

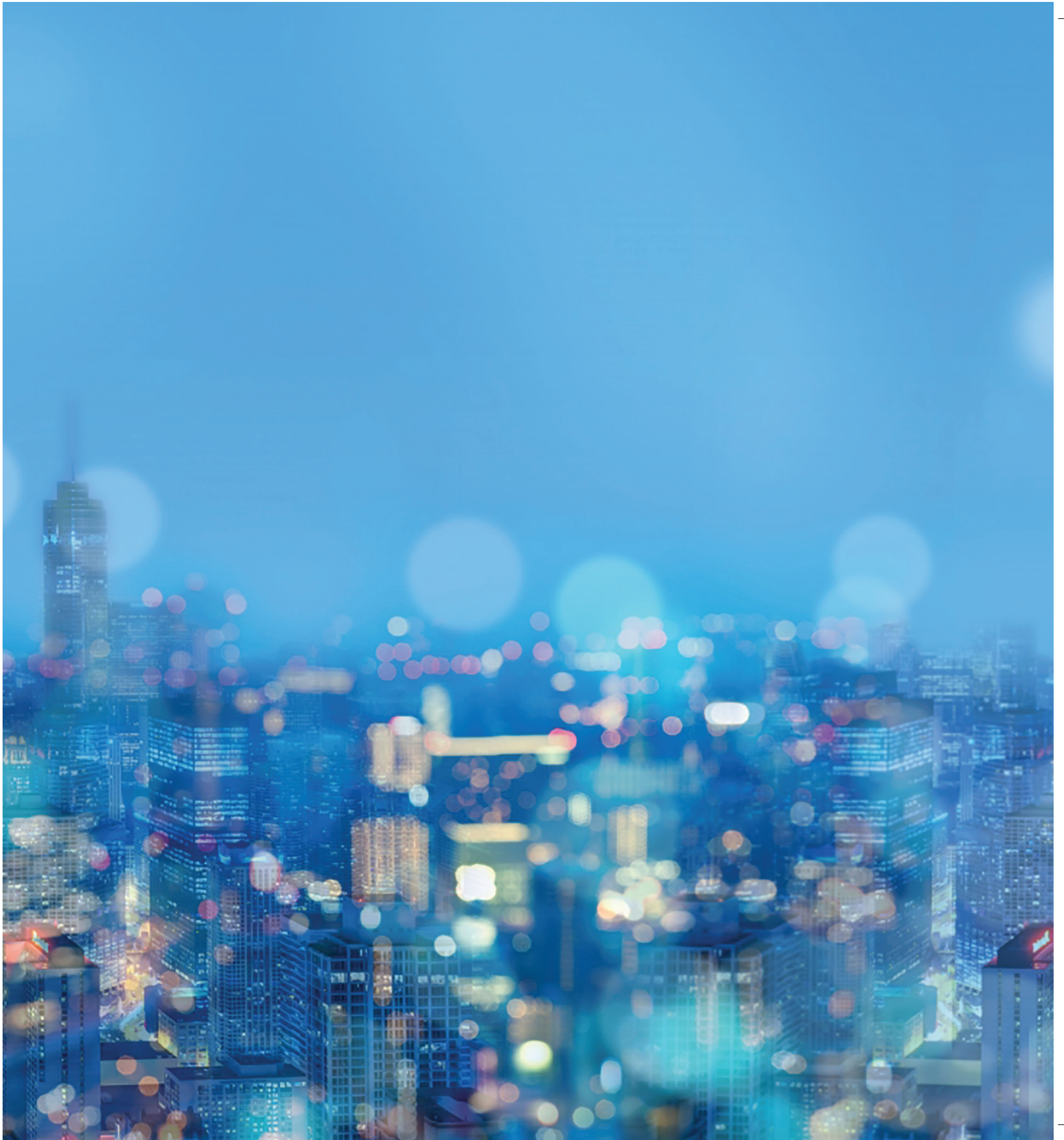


MAHAVITARAN

Maharashtra State Electricity Distribution Co. Ltd.



— • **CITIZEN CHARTER** • —



FOREWORD

A Citizen's Charter is the expression of an undertaking by the provider of a public service with respect to the quantity and quality of services. It is a voluntary declaration by service provider about service standards, choice, accessibility, non-discrimination, transparency and accountability. It is a defined response to the various services which a citizen requires in normal course. It enshrines the trust between the service provider and its users.

MSEDCL, being a service sector public utility company endeavours to deliver 24x7 reliable and quality power supply to its expanding consumer base, at reasonable rates. This citizen charter has been framed with a view to simplify and streamline various business processes dealing with day to day needs of consumers. It covers our vision and mission, a glimpse of organizational structure, detailed information on key services required by the consumers, processes and time limits to deliver these services and grievance redressal mechanism in accordance with the regulatory mandate. Various consumer touch points have been identified and deliberated herein and emphasis has been given on the digitalization of services to bring in transparency, predictability and accountability.

I believe that all our existing and prospective consumers would find this citizen charter useful and with the delivery of services timely and transparent manner as envisaged herein, we will be able to achieve higher level of consumer satisfaction.

Sanjeev Kumar (IAS)
CMD, MSEDCL



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INTRODUCTION & COMPANY PROFILE

The erstwhile **Maharashtra State Electricity Board (MSEB)** was looking after Generation, Transmission and Distribution of electricity for the entire state of Maharashtra, except Mumbai region.

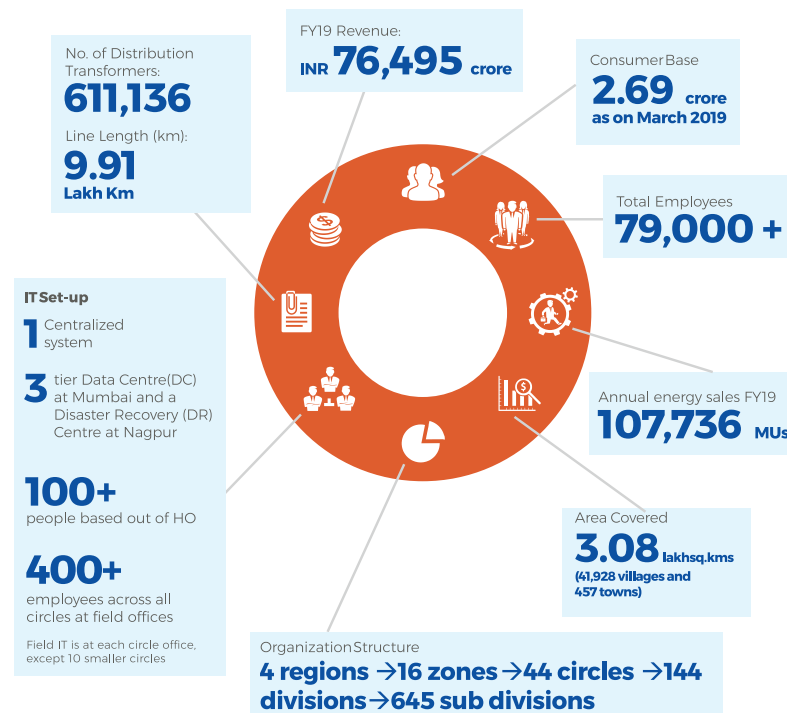
Post the Electricity Act of 2003, MSEB was unbundled and restructured into four companies in 2005:

- MSEB Holding Co. Ltd
- Maharashtra State Electricity Distribution Company Ltd. (Mahavitaran)
- Maharashtra State Power Generation Co. Ltd. (Mahagenco)
- Maharashtra State Electricity Transmission Co. Ltd. (Mahatransco)



MSEDCL-Key facts at a glance

MSEDCL is the largest electricity distribution company in India, with over 2.69 crore consumers, 79000+ employees and a supply of over 20,000 MW of power across the state of Maharashtra. MSEDCL has an extensive infrastructure network spread across the state consisting of distribution lines (HV and LT), sub-stations, and distribution transformers across different categories of feeders. (Express, Industrial, Agriculture, Non Agriculture etc.)



Registered corporate office: "Prakashgad", Plot No. G-9, Anant Kanekar Marg, Bandra (E), Mumbai - 400051 / Tel.: PBX (022) 26474211, 26472131 / Fax: (022) 26472318 | Website: www.mahadiscom.in

VISION

“To be the best power distribution utility of India by delivering reliable and quality service at competitive price to the consumers and contribute to the sustainable development of our State and Nation”.

MISSION

- We, as a professional company, dedicate ourselves to accept all challenges to serve our consumers by supplying reliable and quality power at reasonable and competitive tariffs so as to boost agricultural, industrial sector and overall economic development of Maharashtra.
- We, commit to honesty, integrity, pro-activeness and transparency in our all actions to achieve higher standards of consumer satisfaction.
- We commit to being a consumer centric organization and a trustee for our consumers.
- Our processes shall be based on faith and trust and IT enabled, which shall reduce compliance cost for all stakeholders.
- We, aim at achieving technological excellence and financial sustainability for the overall benefit of the consumers.
- We shall be a learning organization focusing on continuous improvement.
- We shall strive for reduction in loss of human life due to electrical accidents.

