

Co-ord cell/Online System/

No 04681

Date: 28 FEB 2017

Commercial Circular No. 281

Sub: 100% use of Online System for Industrial & Commercial consumers for New Connections and Load enhancement/ reduction.

- Ref:** 1. Commercial Circular No. 187 dt. 15.02.2013
2. Commercial Circular No. 226 dt. 20.08.2014
3. Commercial Circular No. 245 dt. 05.08.2015

In view to provide facility to consumer to fill up form as per his convenience from his home or office & to avoid need to physically visiting to the MSEDCL office, MSEDCL has developed an online system which is in operative since Feb-2013. The instruction to use this system were already issued vide Commercial Circulars under reference No.(1), (2) & (3). The facility of load enhancement/ load reduction of existing consumers is also added to the system.

New connections (NC) system is aimed for enhancing the customer services. This sanction process operates on real-time basis, thereby reducing the significant time required for processing consumer's application. It also enables MSEDCL in bringing discipline & time management in processing the applications and further to ascertain whether standard of performance (SOP) for New Connections Services is being followed.

The IT system also has now updated. Now all consumers including 1 Ph & 3 Ph can upload all documents online including test report.

In view of above, it is directed that, New connections & load enhancement/reductions of **Industrial & Commercial** applications will be accepted & processed through online system only.

Physical copy shall not be asked from the consumer. If consumer faces any difficulty in filling online form, concerned officer will help him to upload the same but in any case physical copies will not be accepted.

The status of the commercial & industrial consumer's application is to be updated by concerned officer at various level through online system only. No manual processing of the applications of **Industrial & Commercial** applications for New connections and load enhancement/reductions will be allowed.

The implementation of on line processing of Industrial & Commercial applications shall come in to force from the date of issue of this circular.

Similarly maximum efforts shall be taken to ensure acceptance of A-1 & its processing through online system for all other category consumers.

1 (Copy) 28.2.17
Chief Engineer (Commercial)

Copy: As per mailing list