

**Business Reforms Action Plan 2024-25**

|                                    |   |
|------------------------------------|---|
| <b>BRAP No.</b>                    | 322   |
| <b>Area</b>                        | Obtaining Utility Permits   |
| <b>Sub-Area</b>                    | Obtaining Electricity connection  |
| <b>Recommendation/Reform</b>       | Mandate the publication of an online dashboard in the public domain with the following features: iii. Clearly display data on the number of applications received and granted, the time taken, and the fees incurred to grant approvals/certificates. iv. Indicate that the dashboard is preferably updated in real time or regularly (daily, weekly, fortnightly, monthly), with the date and time of the latest update mentioned. |
| <b>Applicable to Department(s)</b> | Tripura State Electricity Corporation Limited   |

**Compliance Supporting Documentation**

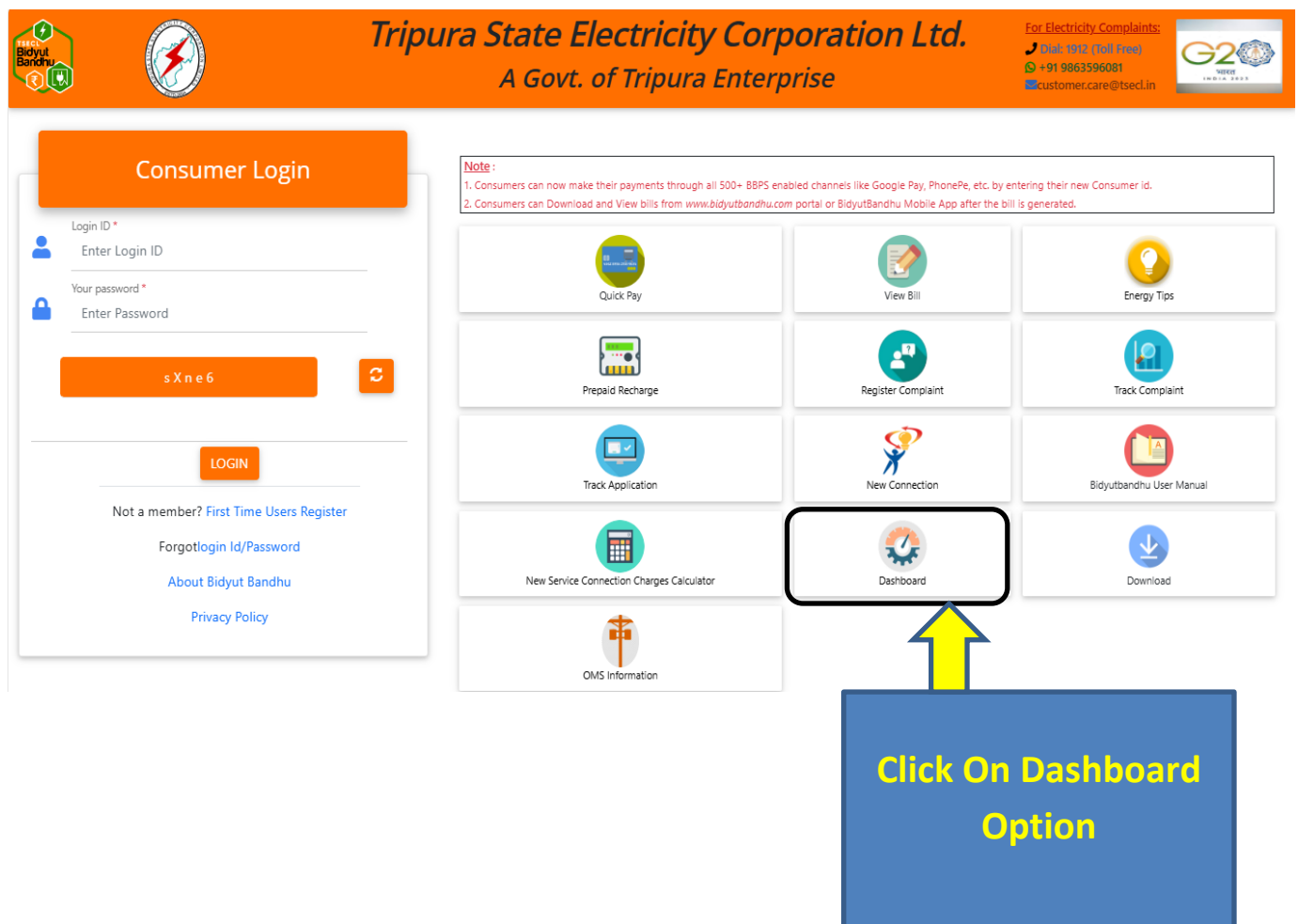
|  |  |   |
|--|--|---|
| <b>Approach to reform</b>                | TSECL has Implemented and publish an online Dashboard in public domain with following features.<br>i. In Dashboard shows the number of applications received and granted, and the time taken and cost incurred to grant approvals/certificate.<br>ii. Dashboard is updated on real time basis. |   |
| <b>Act/GO/Circular/ Notification</b>     | Notification regarding number of mandatory documents   | No.F.1(51)/GM(Tech) /TSECL/2024-25/184-241  |
| <b>URL</b>                               | Home page of TSECL   | <a href="https://tsecl.in/">https://tsecl.in/</a>   |
|  | Direct link to the notification  | <a href="https://tsecl.in/sites/default/files/2025-01/Notification%20of%20online%20Dashboard%20in%20public%20domain%20in%20respect%20of%20online%20Temporary%20Electricity%20connction%20and%20increase%20of%20exisiting%20load..pdf">https://tsecl.in/sites/default/files/2025-01/Notification%20of%20online%20Dashboard%20in%20public%20domain%20in%20respect%20of%20online%20Temporary%20Electricity%20connction%20and%20increase%20of%20exisiting%20load..pdf</a> |
| <b>Screenshots of Process/ documents</b> | Screenshots of the process is enclosed   |   |