PHILOSOPHY OF CITIZEN CHARTER

‘Citizen Charter’ is a progressive initiative taken in the quest to solve the problems encountered by the common citizens in their daily interactions with a public service organization like MSEDCL. The concept of Citizen Charter enshrines the trust between the service provider and its users. The main philosophy of the citizen charter focuses on,

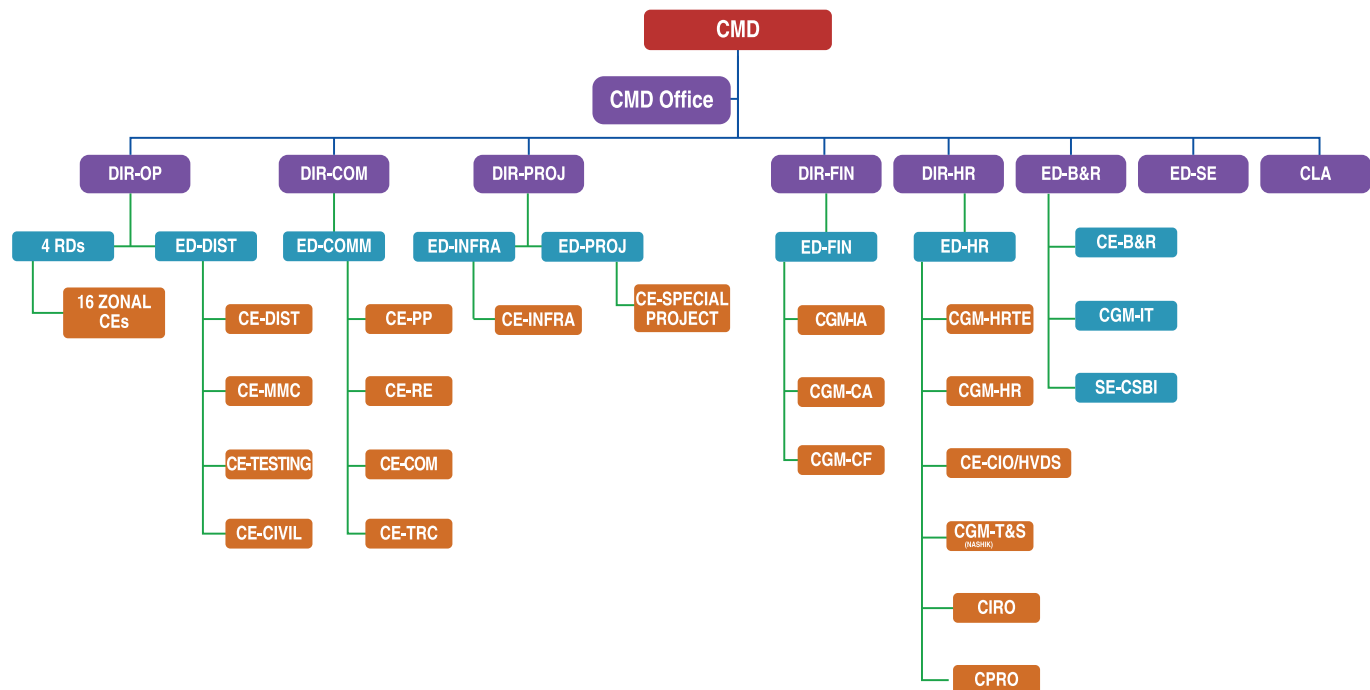
- Establishing an environment of trust with consumers through predictable and transparent services.
- Maximum use of digital services like Mobile App, SMS based services and web based services to ensure maximum transparency and speedy and effective services at minimal cost and inconvenience to the consumers.
- To simplify processes for all services like a new connection, bill correction, change in name, address correction, change in tariff, change in load, testing of meter, shifting of lines etc.
- To ensure that every consumer interaction with the organization shall elicit a predictable and a definite response.

OBJECTIVES OF CITIZEN CHARTER

The objective of Citizen Charter is to empower the citizens in relation to public service delivery with an aim to improve the quality of public services. This is done by letting people know the mandate of the organization, how one can get in touch with its officials, what to expect by way of services and how to seek remedy for grievances. The charter is framed to ensure quality, standards, accountability and transparency. The key objectives which the Citizen Charter aims to fulfill are,

- To bring transparency in the system and help in building mutual trust with consumers.
- To educate and empower the consumers with respect to services offered by MSEDCL.
- Commitment of MSEDCL for providing the services as per the requirements, standards and expectations of consumers as per SoP set by MERC.
- To bring clarity and transparency at all levels in order to achieve MSEDCL's ultimate goal of consumer satisfaction.
- To serve as a resource directory providing information on the services, procedures, personnel and contact persons from head office to the field level, responsible for implementing the charter.
- To specify the service standards, complaints handling and redressal standards and primary responsibility centres.
- To re-engineer consumer services in order to reduce overall compliance cost, enhance convenience and ensure a dignified and predictable response for all consumer interactions.

ORGANIZATIONAL STRUCTURE



ACCESS TO OUR SERVICES

Our services can be accessed through any of the following methods:

1. USER FRIENDLY WEBSITE

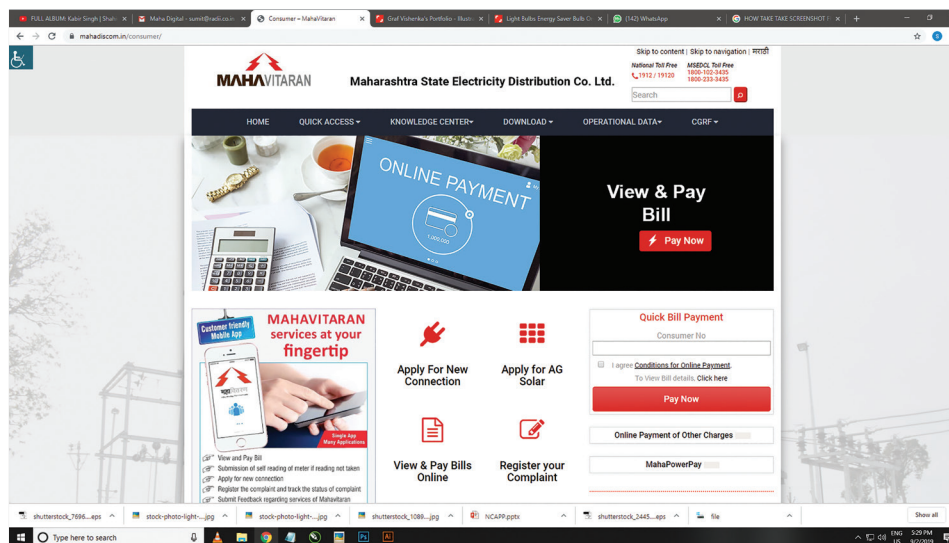
1.1. The current website of Mahavitaran, www.mahadiscom.in, available in both English and Marathi, offers a plethora of services to consumers. Consumers need to register themselves on the website, create an account to avail the services. However some services can be availed without registering on the website as given below.(Consumer number and Billing Unit no, are required to avail services without registration) :

- View and pay latest bill (only for LT consumers).
- View and download last 6 month bills.
- View payment history.
- Request for New Connection.
- Track application status.

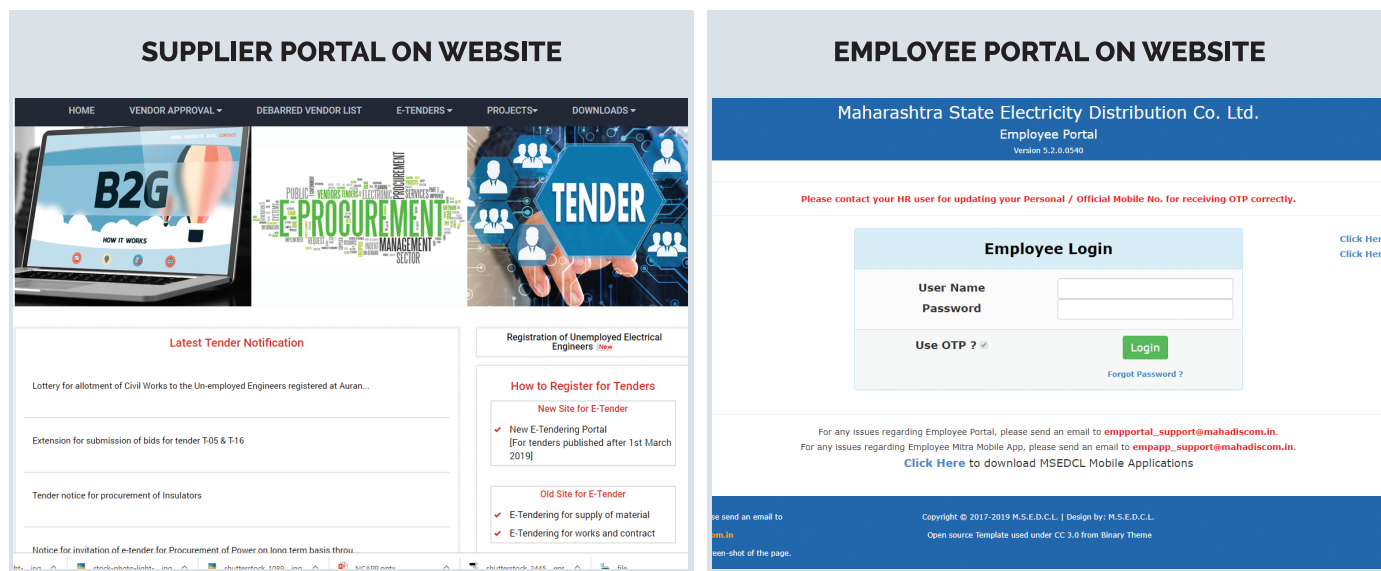
1.2. The website also has key information like MSEDCL profile, power position in state, including details of all PPA (Power Purchase Agreements), short term power purchases etc., regulatory information and RTI information which shall be useful to many stakeholders. Some of the key features of the MSEDCL's new website are :

- Dedicated landing page for individual stakeholders such as consumers, employees and vendors.
- Information on scheduled outages and meter stock data.
- User friendly, secure, responsive and compatible with PCs, tablets and mobile devices.
- Up to date contents with regular updates by MSEDCL officials.
- Fully compliant with GIGW (Guidelines for India Government websites) guidelines.

