



ABSTRACT

Energy Department – simplification of procedures related to issue of "Low Tension (LT) – Name Transfer" under SimpleGov – Approval – orders – Issued.

ENERGY (A1) DEPARTMENT

G.O(Ms) No.22

Dated: 10.02.2026

**திருவள்ளூர் ஆண்டு 2057,
விசுவாவசு, தை 27,**

Read: -

1. G.O. (Ms.) No.105, Human Resource Management (AR-1) Department, dated 28.11.2023.
2. Minutes of the SimpleGov – Empowered Committee meeting held on 29.10.2025.

ORDER:

A Screening Committee and an Empowered Committee have been constituted vide the G.O first read above for scrutinizing and approving the SimpleGov proposals to ensure a comprehensive evaluation and approval of proposed modification under the category of Government-to-Citizen (G2C), Government-to-Business (G2B) and other services that are being accessed from Government of Tamil Nadu.

2. The Advisor, SimpleGov has compiled the proposal for simplification of procedures after due consultation with the department and stakeholders on the issue of " Low Tension (LT) – Name Transfer" and placed before the Screening Committee for its recommendation on 23.09.2025. The Screening Committee after due consideration has recommended to the Empowered Committee for its decision.

3. The challenges observed in the existing Low Tension (LT) – Name Transfer process were placed before the Empowered Committee.

4. The Empowered Committee at its meeting held on 29.10.2025, among others, perused and examined the recommendation of the Screening Committee for simplification of procedure related to issue of Low Tension (LT) – Name Transfer process and the following decisions were taken: -

i. End-to-End Digitization:

It was decided that the entire Low Tension (LT) – Name Transfer process shall be made fully online. Applicants shall no longer be required to download, fill, and re-upload forms. Once an application is submitted and the transfer effected, the data shall be securely stored in an online repository accessible to authorized users.

This digital repository shall serve as the authenticated reference base for any subsequent transfers, functioning in principle similar to a blockchain-based record system.

ii. Preparation of Functional Requirement Statement (FRS):

The Committee decided that a detailed Functional Requirement Statement (FRS) shall be prepared, outlining the existing process flow from the time of application submission to final order issuance.

iii. Categorization and Application Design:

It was decided that while the Tamil Nadu Power Distribution Corporation Limited portal already provides for Low Tension (LT) – Name Transfer applications, the system shall be enhanced to clearly specify categories such as Direct Sale, Inheritance, and Other Routine Transfers through dropdown options.

iv. Document Submission and Validation Interface:

Once the applicant selects a category, the process flow shall include options for uploading multiple documents with explanatory text boxes to assist the Section Officer in assessing the validity and relevance of the submissions.

v. Direct Sale Transactions:

For cases of Direct Sale, the following decisions were taken:

- a) Where the existing owner, service connection name, and address match the details in the sale deed, the name transfer shall be system-generated, upon validation by the Section Officer.
- b) A validation checkbox shall be provided for the Section Officer to confirm that the buyer and seller details correspond exactly to the sale document.
- c) Upon confirmation, the name transfer shall be automatically effected by Tamil Nadu Power

Distribution Corporation Limited, and applicable charges shall be reflected in the next billing cycle.

- d) The applicant shall submit an online affidavit to confirm legal compliance.
- e) The total processing time for direct sale transfers shall not exceed 7 days. SMS/Email/WhatsApp alerts shall be sent to both the old and new owners upon completion of the process, similar to beneficiary addition alerts in banking systems.

vi. Cases with Ownership Mismatch:

If the service connection owner differs from the name in the sale deed, the applicant shall be required to provide an explanation in a text box and upload supporting documents.

- a) The system shall provide dedicated spaces for linking supporting documents that establish ownership continuity.
- b) Applicants may also submit a simple document flow chart referencing each document to assist the Section Officer in verifying authenticity.
- c) In cases involving minor discrepancies such as spelling variations, additional documents may be submitted. The Section Officer shall be allowed a maximum of 15 days to complete verification and approval.

vii. Legal Heirship Cases:

In cases where the name transfer is sought based on a Legal Heirship Certificate, the connection shall be transferred in the names of all legal heirs, unless:

A Settlement Deed among the legal heirs specifies the individual(s) to whom the name transfer should be effected, or a Release Deed assigns ownership rights to one or more individuals. Provisions shall be made for attaching relevant documents with explanatory text boxes.

viii. Multiple Document Submissions:

It was decided that the portal shall allow applicants to upload multiple interconnected documents along with explanations within the main application form itself to facilitate clarity and reduce back-and-forth communication.

ix. Mandatory eKYC Affidavit Authentication:

All applicants, irrespective of category, shall be required to authenticate an eKYC-based affidavit affirming that:

- a) There are no legal impediments to completing the name transfer.
- b) The connection may be reverted to its earlier name if any false information is later discovered.
- c) The applicant accepts full responsibility for the authenticity of the information provided. This digital affidavit empowers the Section Officer to revoke a falsely obtained name transfer.