Screenshot of the Dashboard regarding Load Change detail are enclosed in below pages.

1. To view the Dashboard, kindly visit the TSECL website and click on '**BIDYUTBANDHU**' Tab as shown below.



2. On BidyutBandhu page, Click on '**Dashboard**'.



3. An Online Dashboard is display on screen.

Dashboard  
(Data Updated on Real Time basis)

▼ Select Request Type

Select Request Type

Permanent

Temporary

Load Change

Click on Load Change  
Option in from Drop  
Down list to view the  
Load Change  
Dashboard detail

Load Change Dashboard Detail

|  |                            |
|--|----------------------------|
| 1. Time Limit prescribed as per the Public Service Guarantee Act   | <a href="#">Memorandum</a> |
| 2. Total Number of application form received   | 17846                      |
| 3. Total Number of applications Form approved  | 4133                       |
| 4. Total Number of applications received(Receipt of all applicable charges including Security Deposit)     | 1538                       |
| 5. Total Number of applications approved(Number of service connection Released)                            | 11566                      |
| 6. Average time taken to obtain Connection (In Days)   | 8                          |
| 7. Median time taken to obtain Connection (In Days)  | 1                          |
| 8. Minimum time taken to obtain Connection (In Days)   | 1                          |
| 9. Maximum time taken to obtain Connection (In Days)   | 273                        |
| 10. Average fee taken by the Department for completion of entire process of obtaining approval/certificate | 7805                       |

4. User can View a detail Report of Load Change, by clicking **VIEW DASHBOARD (LOAD)** button. Select from Date & to Date and click **GENERATE** button.

VIEW DASHBOARD (LOAD)

01-12-202418-01-2025

GENERATE

Click on VIEW DASHBOARD (LOAD) Option , after that select the DATE RANGE and click on GENERATE Button to view the Application ID wise Load Change Dashboard detail

Tripura State Electricity Corporation Ltd.