1.3. The various services available on MSEDCL website on consumer portal are as given below :



1.4. In addition to consumer portal, there are dedicated landing pages for employee portal and vendor portal which offer a host of services. The employee portal can be accessed via employee login. The vendor portal provides varied information and services such as latest tender notifications, approved vendor lists, online vendor registration, information on e-tenders, upcoming projects, and downloadable information on technical specifications, cost data etc. The screenshots for the portals are as given below :



2. CONSUMER MOBILE APP

2.1. MSEDCL's consumer app was launched in June 2016 and it is available across various mobile platforms (Android, IOS and Windows mobile) in English and Marathi. As on 31-07-2019, 36.73 Lakhs consumers have downloaded our mobile app. You can download Mahavitaran Mobile app from **Google Play store/Apple App store / Windows** on your smart phone and avail number of valuable services. Services like new connection application, bill viewing and payment do not require a registration and users can avail these services via a 'Guest login'. However consumers can register themselves and create an account via APP or www.mahadiscom.in to get the following convenience:

- No need to remember consumer number every time for the bill payment.
- Multiple connections can be organized under single account (Umbrella facility).
- Register power supply related complaints via services requested and view resolution status.
- Features like online application for new connection, change of name, change of load, submission of meter reading etc.
- New features that one added to the app every now and then.

2.2. Facilities and services accessible on onsumer App without registration :

- New connection application
- Payment of reconnection charges
- View & pay bill
- View bill and payment history
- New connection application status
- Report power theft
- Locate nearest MSEDCL office and collection centre
- Bill calculator
- Feedback about services

2.3. Facilities and services accessible on onsumer App with registration :

- Change of name
- Change of load
- Change of tariff
- Correction in address
- Self -meter reading
- 'Go Green' option
- Uploading mobile no and email id
- Register and track application / complaints status

2.4. Consumers can give their feedback via *Mobile app*. Alternatively they can share their feedback and suggestions via email at msedclapp@mahadiscom.in

3. IDENTIFICATION OF CONSUMER TOUCH POINTS

3.1. To bring transparency in working, it is very necessary to identify the various consumer touch points or the various reasons for which the consumers approaches the offices of the organization. The various touch points identified are as given below :

Services	Billing complaints	Supply complaints	Others
<ul style="list-style-type: none">· New service connection· Change in load· Change of name· Correction in name/address· Change in tariff category· Payment of E-bill· Refund of Security deposit· Refund of electricity duty· Meter replacement· Meter shifting· Meter testing· Issue duplicate bill· Shifting of line	<ul style="list-style-type: none">· Wrong Billing· Payment realization of electricity bill· Meter faulty· Wrong tariff· Disconnection/ Reconnection of power supply· Incentives	<ul style="list-style-type: none">· Power failure· Voltage fluctuation· Frequent tripping· Fuse off· Distribution transformer failure· Metering Equipment failure	<ul style="list-style-type: none">· Report power theft· Report electrical accident· Accident compensation claims· Complaints against staff for use of unfair practices· Complaints on corruption· Report on safety

3.2. MSEDCL has rewritten almost all its processes related to consumer interactions. Many of the processes which were manual, have been converted to online processes. Many other initiatives such as simplification of formats, processes, reducing the number of documentation required and implementation of escalation matrix have greatly enhance predictability of services and increased consumer satisfaction. The evolution of the processes between old and new processes is as shown below :

#	Service	Old process	New process
1	New service connection • Residential & commercial • Industrial • Agriculture	<ul style="list-style-type: none"> • Manual A1 form & Multiple documents required to be submitted at section / subdivision/ Circle Office • Electrical Contractors Certificate on A1 form mandatory • Requirement of Test report (D-31) • Lengthy sanction and connection process • No provision for tracking status of application Consumer 	<ul style="list-style-type: none"> • Complete online process via Website or mobile APP • Online uploading of two documents – Occupancy and Identity proof. • Simplified online A1 FORM with only 11 columns to filled in • Removal of Electrical Contractors Certificate on A-1 form • Self certification of installations upto 11kv notified voltage level • Updates to Consumer by SMS at every stage for status of his application • New connection process for Industrial consumers only via GoM Maitri portal
2	Change of Load - HT and LT	<ul style="list-style-type: none"> • Manual submission of A1 form • Documents for additional load required • Lengthy sanction and connection process 	<ul style="list-style-type: none"> • Complete online process via Website or Mobile APP after registration • No need for additional documents • Consumer is notified by SMS at every stage for status of his application
3	Change of Name - HT and LT	<ul style="list-style-type: none"> • Manual submission of FORM U • Minimum two documents required • Five page lengthy application form • NOC from old consumer 	<ul style="list-style-type: none"> • Complete online process via Website or Mobile APP after registration • Simplified online FORM U with only 6 columns to filled in • Only ONE document in support of name change to be uploaded • No need of NOC from old consumers
4	Correction in Name/ Address - HT and LT	<ul style="list-style-type: none"> • Manual Process involving documentation 	<ul style="list-style-type: none"> • Complete online process via Website or Mobile APP after registration • Only ONE document in support of the correct name as required to appear in electricity bill to be uploaded
5	Change in tariff category	<ul style="list-style-type: none"> • Manual application at MSEDCL offices 	<ul style="list-style-type: none"> • Complete online process via Website or Mobile APP after registration • Selection of business activity from dropdown list auto applies tariff category
6	Refund of Security Deposit/Electricity Duty	<ul style="list-style-type: none"> • Manual application at MSEDCL offices 	<ul style="list-style-type: none"> • Complete online process via Website after registration • Direct refund through ECS in bank account of consumer

#	Service	Old process	New process
7	Billing related complaints - HT and LT	<ul style="list-style-type: none"> Manual application at MSEDCL offices 	<ul style="list-style-type: none"> Online submission of complaints through Service Request (SR Form) via Website or Mobile APP after registration Offline submission of complaints through Customer facilitation centres (CFCs) or via call to Centralized Customer Care Centre on toll free numbers or social media
8	Supply related complaints – HT and LT	<ul style="list-style-type: none"> Manual application at MSEDCL offices 	<ul style="list-style-type: none"> Online submission of complaints through Service Request (SR Form) via Website or Mobile APP after registration Offline submission of complaints through Customer facilitation centres (CFCs) or via call to Centralized Customer Care Centre (CCCC) on toll free numbers or on social media.
9	Meter related complaints – HT and LT	<ul style="list-style-type: none"> Manual application at MSEDCL offices No clarity on charges to be paid 	<ul style="list-style-type: none"> Online submission of complaints through Service Request (SR Form) via Website or Mobile APP after registration Offline submission of complaints through Customer facilitation centres (CFCs) or via call to Customer Care Centre on toll free numbers Standardized charges as per MERC regulations

ONLINE PROCESS FOR KEY SERVICES TO CONSUMERS

1. REGISTRATION OF CONSUMER WITH MSEDCL

It is necessary for existing consumers first to get registered with MSEDCL for availing various services such as change in load, change in name, change in tariff, correction in address, correction in name 'Go-green' facility, submission of self-reading etc. For registration, follow the procedure below:

- i) Visit our website www.mahadiscom.in, look for *Consumer Portal > Quick access > Consumer Web Self Service > Consumer Registration* Or Consumer Mobile App.
- ii) Fill in the details viz. consumer number, mobile number, email id, desired login and password .
- iii) You will be registered with the login name and password and can access your account through the same.



