

# Important Guidelines for New Connection

## Do's

1. **Ensure that the construction work of the applied premises is completed** and that no construction work is ongoing at the site.
2. **Provide a suitable space for meter installation** on the outer wall of the premises for hassle-free meter reading.
3. **Ensure that the internal wiring of the premises is completed** and that a cut-out/MCB/ELCB is installed at a location adjacent to the meter installation point.
4. **Ensure that the internal wiring complies with safety norms** and adheres to the CEA (Measures Relating to Safety & Electric Supply) Regulations, 2023.
5. **Ensure that the registered mobile number belongs to the applicant** for direct communication and smooth processing of the application.
6. **Ensure the Right of Way (ROW) is available** for stringing the service cable and installing poles (if required for network extension).
7. **Accurately fill out the application form**, including but not limited to tariff details, load, name, supply address, PAN, and GST.
8. **Verify all details mentioned in the Demand Note** before making the payment.
9. **Ensure the completeness and quality of scanned documents.** Documents should be clearly visible and readable before uploading.
10. **Stay updated on notifications or updates** from TPNODL regarding your application.
11. **Inform TPNODL immediately** if any unforeseen circumstances arise that may hinder the processing of your application so that corrective actions can be taken promptly.
12. **Track your application status** by logging into the Mo Bidyut portal / TPNODL website using the registered mobile number/reference number.

## Don'ts

1. **Do not apply for a new connection if there are unpaid dues** against any existing connections associated with the applicant, its family members or applied premise. (*As per Clause 17 of Supply Code 2019*)
2. **Do not pay extra money or offer bribes** to any person including TPNODL officials or it's Business Associates without a valid receipt. If someone ask you extra money/bribe, report it immediately at **9124558988** or **vigilance.tpnodl@tpnodl.com**.
3. **Do not engage in electricity theft** by tapping the electricity line or transformer. *Electricity theft is a punishable offense under the Electricity Act.*
4. **Do not construct buildings underneath High-Tension or Low-Tension lines** without maintaining the required clearance.

For any further queries or clarification, please contact **TPNODL at Toll-Free Numbers: 1912 / 1800-345-6718** or email us at [customercare@tpnodl.com](mailto:customercare@tpnodl.com) .