For the From : 2024-12-01 TO : 2025-01-18

Load Change

| SL NO | APPLICATION NO  | APPLICATION DATE        | APPROVAL DATE           | FEE DETAILS | TOTAL FEE CHARGED |
|-------|-----------------|-------------------------|-------------------------|-------------|-------------------|
| 1     | L10091020000049 | 2024-12-02 13:01:27.881 | 2024-12-04 11:39:21.073 | 2320.00     | 2320.00           |
| 2     | L10091020000050 | 2024-12-02 13:05:41.322 | 2024-12-11 14:20:50.362 | 2320.00     | 2320.00           |
| 3     | L10021050000024 | 2024-12-02 14:22:19.977 | 2024-12-05 14:49:20.588 | 3263.00     | 3263.00           |
| 4     | L10032010000004 | 2024-12-03 11:54:28.577 | 2024-12-03 12:47:19.727 |             |                   |
| 5     | L10013040000033 | 2024-12-04 11:35:22.666 | 2024-12-05 12:35:36.199 | 3182.00     | 3182.00           |
| 6     | L1001102000361  | 2024-12-04 14:15:25.731 | 2024-12-21 11:13:20.08  | 3187.00     | 3187.00           |
| 7     | L1001102000362  | 2024-12-06 12:24:33.868 | 2024-12-21 11:29:54.04  | 4128.00     | 4128.00           |
| 8     | L10091020000053 | 2024-12-06 14:30:29.826 | 2024-12-11 15:09:49.142 | 909.00      | 909.00            |
| 9     | L10031010000097 | 2024-12-07 10:18:37.154 | 2024-12-12 15:44:24.552 | 1646.00     | 1646.00           |
| 10    | L10012010000066 | 2024-12-07 16:42:54.099 | 2024-12-31 12:35:05.507 | 510114.00   | 510114.00         |
| 11    | L10031010000098 | 2024-12-07 16:47:51.164 | 2024-12-12 14:02:13.171 | 2320.00     | 2320.00           |
| 12    | L1001102000363  | 2024-12-09 18:48:38.991 | 2024-12-21 11:27:36.406 | 3440.00     | 3440.00           |
| 13    | L10091020000057 | 2024-12-13 12:06:55.558 | 2024-12-16 16:30:10.001 | 1486.00     | 1486.00           |
| 14    | L10013010000238 | 2024-12-16 12:31:15.523 | 2024-12-16 13:10:04.623 | 4530.00     | 4530.00           |

**Notification regarding Publish an online dashboard for Load Change Detail in public domain**

**PM-SURYA GHAR: MUFT BIJLI YOJANA**  
<https://pmsuryaghar.gov.in/>

For any consumer service/ grievance/ support, dial Custom

| Services  | Latest News & Announcement  | Accolades & Achievements  | MD's Desk                             |
|---|---|---|---------------------------------------|
| <ul style="list-style-type: none"><li>▶ Service Connection</li><li>▶ Account Reports</li><li>▶ System Operation</li><li>▶ Theft of Energy</li><li>▶ Commercial</li><li>▶ Power Position</li><li>▶ Notification</li><li>▶ Approved Vendor Details</li><li>▶ Saubhgya Updates</li></ul> | <p>Notification of online Dashboard in public domain in respect of online Temporary Electricity connection and increase of existing load.</p> <p>03-01-2025T17:28:23</p> <p>Notificarion of online application for obtaining a Temporary connction and for increase of existing load.</p> <p>03-01-2025T17:47:00</p> <p>Notificarion of online application for obtaining a Temporary connction and for increase of existing load.</p> | <p>Accolades &amp; Achievements</p> <p>TSECL bags first position in 8th IIA for Discoms 2020</p> <p>PM-SURYA GHAR: MUFT BIJLI</p> | <p>MD's Desk</p> <p>Image Gallery</p> |

Click on “**Notification of online Dashboard in public domain in respect of online Temporary Electricity connection and increase of existing load.**” Link under **Latest News & Announcement** section to view the **Notification regarding Publish Online Dashboard in Public Domain** or Click on Direct link which is mentioned in First page of this Document



**Notification Regarding Publishing an online dashboard in public domain in respect of  
Load Change Detail**

**TRIPURA STATE ELECTRICITY CORPORATION LIMITED**

(A Govt. of Tripura Enterprise)

No. F. 1(51)/G.M (Tech)/TSECL/2024-25/ 184-241

Dated: - 21/1/25

**NOTIFICATION**

1. Business Reform Action Plan (BRAP) formulated by Department for Promotion of Industry & Internal Trade (DPIIT), Government of India under the Ease of Doing Business, vide BRAP-2024 Sl. no. 318 and 322 requires to publishing an online Dashboard in public domain in respect of online services of Temporary Electricity connection and increase of existing load.
2. In order to implement the reform and to make the system more transparent and business friendly and to achieve the reform goal the following format of the Dashboard has been developed to publish online under the link- <https://www.bidyutbandhu.com/dashboard4/>.