2. SERVICE CONNECTION

2.1. New Service Connection :

Applicants in urban areas needs to apply "ONLINE" only for the new service connection. Also HT consumers and LT industrial consumers (>20kw) irrespective of the area should apply for new service connection through "ONLINE" mode only. "OFFLINE" facility has been made available to rural consumers, as detailed in para 'OFFLINE PROCESS FOR KEY SERVICES TO CONSUMERS' on page no 18. Take following steps to apply for the new service connection :

- i) Visit our website www.mahadiscom.in, look for *Consumer Portal > Quick access > Consumer Web Self Service > New Electricity Connection* Or consumer Mobile Application (APP).
- ii) Fill in the online AI form for new connection application and upload documents as per Annexure 'A' (also available on web site) confirming –
 - a) Identity proof.
 - b) Ownership/Legal possession proof of premises.
- iii) You shall get a standard demand note online which may get revised post field survey. Make online payment as per demand note through Net Banking, UPI, Wallet, Credit/Debit Cards.
- iv) The physical verification shall be done by MSEDCL officials within 2 days of the application. You will be given prior intimation of MSEDCL official visiting your premises, through SMS.
- v) A revised demand note, if required shall be generated after survey by MSEDCL staff. General reasons for demand note revision are: Additional load requirement, additional infrastructure required etc.
- vi) You can pay the difference in charges if any through Net Banking, UPI, Wallet, Credit/Debit within 7 days. The application shall expire in 4 weeks in case the demand note is not paid from the date of its generation.
- vii) You have to complete internal wiring work and upload self-declaration certifying electrical installations at your premises as given in Appendix "B" after payment of demand note.
- viii) Application scrutiny will be done within 3 days from the date of uploading of self declaration regarding your electrical installations and payment of demand note whichever is later and a meter shall be provided by MSEDCL (within 1-2 days) and supply will be released for your connection.
- ix) You will be notified by SMS at every stage for status of the application process. You may track the application status online via Website or APP using the application number generated.
- x) For industrial consumers, you will have to apply for new connection application on Maitri portal of Government of Maharashtra. The web-link to this page <https://maitri.mahaonline.gov.in/Registrationnew/Registration>.
- xi) Industrial consumers will have to produce NoC from MPCB, if applicable. Refer circular no. 243 available on website www.mahadiscom.in. Also they have to execute an online agreement, a part of new connection form.

2.2. Change of Load :

For change of load for LT and HT connection, the above online process in 2.1 shall remain the same. You are required to provide self declaration regarding electrical installations for notified voltage level upto 11 KV, beyond this voltage level you will have to submit test report from licensed electrical contractors. No other supporting documents are required.

2.3. Change of name of electricity connection :

Change of name of electricity connections activity pertains to transfer of existing ownership of the premises in the name of new owner due to reasons like sale of property etc. Take following steps to apply for the change of name :

- i) Visit our [website www.mahadiscom.in](http://www.mahadiscom.in), look for *Consumer Portal > Quick access > Consumer Web Self Service > Change of name* Or consumer Mobile Application (APP).
- ii) Login with your registered login id and password and fill in the change of name Form 'U'.
- iii) Upload any one document as per Annexure 'A' confirming your ownership of property reflecting your correct name.
- iv) Ensure that there is no outstanding arrears on the premises at the time of applying for change in name. Application will not be processed if there is any pending arrears on the premises. "SMS" will be triggered to old as well as new consumer as soon as change of name application is submitted online.
- v) The old consumer can get refund of his Security Deposit (through ECS) by filling the pro-forma 'X' on the same 'U' Form else Security Deposit amount will be transferred in the name of new consumer.
- vi) In case of security deposit as per stipulated guideline of MERC refund, incoming consumer shall required to pay an amount in commensurate to his load demanded, as security deposit as per stipulated guidelines of MERC. An online demand Note will be generated for the same and will be made available online within 48 Hrs of application.
- vii) Make online payment as per demand note through Net Banking, UPI, Wallet, Credit/Debit Cards.
- viii) Effect of change of name on bill shall happen within the 2nd billing cycle.

2.4. Name correction on Electricity bill :

Name correction on electricity bill refers to the errors in spellings of name, which have been inadvertently entered by the consumer himself or MSEDCL wrongly at the time of filling up the new service connection application. It also refers to the corrections subsequently envisaged by the consumers through gazette 'Name Change'. Take following steps to apply for the name correction :

- i) Visit our [website www.mahadiscom.in](http://www.mahadiscom.in), look for *Consumer Portal > Quick access > Consumer Web Self Service > Name correction* Or consumer Mobile Application (APP).
- ii) Login with your registered login id and password and fill in name correction form online.
- iii) Upload any one document confirming your correct name as per Annexure 'A', as required to appear on the bill.
- iv) Ensure that there is no outstanding arrears on the premises at the time of applying for change in name. Applications will not be processed if there are any pending arrears on the premises.
- v) Effect of corrected name on electricity bill shall happen within the 2nd billing cycle from the date of application.

2.5. Address correction for the existing consumers :

Address correction refers to the errors in spellings, format of address lines of the consumers etc., which have been inadvertently entered by the consumer or MSEDCL wrongly at the time filling up the new service connection application. Consumers are requested to provide detail address in the appropriate fields in the application form and upload documents in support of the correct address. Take following steps to apply for the address correction :

- i) Visit our website www.mahadiscom.in, look for *Consumer Portal > Quick access > Consumer Web Self Service > Address correction* Or consumer Mobile Application (APP).
- ii) Login on the Web Self-service portal with your registered login id and password.
- iii) Click on the tab 'Address Correction'.
- iv) Enter details of the correct billing address in the fields given, upload document as per Annexure 'A', (also available on website) support of correct address (expected to be reflected on electricity bill), and submit the form.
- v) Concerned SDO will approve the request and thereafter correction in address will be effective from the next billing cycle.

2.6. Change in tariff :

This facilitates you to make change in tariff category of your connection eg from residential to commercial, industrial to commercial, agricultural to residential etc. Request for change in tariff category will be processed only if there is no outstanding arrears on the premises. You should therefore ensure the same before applying. Take following steps to apply for the change in tariff category :

- i) Visit our website www.mahadiscom.in, look for *Consumer Portal > Quick access > Consumer Web Self Service > Change tariff category* Or consumer Mobile Application (APP).
- ii) Login on the Web Self-service portal with your registered login id and password.
- iii) Click on the tab 'Tariff Change'. Update the activity details from dropdown list and type of supply (single phase or three phase, as applicable).
- iv) Concerned MSEDCL official will visit your premises, if required for confirming the business activity as requested by you through selection from the drop down list.
- v) Prior intimation of the visit of MSEDCL official will be given to you through 'SMS' on your registered mobile number.
- vi) In case of approval, change will be effective from the next billing cycle else reason for rejection will be communicated to the consumer within 3 days from the date of inspection visit of our official.

2.7. 'Go-Green' Option :

You can opt for 'Go-Green' facility made available by MSEDCL to support green initiative. Once you avail this facility, physical copy of the monthly electricity bill will not be delivered to you, instead you will receive electricity bill on your registered email id. If you opt for this facility, you will be given a rebate of Rs. 10 (Rupees Ten only) in your monthly electricity bill. However at any time you can visit our web-site and take a print of your electricity bill monthwise upto last 6 months. Take following steps to opt for "Go-Green" option :

- i) Visit our website www.mahadiscom.in, look for *Consumer Portal > Quick access > Consumer Web Self Service > Go-Green* Or consumer Mobile Application (APP).
- ii) Login on the Web Self-service portal your registered login id and password.
- iii) Enter your email address on which you want to receive your monthly e-bill and submit the form online.
- iv) You will be registered for "Go-Green" and will start receiving e-bill on your registered email id instead of a physical copy of bill at your premises from next billing cycle.
- v) In case, you want to withdraw this facility, you simply have to select the option 'Un-register' in the similar manner as for 'registration' of the "Go-Green" option.

2.8. Submission of 'Self-reading' :

Meter reading of meter in your premises is taken by MSEDCL on monthly basis as per the scheduled dates. However it may happen on some occasion that meter reader could not be able to take the actual meter reading due to non-access to the your premises. In such cases, You will be billed on 'average' unit basis (average of preceding 3 month with normal readings). However to avoid such 'average' billing, SMS will be sent to you by MSEDCL in case of non-availability of meter reading , requesting you to submit your reading at your own. Self- reading facility is enabled only on the receipt of SMS from MSEDCL for the same. SMS for submitting self- reading is sent to you only if meter reading is not taken on scheduled date by the meter reader. You can submit your reading through website or Mobile App. Following steps are to be followed for submitting your meter reading :

- i) Visit our website www.mahadiscom.in, look for *Consumer Portal > Quick access > Consumer Web Self Service > Self-reading* Or consumer Mobile Application (APP).
- ii) Login on the Web Self-service portal with your registered login id and password.
- iii) Enter the meter reading value, upload photo of the meter reading and submit form online.

3. SUPPLY RELATED SERVICES FOR HT AND LT CONSUMERS

3.1. Temporary / Permanent Disconnection on request :

If you want to surrender your existing electricity connection willingly, you can do so by submitting an application either for temporary disconnection or permanent disconnection in online or offline mode. In case of temporary disconnection, power supply to the premises will be disconnected by removing fuse or service wire (meter is not removed) and monthly fixed charges will be charged to you whereas in case of permanent disconnection, service wire as well as meter will be removed from your premises and your billing will be stopped further. While submitting request for the temporary /permanent disconnection, you should ensure that such premises does not have any outstanding arrears. Take following steps are to apply for temporary/permanent disconnection of supply :

- i) Visit our website www.mahadiscom.in, look for *Consumer Portal > Quick access > Consumer Web Self Service > Service request > Disconnection on request* Or consumer Mobile Application (APP).
- ii) Login on the Web Self-service portal with your registered login id and password. Fill in the required details in the form and submit online.