Adoption of Aadhaar-based Authentication:

It was decided that Aadhaar-based authentication shall replace physical affidavit uploads. The Committee noted that Aadhaar eSign is legally recognized under:

- a) The Information Technology Act, 2000 (Sections 3A, 5, and 10A),
- b) The Bharatiya Sakshya Adhinyam, 2023 (Section 63),
- c) Kerala High Court Rules, 2022 (Amendment), Rules 77 and 19(7), and
- d) Delhi High Court judgment in Shri Srinath Kumbargeri Venkatachalappa vs CA Shivaram (2024).

Aadhaar eSign uses secure digital certificates and OTP/biometric authentication, providing superior legal reliability, cost-effectiveness, and convenience compared to physical stamp paper affidavits.

x. Applicant Clarification and Timelines:

For cases requiring clarification, applicants shall be given 15 days to appear before the Section Officer/Assistant Engineer with supporting documents. If no response is received within this period, the application shall be closed.

The Assistant Engineer shall ensure that such cases are paused for verification before final decision.

If an application is rejected, the portal shall require officers to record reasons from predefined options such as:

- a) Inadequate documentation,
- b) Name mismatch on legal heir certificate,

- c) Typographical errors in sale deed, or
- d) Other (with text box entry).

In such cases, registration fees shall be forfeited.

xi. Application Tracker:

The Committee decided that a public-facing tracker for the applicant and the supervisory officials shall be provided on the Tamil Nadu Power Distribution Corporation Limited portal to display real-time progress of applications, with the following stages:

Stage 1: Application Submitted

Stage 2: Document Scrutiny by Section Officer

Stage 3: Approved/Rejected

Stage 4: Order Issued

The tracker shall also indicate the number of days taken at each stage.

xii. Internal Monitoring Dashboards:

A dashboard for monitoring pendency shall be made available for internal use, showing applications under process and unnecessary delays at each Section Officer's level. The dashboard shall include reasons for delay, enabling supervisory officers from Assistant Executive Engineer to Superintending Engineer to monitor performance and identify bottlenecks.

xiii. Automated Updates and Alerts:

The Committee decided that automatic updates shall be made to the Tamil Nadu Electricity Board database upon successful processing of a name transfer. Alerts shall be triggered to relevant officers if applications remain pending beyond prescribed timelines.

xiv. Geographical Information System (GIS) Integration:

It was decided that all Geographical Information System (GIS) layers shall be integrated into the portal in its present form and as more features are developed. This integration will support better visibility of low tension connection density and aid in infrastructure planning for balanced load distribution.

xv. No Objection Certificate (NOC):

Applicants seeking Low Tension (LT) – Name Transfer must obtain a No Objection Certificate (NOC) from the current registered consumer or authorized representative. Failure to provide a valid No Objection

Certificate (NOC) shall result in rejection or delay of the application.