**Dashboard Format-1**

| Particulars  | Details |
|--|---------|
| Time Limit prescribed as per the Public Service Guarantee Act  |         |
| Total Number of applications received  |         |
| Total Number of applications approved  |         |
| Total Number of applications received(Receipt of all applicable charges including Security Deposit)    |         |
| Total Number of applications approved(Number of service connection Released)                           |         |
| Average time taken to obtain Connection/Increase Load (In Days)  |         |
| Median time taken to obtain Connection/ Increase Load (In Days)  |         |
| Minimum time taken to obtain Connection/ Increase Load (In Days)                                       |         |
| Maximum time taken to obtain Connection/ Increase Load (In Days)                                       |         |
| Average fee taken by the Department for completion of entire process of obtaining approval/certificate |         |

**Dashboard Format -2**

| Sl. No. | Application No. | Application Date | Approval Date | Fee Details                        | Total Fee charged |
|---------|-----------------|------------------|---------------|------------------------------------|-------------------|
|         |                 |                  |               | i. A charge....<br>ii. B charge... | (A+B+..)          |


(Er. Swapan Debbarma)  
General Manager (Technical)  
TSECL, Agartala

## **TRIPURA STATE ELECTRICITY CORPORATION LIMITED**

**(A Govt. of Tripura Enterprise)**

Copy to:-

1. P.S. to the Secretary (Power), Government of Tripura.
2. P.S. to the Managing Director, TSECL.
3. The Director (Technical), TSECL, Corporate office, Agartala.
4. The Director (Finance), TSECL, Corporate office, Agartala.
5. The General Manager (Transmission), TPTL, 79-Tilla, Agartala.
6. The General Manager (Technical), TPGL, Agartala.
7. The General Manager (Finance), TSECL, Corporate office, Agartala.
- 8-20. The Additional General Manager, (DP&C), Corporate office/EC-I, Agartala/EC-II, Agartala/EC-Dharmanagar/EC-Unakoti/EC-Dhalai/EC-Khowai/EC-Sepahijala/EC-Gomati/EC-Belonia/Transmission Circle, TPTL, 79-Tilla, Agartala/Generation Circle, TPGL, Agartala/Central Civil Circle, 79-Tilla, Agartala.
- 21-56. The Deputy General Manager, ED- Amarpur/ED-Udaipur/ED- Sabroom/ ED-Belonia/ED- Shantir Bazar/ED-Sonamura/ ED- Bishalgarh/ED-Jampuijala/ED-I, Banamalipur/ED-II, Bardowali /ED- Capital Complex/ED- Jirania/ED-Mohanpur/ ED-Ranir Bazar/ED- Khowai/ED-Teliamura/ED-Kamalpur/ ED-Ambassa /ED-Manu/ED-Kumarghat/ED-Kailashahar/ED-Kanchanpur/ ED-Panisagar/ED-Dharmanagar/ TD- P.K. Bari, Kumarghat/ TD- Banduar, Udaipur/SLDC, 79-Tilla, Agartala/ Testing & Communication Division/DGM(MMD), Electrical Store Division/DGM(C&T)/ DGM (Corporate & HR)/ DGM (Revenue), Corporate office/DGM(Vigilance-I/II)/DGM (P-I/P-II), Corporate office, Agartala. They are requested to circulate this notification among ESDs under their control.
57. Sri Deepjoy Bhattacharjee, Manager (IT), Corporate office, Agartala for information and uploading the same in the website.

  
General Manager (Technical)  
TSECL, Agartala, West Tripura