- iii) Concerned MSEDCL official will visit your premises to verify legal aspect involved or outstanding arrears if any.
- iv) In case no discrepancies is observed, he will note down the final reading on the meter, and will disconnect the power supply to the premises temporarily. In case of permanent disconnection, final bill will be served to the consumer within 3 days from the date of visit or disconnection which ever is later, and on payment of this bill, you power supply will be permanently disconnected in the billing system to stop further billing. In case of statutory directives eg court order restraining power supply disconnection of the premises, request for disconnection will not be approved and it will be conveyed to you with reasons for dis-approval, within 3 days from the date of visit to the premises.
- v) Prior intimation of the visit of MSEDCL official will be given to you through 'SMS' on your registered mobile number.
- vi) In case of temporary disconnection, you will have to pay the applicable monthly fixed charges regularly.

3.2. Reconnection of supply :

Reconnection of power supply to the premises can be requested only after payment of outstanding arrears. Reconnection in case of permanently disconnected consumers can be requested within 6 months from the date of permanent disconnection. Take following steps to apply for reconnection of supply :

- i) Visit our website www.mahadiscom.in, look for *Consumer Portal > Quick access > Consumer Web Self Service > Service request* Or consumer Mobile Application (APP).
- ii) Login on the Web Self-service portal with your registered login id and password.
- iii) Fill in the form for supply reconnection and pay reconnection charges alongwith outstanding arrears if any online.
- iv) Supply will be reconnected as per MERC SoP timelines, only after payment of outstanding arrears and re-connection charges as given in Annexure 'C'.

3.3. Other issues related to power supply- Interruption, Voltage quality, Line maintenance etc :

If you are registered consumer you can raise your issues related to power supply such as supply interruptions/breakdowns, voltage quality, line maintenance etc. online. Take following steps to raise issues :

- i) Visit our website www.mahadiscom.in, look for *Consumer Portal > Quick access > Consumer Web Self Service > Service request* Or through consumer Mobile App.
- ii) Login on the Web Self-service portal with your registered login id and password.
- iii) SR-Form will appear on the screen .Select the issue to be addressed in the SR- Form and submit the form online.
- iv) Alternatively, you can make service request by submitting 'SR-Form' (as given in Annexure 'A') to Subdivision / Section office for LT consumers and nearest circle office for HT consumers or at nearest CFC centre.
- v) You can also register complaint by calling our toll customer care number (19120 or 1800-233-3435 or 1800-102-3435).
- vi) Your request will be considered only after payment of outstanding dues, if any.
- vii) Concerned MSEDCL staff will execute the related work and you shall get prompt feedback from our customer care centre.
- viii) You can track the application status online via Website or APP using the service request number.

4. BILLING RELATED SERVICES FOR LT AND HT CONSUMERS

4.1. Bill Payments :

If you are LT consumer, you can view and pay your latest bill via website and mobile APP without registration. If you are a HT consumers you need to register for viewing and payment of electricity bills via website or APP. If you are a registered consumers you can also obtain your duplicate bill from our website www.mahadiscom.in or nearest CFC or from Subdivision office. Bill information is shared in printed, e-mail and SMS format. You can also directly pay bills at our any collection center by showing the SMS bill received on your mobile phone and do not require to produce a printed or e-mail copy of your bill. MSEDCL has provided various options (online and offline) as given below to you for making payments of electricity bills as per your convenience:

Offline Methods:

You can make MSEDCL payments at any of the following centres through cash/cheque. If you are making your electricity bill payment through cheque and if it gets dishonored then you will have to pay 750 Rs. as administrative charges for cheque bouncing. Also you will not be allowed to pay your electricity bill through cheque for next 6 months.:

1. Cash Collection centers located at our various office premises.
2. Authorized Private bill collection agencies at various localities.
3. District Co- Operative Banks in urban and rural areas.
4. Post offices in rural areas (only Electricity bill and additional security deposit).

Online methods :

Consumer can make MSEDCL payments through online in following ways :

1. Through our website www.mahadiscom.in through Net Banking, UPI, and wallets credit/debit cards.
2. By giving instructions to your banks for ECS payment.
3. Through Mahavitaran consumer APP.
4. Through Mahavitaran pre-paid e-wallet- 'Mahapowerpay' centres located nearby you.

4.2. Billing complaints :

- i) You can fill online service request (SR) form on web self-service of Mahavitaran website www.mahadiscom.in or via consumer mobile APP through registered login id and password.
- ii) Alternatively, you can make service request by submitting 'SR-Form' (as given in Annexure 'A') to Subdivision /Section office for LT consumers and nearest circle office for HT consumers or at nearest CFC centre.
- iii) You can also register your complaint by calling the toll free customer care number (19120 or 1800-233-3435 or 1800-102-3435)
- iv) MSEDCL official will visit your premises and will take further steps. If revision is required, the revised bill will be issued to you within 3 days from the visit of MSEDCL official. In case no revision in bill is required, the same will also communicated to you within 3 days from the visit of MSEDCL official.
- v) Prior intimation of MSEDCL official visiting your premises will be given either through 'SMS' or telephonic call on your registered mobile no.

4.3. Refund of Security Deposit :

- i) Security deposit will be refunded to you only in case of surrender of connection, after setting off the outstanding dues if any.
- ii) Visit our website www.mahadiscom.in, look for *Consumer Portal > Quick access > Consumer Web Self Service > Security Deposit Refund* Or through consumer Mobile App.
- iii) Login on the Web Self-service portal with your registered login id and password.
- iv) Alternatively, you can make service request by submitting 'SR-Form' (as given in Annexure 'A') to Subdivision/Section office for LT consumers and nearest circle office for HT consumers or at nearest CFC centre.
- v) Security Deposit will be refunded to you via ECS to registered bank account number by the 2nd billing cycle.

4.4. Refund of Electricity Duty :

Electricity duty on energy consumption is a tax levied by Govt of Maharashtra and is collected by MSEDCL on behalf of GoM. The electricity duty refund cases are referred by MSEDCL to GoM for approval from time to time and GoM approves electricity duty refund as per their laid down procedure. Refund by MSEDCL can be effected only after receipt of approval for the same from GoM, hence time period for refund of electricity duty refund can not be fixed under this citizen charter. You can apply for refund of electricity duty refund through online mode only. Take following steps to apply for the electricity duty refund :

- i) Visit our website www.mahadiscom.in, look for *Consumer Portal > Quick access > Consumer Web Self Service > Electricity Duty Refund*.
- ii) Login on the Web Self-service portal with your registered login id and password.
- iii) Fill in Electricity duty refund form on web self-service, upload the valid ED exemption certificate issued by the Director of Industries/STPI and submit the form.
- iv) Your electricity duty refund claim will be scrutinized within 7 days by the concerned MSEDCL official and proposal will be submitted to GoM accordingly.
- v) Electricity duty refund will be passed on only after receipt of approval for the same from GoM. After receipt of approval from GoM, the electricity duty refund will be effected in the next billing cycle through adjustment in your electricity bill.

5. METERING RELATED SERVICES - TESTING, SHIFTING, REPLACEMENT

5.1 Meter Testing :

- i) You can fill online service request (SR) form on web self-service of Mahavitaran. Visit our website www.mahadiscom.in and look for *Consumer Services > Quick Access > Service requests* Or via consumer mobile APP.
- ii) Login with your registered-id and password. You will be directed to 'SR-FORM'. Select 'Meter Testing Request' in 'SR-FORM' and submit online alongwith the requisite fees. Alternatively, you can make service request by submitting 'SR-Form' (as given in Annexure 'A') to Subdivision/Section office for LT consumers and nearest circle office for HT consumers or nearest CFC.
- iii) You can also register your complaint by calling our customer care number on toll free numbers (19120 or 1800-233-3435 or 1800-102-3435).
- iv) Meter testing will be carried out only after payment of applicable meter testing charges as per Annexure 'C'.
- v) On receipt of the request alongwith applicable, concerned MSEDCL official will contact you for the testing of the meter. Meter testing will be carried out either at the site through meter testing instrument or if required meter will taken to MSEDCL's testing lab for testing. You will be given prior date and time when meter will be tested in lab so that testing can be carried out in your presence.
- vi) Prior intimation of MSEDCL official visiting your premises will be given either through 'SMS' or telephonic call telephonic call on your registered mobile no.
- vii) For continuity of the supply, temporary meter will be installed at your premises, if meter is required to be taken to the testing lab. No meter cost will be charged for the temporary meter installed except testing charges. Testing charges are not applicable for Meter, CTs & PTs testing during new connection.

5.2. Meter Shifting (Changing location of meter within same premises) :

- i) You can fill online service request (SR) form on web self-service of Mahavitaran. Visit our website www.mahadiscom.in and look for *Consumer Services > Quick Access > Service requests* Or via consumer mobile APP.
- ii) Login with your registered-id and password. You will be directed to 'SR-FORM'. Select 'Meter Shifting' in 'SR-FORM' and submit online alongwith the requisite fees. Alternatively, you can make service request by submitting 'SR-Form' (as given in Annexure 'A') to Subdivision/Section office for LT consumers and nearest circle office for HT consumers or nearest CFC.
- iii) You can also register your complaint by calling our customer care number on toll free numbers (19120 or 1800-233-3435 or 1800-102-3435).
- iv) Meter shifting will be carried out only after payment of applicable meter shifting charges as per Annexure 'C'.
- v) Prior intimation of MSEDCL official visiting your premises will be given either through 'SMS' or telephonic call on your registered mobile no.

