STEP 3	Payment of Registration charges at offices OR Payment through Online by Applicant
STEP 4	Site Survey by Division
STEP 5	Estimate Issuance by Approving office/Division - Timeline for HT-within 15 days & for EHT- within 30 days
STEP 6	Make Payment as per Estimate OR Payment through Online by Applicant
STEP 7	Execution of Agreement by Applicant
STEP 8	Execution of Work by Division
STEP 9	Issue of Release Order by Approving office/Division
STEP 10	Submit Test Report of authorized Electrical Contractor by Applicant
STEP 11	Release of Connection by Division - Timeline for HT- within 10 days for only CTPT replacement, 30 days for only tapping & 45 days for other modification in network & for EHT- within 180 days from Date of estimate payment & on completion of related consumers & departmental work
STEP 12	Bill Issuance by Division

Note: For other timelines, please refer " Charter of Consumer", available on website.