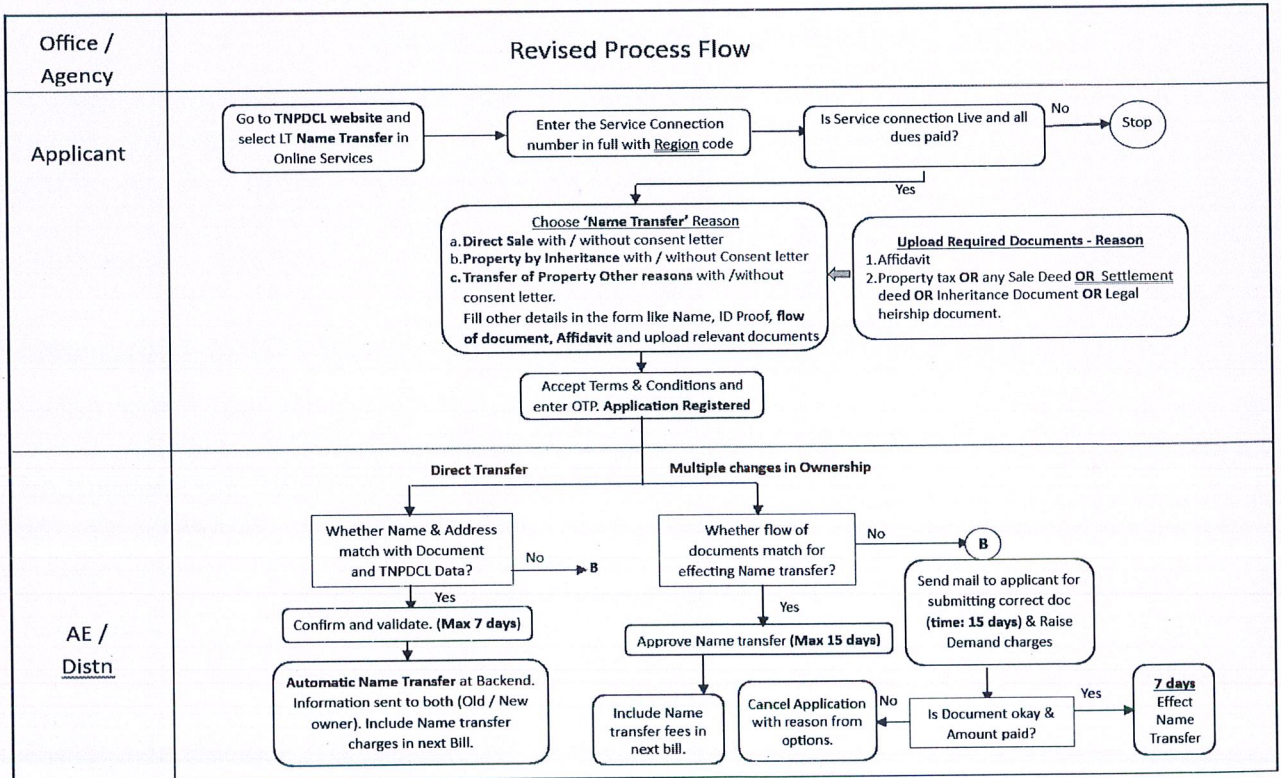
xvi. Primary Liability in Joint Transfers:

For transfers involving multiple applicants, the process shall continue as per existing norms. However, the Committee decided that primary liability for dues recovery shall rest with the applicant designated as the primary holder to safeguard Tamil Nadu Power Distribution Corporation Limited’s interests in case of disputes among co-holders.

xvii. Disclaimer on Ownership and Energy Theft:

- a. The Committee decided that the approval of an Low Tension (LT) – Name Transfer shall not be construed as proof of ownership of the property or premises. It shall only represent an administrative update in service records.
- b. It was further decided that the name transfer shall not absolve any individual from liability related to past or ongoing cases of unauthorized usage, energy theft, or tampering. Tamil Nadu Power Distribution Corporation Limited shall retain full authority to initiate or continue legal or departmental proceedings in such cases.

Proposed flowcharts as finalised: -



Wherever found necessary, orders may be processed and obtained from Tamil Nadu Electricity Regulatory Commission.

5. The Government, after careful examination, have decided to accept the decisions taken by the Empowered Committee at its meeting held on 29.10.2025 regarding simplification of procedures related to issue of "Low Tension (LT) – Name Transfer" under SimpleGov and for due recommendation to the Tamil Nadu Power Distribution Corporation Limited for adoption as at para 4 above and wherever necessary for approval by Tamil Nadu Electricity Regulatory Commission.

(BY ORDER OF THE GOVERNOR)

**MANGAT RAM SHARMA,
ADDITIONAL CHIEF SECRETARY TO GOVERNMENT (FAC).**

To

The Additional Chief Secretary/Chairman and Managing Director,
Tamil Nadu Power Distribution Corporation Limited,
Chennai – 600 002.

The Secretary,
Tamil Nadu Electricity Regulatory Commission,
Chennai – 600 032.

Copy to:-

The Principal Secretary to Government,
Human Resources Management Department,
Chennai – 600 009.

Hon'ble Chief Minister's Office,
Chennai – 600 009.

The Senior P.A. to Hon'ble Minister (Transport and Electricity),
Chennai – 600 009.

The Sr.PPS to Chief Secretary to Government,
Chennai – 600 009.

The Sr.PS to Additional Chief Secretary to Government (FAC),
Energy Department,
Chennai – 600 009.

SF/SC

//FORWARDED BY ORDER//

done *10/21/2026*

SECTION OFFICER.

SS
10/21/2026