5.3. Replacement of faulty / non-functional meter :

- i) You can fill online service request (SR) form on web self-service of Mahavitaran. Visit our website www.mahadiscom.in and look for *Consumer Services > Quick Access > Service requests* Or via consumer mobile APP.

- ii) Login with your registered-id and password. You will be directed to 'SR-FORM'. Select 'Faulty Meter' in 'SR-FORM' and submit online alongwith the requisite fees. Alternatively, you can make service request by submitting 'SR-Form' (as given in Annexure 'A') to Subdivision / Section office for LT consumers and nearest circle office for HT consumers or nearest CFC.
- iii) You can also register your complaint by calling our customer care number on toll free numbers (19120 or 1800-233-3435 or 1800-102-3435).
- iv) On receipt of request, MSEDCL official will visit the premises for verification and testing of meter. If meter found faulty due to inherent/manufacturing defect, it will be replaced free of cost by MSEDCL. However if the meter is found damaged physically or burnt then you will have to pay applicable meter cost (as per Annexure 'C'). Meter cost payment can be made through any mode as mentioned in 4.1 above.
- v) In case of damaged/burnt meter, it will be replaced only after receipt of payment of applicable meter cost.
- vi) Prior intimation of MSEDCL official visiting your premises will be given either through 'SMS' or telephonic call telephonic call on your registered mobile no.
- vii) You can purchase meter at your own from any supplier of appropriate meters in accordance with the specifications laid down by MSEDCL. When you opt to purchase the meter from supplier other than the MSEDCL, then you will have to get the meter tested from MSEDCL by paying applicable meter testing charges.
- viii) Meter replacement effect on the bill will be given in the next billing cycle.

5.4. Replacement of Burnt / Damaged CT / PT :

- i) You can fill online service request (SR) form on web self-service of Mahavitaran. Visit our website www.mahadiscom.in and look for *Consumer Services > Quick Access > Service requests* Or via consumer mobile APP.
- ii) Login with your registered-id and password. You will be directed to 'SR-FORM'. Select 'CT/PT replacement' in 'SR-FORM' and submit online. Alternatively, you can make service request by submitting 'SR-Form' (as given in Annexure 'A') to Subdivision for LT consumers and nearest circle office for HT consumers or nearest CFC.
- iii) You can also register your complaint by calling our customer care number on toll free numbers (19120 or 1800-233-3435 or 1800-102-3435).
- iv) On receipt of request, MSEDCL official will visit the premises for verification and testing of CTs/PTs. If CTs/PTs found faulty due to inherent/manufacturing defect, it will be replaced free of cost by MSEDCL.
- v) Prior intimation of MSEDCL official visiting your premises will be given either through 'SMS' or telephonic call on your registered mobile no.
- vi) In case the CT/PT of required rating is not available with MSEDCL consumer will have the option to purchase the same from registered vendors, as per the make of specification specified by MSEDCL. MSEDCL testing team will test the CT/PT at the site or factory as applicable & will install to resume the supply. Cost of CT/PT will be refunded to the consumer as per the approval prevailing cost data of MSEDCL. through adjustment in your subsequent electricity bills.
- vii) In case of non availability of CT/PT for replacement on immediate basis, supply will be resumed by paying the defective CT/PT. Assessment on account by panned portion of matching will be carried out by MSEDCL & will be charged accordingly.
- viii) Damaged / Faulty CT / PT units have to be replaced necessarily within 15 days from its occurrence of it getting faulty.

6. SHIFTING OF LINE / EQUIPMENT

- i) You can fill online service request (SR) form on web self-service of Mahavitaran. Visit our website www.mahadiscom.in and look for *Consumer Services > Quick Access > Service requests* or via consumer mobile APP.
- ii) Login with your registered-id and password. You will be directed to 'SR-FORM'. Select 'Shifting of Line/Equipment' in 'SR-FORM' and submit online. Alternatively, you can make service request by submitting "SR-Form" to Subdivision for LT consumers and nearest circle office for HT consumers or nearest CFC.
- iii) You can also register your complaint by calling our customer care number on toll free numbers (19120 or 1800-233-3435 or 1800-102-3435).
- iv) MSEDCL official will visit your premises for verifying feasibility of shifting activity survey and estimation of cost involved in the activity. Prior intimation of MSEDCL official visiting your premises will be given either through 'SMS' or telephonic call on your registered mobile no.
- v) Feasibility alongwith expenditure for the desired shifting or non-feasibility with reasons will be conveyed to you by the concerned MSEDCL office within 7 days from the date of visit of MSEDCL official.
- vi) If found feasible, you will have the option to get the work done either directly through vendor registered with MSEDCL by paying 1.3% supervision charges to MSEDCL or through MSEDCL by paying 100% charges to MSEDCL. You can convey your choice through an undertaking for execution of work to the concerned MSEDCL official within 7 days of the visit of MSEDCL official.
- vii) On receipt of choice, estimation will be sanctioned and firm quotation will be issued by MSEDCL.
- viii) Work shall be taken up after payment necessary charges conveyed through firm quotation.

OFFLINE PROCESS FOR KEY SERVICES TO CONSUMERS

For consumers mainly from rural areas who may not have access to online methods for availing services as envisaged in the para 2 to 6, MSEDCL is providing the facility of consumer facilitation centre(CFC). The consumer may visit any of the nearest consumer facilitation centre with the required documents and shall be promptly assisted by MSEDCL employees in applying for various services. The process flow for various process / services shall then be same as given earlier for online process.

APPLICABLE CHARGES FOR KEY SERVICES TO CONSUMERS

The various applicable charges are as per MERC regulations and are subject to revision. The latest schedule of charges are made available in Annexure 'C'. The applicable charges can also be viewed online by clicking on following weblink :

<https://www.mahadiscom.in/consumer/wp-content/uploads/2018/10/Circular- No.-23862-Schedule-of-charges-case-No.-195-of-2017-08.10.2018.pdf>

SOP FOR KEY SERVICES TO CONSUMERS

Standard Operating Procedures (SOP) for various key services to consumer viz releasing of New service connection, Change in name, Change in tariff category, Address/Name correction, Refund of security deposit etc. has been made available on our website www.mahadiscom.in and on the web-path *Consumer Portal > Knowledge Centre > Standard Operating Procedures*

PROCESS AND TIME LIMIT FOR VARIOUS SERVICES

Hon'ble MERC has stipulated time frame for providing various services / resolving complaints, failure to adhere to that attracts stringent penal consequences. MSEDCL is striving to deliver the services within the time frame defined by MERC. The detail information of Standards of Performance 2014, regarding period for giving supply and determination of compensation is available on Mahavitaran official website.

You can also refer Mahavitaran Commercial Circular no. 224 available on following weblink :

https://www.mahadiscom.in/consumer/wp-content/uploads/2017/11/SoP_2014_English.pdf



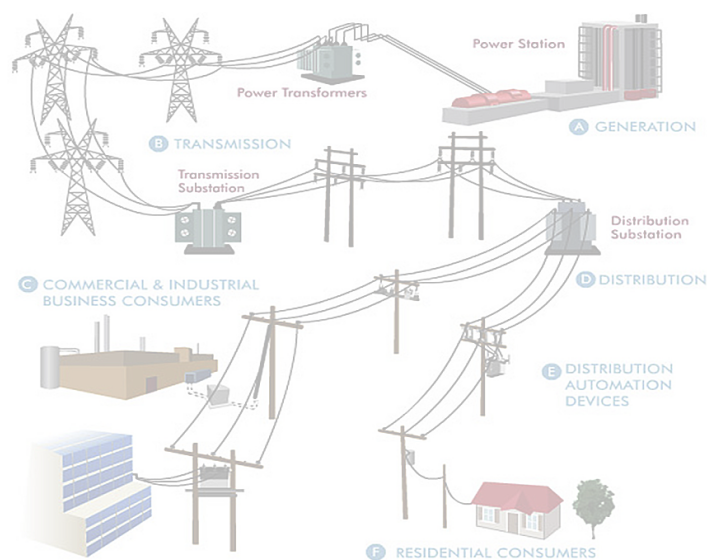
Service/Complaint	Designated MSEDCL officer	First Appellate Authority	Second Appellate Authority	Time Limit as per SoP			Compensation payable
				Class I Cities*	Urban Areas*	Rural Areas*	
Provision of Supply (Including Temporary connection)				Class I Cities*	Urban Areas*	Rural Areas*	
Time period for completion of inspection of applicant's premises from the date of submission of application	For LT- SDO For HT- SE(O&M)	EE(O&M) CE(O&M)	SE(O&M) ED(Dist)	7 days	7 days	10 days	Rs. 100 per week or part thereof of delay
Time period for intimation of charges to be borne by applicant from the date of submission of application							
a) In case connection is to be given from an existing network	As above	As above	As above	15 days	15 days	20 days	Rs. 100 per week or part thereof of delay
b) Where extension or augmentation of distribution main	For LT- EE(O&M) For HT- SE(O&M)	SE(O&M) CE(O&M)	CE(O&M) RED	30 days			Rs. 100 per week or part thereof of delay
c) In case applicant seeks dedicated distribution facility, time period for intimation of charges to be borne by applicant from the date of submission of application.	As above	As above	As above	30 days			Rs. 100 per week or part thereof of delay

Service/Complaint	Designated MSEDCL officer	First Appellate Authority	Second Appellate Authority	Time Limit as per SoP			Compensation payable
				Class I Cities*	Urban Areas*	Rural Areas*	
Provision of Supply (Including Temporary connection)							
Time period for provision of supply from the date of receipt of completed application and payment of charges:							
a) In case connection is to be given from an existing network	For LT- SDO For HT- SE(O&M)	EE(O&M) CE(O&M)	SE(O&M) ED(Dist)	1 month			Rs. 100 per week or part thereof of delay
b) Where extension or augmentation of distributing main is required	For LT- EE(O&M) For HT- SE(O&M)	SE(O&M) CE(O&M)	CE(O&M) RED	30 days			Rs. 100 per week or part thereof of delay
c) where commissioning of new sub-station forming a part of the distribution system is required	For LT- SE(O&M) For HT- CE(O&M)	CE(O&M) R-ED	RED Dir (Op)	1 year			Rs. 100 per week or part thereof of delay
Restoration of Supply – LT consumers							
Fuse off call	JE/AE (Section) (Urban-3 Hours, Rural-12 Hours)	SDO (Sub Division)	EE (Division)	Class I 3 hours	Urban 4 hours	Rural 18 hours	Rs. 50 hours or part thereof of delay
DTC failure	JE/AE (Section) (Urban-18Hours, Rural-24 Hours)	SDO (Sub Division)	EE (Division)	Class I 4 hours	Urban 6 hours	Rural 24 hours	Rs. 50 hours or part thereof of delay
Underground cable fault	JE/AE (Section) (Urban-8Hours, Rural-24 Hours)	SDO (Sub Division)	EE (Division)	Class I 8 hours	Urban 18 hours	Rural 84 hours	Rs. 50 hours or part thereof of delay
Overhead line breakdown	JE/AE (Section) (Urban-4Hours, Rural-18 Hours)	SDO (Sub Division)	EE (Division)	Class I 18 hours	Urban 24 hours	Rural 48 hours	Rs. 50 hours or part thereof of delay
Replacement of Burnt Meter	JE/AE (Section) (Urban-8Hours, Rural-24 Hours)	SDO (Sub Division)	EE (Division)	Class I 18 hours	Urban 24 hours	Rural 48 hours	Rs. 50 hours or part thereof of delay

Service/Complaint	Designated MSEDCL officer	First Appellate Authority	Second Appellate Authority	Time Limit as per SoP			Compensation payable
Quality of Supply – LT consumers							
Maintenance of voltage within the specified range of the declared voltage	SDO	EE(O&M)	SE(O&M)	<p>In case of low or medium voltage*, within 6 % of the declared voltage.</p> <p>In case of high voltage, within 6 % on the higher side and within 9 % on the lower side of the declared voltage.</p> <p>In case of extra high voltage, within 10 per cent on the higher side and within 12.5 per cent on the lower side of the declared voltage.</p>			Rs 100 per week or part thereof for which voltage varies beyond the specified range
Control of the harmonics level at the point of supply.	EE(O&M)	SE(O&M)	CE(O&M)	As per IEEE STD 519- 1992.			Rs 100 per week or part thereof for which voltage varies beyond the specified range
Meters – LT consumers							
Meter inspection in case of customer complaint regarding meters	JE/AE (Section) (Urban-3Days; Rural – 7 Days)	SDO (Sub Division)	EE (Division)	Class I 4 days	Urban 7 days	Rural 12 days	Rs. 50 per week or part thereof of delay.
Replacement of meter if found faulty.	JE/AE (Section) (Subsequent Billing Cycle)	SDO (Sub Division)	EE (Division)	Within subsequent billing cycle			Rs. 50 per week or part thereof of delay
Shifting of meters in same premises	JE/AE (Section) (Urban-2 Days. Rural-4 Days)	SDO (Sub Division)	EE (Division)	Not Specified			Not Specified

Service/Complaint	Designated MSEDCL officer	First Appellate Authority	Second Appellate Authority	Time Limit as per SoP			Compensation payable
Reconnection							
Reconnection of a consumer who has been disconnected for less than six (6) months,	JE/AE (Section)	SDO (Sub Division)	EE (Division)	Class I 4 days	Urban 24 days	Rural 2 days	Rs. 100 per week or part thereof
Shifting of Line/Diversion of Line	JE/AE (Section)	SDO (Sub Division)	EE (Division)	Not Specified			Not Specified
Complaints on Consumer's Bills							
Acknowledgment of receipt of consumer complaint	JE/AE (Section) (Immediately)	SDO (Sub Division)	EE (Division)	Immediately if complaint is filed/ lodged in person or telephonically. Seven (7) days if made by post. Acknowledgement will be made by SMS.			Rs. 100 per week or part thereof
Resolution of billing complaints i) About electricity bills regarding non receipt of bill or inadequate time for payment	JE/AE (Section) (Immediately)	SDO (Sub Division)	EE (Division)	Within 24 hrs. Of receipt			Rs. 100 per week or part thereof
ii) In case of other complaints such as wrong bill	JE/AE (Section)	SDO (Sub Division)	EE (Division)	During subsequent billing cycle			Rs. 100 per week or part thereof
Dress/Identify proof of officers							
Visible display of name tag by authorized representative of Distribution Licensee and he should produce / show proof of identity and authorization if consumer asks	SDO	EE (O&M)	SE (O&M)	All interaction with consumer			Rs. 50 in each case of default

Service/Complaint	Designated MSEDCL officer	First Appellate Authority	Second Appellate Authority	Time Limit as per SoP	Compensation payable
Other Services – LT consumers					
Reading of consumer's meter	SDO	EE(O&M)	SE(O&M)	Atleast once in every three months (agricultural).	Rs. 100 for first month or part thereof of delay
				Atleast once in every two months (all other consumers).	Rs. 200 per month or part thereof beyond the first month of delay
Time period for other services from the date of application: Change of name	SDO	EE (O&M)	SE (O&M)	Second billing cycle	Rs. 100 per week or part thereof of delay
Change of tariff Category	JE/AE (Section)	SDO (Sub Division)	EE (Division)	Second billing cycle	Rs. 100 per week or part thereof of delay
Reduction in contract demand/sanctioned load.	For LT- SDO For HT- SE(O&M)	EE (O&M) CE (O&M)	SE (O&M) RED	Second billing cycle	Rs. 100 per week or part thereof of delay
Closure of account-Time period for payment of final dues to consumer from the date of receipt of application for closure of accountie surrender of connection.	For LT- EE(O&M) For HT- SE(O&M)	SE (O&M) CE (O&M)	CE (O&M) ED (B&R)	Class I 30 days Urban 30 days Rural 45 days	Rs. 100 per week or part thereof of delay



PROCESS & TIME LIMIT FOR HT CONSUMERS

Sr. No.	Service/Complaint	Designated MSEDCL Officer	First Appellate Authority	Second Appellate Authority	Time Limit as per SoP		
					Class 1 Cities	Urban Areas	Rural Areas
Service Request & Complaint (HT Consumer)							
1	Change of HT Tariff Category	EE - Admin (Circle)	SE (Circle)	CE (Zone)	Second billing cycle		
2	Meter Testing	EE -Admin (Circle)	SE (Circle)	CE (Zone)	4 days	7 days	12 days
3	Meter Replacement	EE -Admin (Circle)	SE (Circle)	CE (Zone)	Within subsequent billing cycle		
4	Change of Burn CT/PT	EE -Admin (Circle)	SE (Circle)	CE (Zone)	4 Hours	24 Hours	48 Hours
5	Power Quality issues As Per 5% Variation	EE -Admin (Circle)	SE (Circle)	CE (Zone)	As Per IEEE STD 519-1992, 5% Variation		
6	Billing Related issues	EE -Admin (Circle)	SE (Circle)	CE (Zone)	Within 24hrs of Receipt/During Subsequent Billing cycle		
7	Reduction in contract demand/sanctioned load	EE -Admin	SE (Circle)	CE (Zone)	Second Billing Cycle		

Note:

- 1) Class-I Cities means the cities with population of 10,00,000 or above as per census of India 2011 or as may be defined by the Commission from time to time.
- 2) Urban Areas means the areas other than Class I cities covered by all Municipal Corporations and other Municipalities including the areas falling under the various Urban Development Authorities, Cantonment Authorities and Industrial Estate and Townships including those specified by the Government of Maharashtra.
- 3) Rural Areas means any areas other than Class I cities and Urban areas as defined in this Regulations.
- 4) Low Voltage means voltage not exceeding 250 volts.
- 5) Medium Voltage means voltage which exceeds 250 volts but does not exceed 650 volts.

GRIEVANCE REDRESSAL MECHANISM

Dedicated Consumer touch-points

You can get in touch with us via below options

The infographic displays five touch-point options on the left, each with an icon: Consumer web self-service (laptop), Customer facilitation centre (CFC) (person at desk), Centralized Customer Care Center (CCCC) (headset), Mahavitaran Mobile App (smartphone), and Mahavitaran Field Offices (building). On the right, a call center scene is shown with the text: 'You can call us on our Toll-Free number for all Mahavitaran related services / queries at any time from any Landline & mobile phone. Our CFC team will be eager to help you.' Below this, the toll-free numbers 1800-233-3435 and 1800-102-3435 are listed. A logo for the Centralized Customer Care Center (CCCC) is also present.

You can visit any of our Customer facilitation centre (CFC) spread over the state to avail the below services,

Acceptance of application form for	<ul style="list-style-type: none"> • Change of Billing Address, Change of Name , Load Change, Correction in Consumer Name • Non-use of Supply (Temporary), Re-Connection (Restoration of Supply), Request for Disconnection • Shifting of Meter Location, • New Connection (LT) for Residential / Commercial / Agriculture/Industrial power purpose
Complaints Lodging	<ul style="list-style-type: none"> • Billing Related • Meter Related • NSC Related/ Enhancement or Reduction of Load • Disconnection / Reconnection • Supply Related
Helpdesk	<ul style="list-style-type: none"> • Providing Information such as Emergency Numbers, Load Shedding Information. • Information, Tariff details, Status of application forms submitted at CFC, Status of Lodged Complaints, Other consumer related request
Billing Related	<ul style="list-style-type: none"> • Providing Information such as Emergency Numbers, Load Shedding Information. • Information, Tariff details, Status of application forms submitted at CFC, Status of Lodged Complaints, Other consumer related request

Detailed list of services and details of nearest CFCs are as given in below links,

https://www.mahadiscom.in/wp-content/uploads/2018/03/CFC_LIST.pdf

<https://www.mahadiscom.in/wp-content/uploads/2017/12/Services-Provided.pdf>

You can also get copies of all forms at our Customer Facilitation Center

Dedicated Helpdesk for HT Consumers

MSEDCL has a dedicated helpdesk for HT consumers which can be accessed online through 'Online' logins on MSEDCL's web-portal.

Link to HT Helpdesk: <https://htgrievances.mahadiscom.in/>

HIERARCHY OF CONSUMER GRIEVANCES REDRESSAL

Internal Grievance Redressal Cell (IGRC) :

If you are having grievance against the services, you can approach nearest IGRC located at each Circle office of Mahavitaran.

Consumer Grievance Redressal Forum (CGRF) :

If you are not satisfied with the solution provided at the Internal Grievance Redressal Forum, you can approach "Consumer Grievance Redressal Forum" located at our each Zonal office.

Electricity Ombudsman :

In case you feel that the grievance is not redressed to satisfaction by the first two forums, you can make a representation to Electricity Ombudsman within 2 months from the date of the order of the Forum.

Ombudsman office address :

- 606, 'KESHAVA', Bandra Kurla Complex, Bandra East, Mumbai - 400 051
- Office of the Electricity Ombudsman(Nagpur) Address: Plot No.12, Srikrupa, Vijay Nagar, Chhaoni, Nagpur-13

<https://www.mahadiscom.in/consumer-grievances-redressal-forum/>

IGRC details

https://www.mahadiscom.in/wp-content/uploads/2018/06/IGRC-Adresses_-_Annexure-A.pdf

CGRF details

https://www.mahadiscom.in/wp-content/uploads/2018/06/CGRF-Adresses_-_Annexure-B.pdf

OTHER INFORMATION

RIGHT TO INFORMATION (RTI) :

Public Information Officer and Appellate Authority under Right to Information Act (RTI)

The list of APIOs, PIOs & Appellate Authority, Nodal Officer and System Administrator is available on our website at the below link

<https://www.mahadiscom.in/list-apios-pios-aa-right-information-act-2005/>

<https://www.mahadiscom.in/information-section-iv-rti-act/>

INFORMATION ON POWER THEFT

For every circle office, a dedicated Flying Squad team for theft detection is working which is headed by Add. Executive Engineer, who works under Executive Director (Security and Enforcement).

The electricity theft offence is punishable under the following sections of the Electricity Act 2003,

1. Section 135 (Theft of Electricity)
2. Section 136 (Theft of electric lines and materials)
3. Section 137(Punishment for receiving stolen property)
4. Section 138(Interference with meters or works of licensee)



SAFETY TIPS

Do's

Carry out all electricity related repair works; only after disconnecting /isolating the power supply	In case of an electrical fire, immediately switch off the power supply & extinguish it using sand, carbon dioxide or dry powder extinguishers. Do not use water. Report the incidence to Mahavitaran
Provide effective earthing for all house wiring & electrical appliances to prevent electrical shock.	For all electrical appliances use properly earthed 3-pin plugs
Electrical appliances should be kept away from damp, hot surfaces and from flammable goods	Keep away from overhead electricity lines and do not touch broken wires.
Use only reliable/standard electrical materials to avoid electrical accident and fire.	Make sure extension cords are free from cuts, improper insulation, or joints.
Service your electrical equipment at regular interval through authorized electricians.	In case of a short circuit or a fire, switch off the mains instantly make sure that you have easy access to switch off the supply source quickly, in case of an emergency.

Don'ts

Don't go near to place where 'Danger'/'Caution' board is displayed	Never climb on electric poles/stay wires or play near Sub-Stations fencing and overhead lines.
Don't use electric poles/stay wires/Sub-Station fencing for tying animals etc.	Don't try to touch easily reachable electrical apparatus or broken wires voluntarily without informing Mahavitaran
Don't touch switches / plugs with wet hands	Don't use broken electrical fittings, replace them immediately
Don't use electric poles/cables as a clothesline for drying wet clothes	Do not overload electrical outlets. Use extension cords in place of additional outlets
Don't insert wires directly into the plug socket without a proper plug pin	Don't provide a fuse on a neutral circuit.
Don't touch any wet wire & take extra care not to go near electrical installations in rainy season.	Don't extend your internal wiring beyond your contracted load without informing Mahavitaran

LEGEND

ABBREVIATION	FULL FORM
CMD	Chairman & Managing Director
DIR-OP	Director – Operations
DIR-COM	Director – Commercial
DIR-PROJ	Director – Projects
DIR-FIN	Director – Finance
DIR-HR	Director – Human Resources
ED-B&R	Executive Director – Billing & Revenue
ED-SE	Executive Director – Security & Enforcement
CLA	Chief legal advisor
ED	Executive Director
RD	Regional Director
CE	Chief Engineer
CGM	Chief General Manager
DIST	Distribution
MMC	Materials Management Cell
PP	Power Purchase
RE	Renewable Energy
COM	Commercial
TRC	Tariff and Regulatory Cell
HVDS	High voltage distribution system

ABBREVIATION	FULL FORM
IA	Internal Affairs
CA	Corporate Accounts
CF	Corporate Finance
HRTE	Human Resources Training & Establishment
CIO	Chief Investigation Officer
T&S	Training & Safety
CIRO	Chief Industrial Relations Officer
CPRO	Chief public relations officer
BR	Billing & Revenue
IT	Information technology
CSBI	Consumer Services & Business Intelligence

LINKS OF CONTACT DETAILS OF PRIMARY RESPONSIBILITY CENTRES

HEAD OFFICE		
Amravati Zone	Akola Zone	Aurangabad Zone
Baramati Zone	Bhandup Urban Zone	Chandrapur Zone
Gondia Zone	Jalgaon Zone	Kalyan Zone
Kolhapur Zone	Konkan Zone, Ratnagiri	Latur Zone
Nagpur Zone	Nashik Zone	Nanded Zone
Pune Zone	Information related to MSEDCL Police Station under Central Government	Information related to Vigilance & Security section

ANNEXURE A: FORMS

1. **A-1 Form:** Application for power supply for Residential / Commercial / Industrial Purpose.
2. **A-1 Form:** Application for power supply for Agriculture Purpose.
3. **U Form:** Application for Change of Name on Energy Bill.
4. Application form for Correction in Name on Energy Bill.
5. Application form for Correction in Address on Energy Bill.
6. Application form for Activity based change of Tariff Category
7. Application form for Permanent / Temporary Disconnection of Energy Supply.
8. Application form for Refund of Security Deposit.
9. Service Request form for various Supply / Billing / Meter related complaints of LT consumers

Maharashtra State Electricity Distribution Co. Ltd.

(A Govt. of Maharashtra undertaking)
CIN: U40109MH20055GC153645

**A-1 Form for Power Supply for Residential / Commercial / Industrial Purpose**

You can fill this form online also. Please visit www.mahadiscom.in
(Processing fee will be waived if application and payment is made online)

Date of Application: _____

To,
The Engineer,
Section /Sub-Division/ Circle Office,

Dear Sir / Madam,

I hereby submit this application for new connection for supply of electrical energy at the premises mentioned below

A. Details of Applicant

1) Applicants Name (IN BLOCK LETTERS)	First name	Name of Father/Husband	Surname
2) Email Id:	(Phone No)	(Mobile No)	
3) Aadhar Card No.(Optional)			

B. Details of Premises

1) Address of Premises			
House / Flat / Gala / Survey No.	Society Name:		
Street / Landmark:	Village:		
Taluka / City & District:	Pin Code:		
2) Type of premises	Self Owned <input type="checkbox"/>	Rented <input type="checkbox"/>	Occupier / Other <input type="checkbox"/>
3) Name & address of the Owner :(If not Self owned)			
4) Nearest Consumer No for reference: (Please Specify)			

C. Power Supply Requirement

Type of Supply	Residential / Commercial / Industrial		
Single Phase (LT) <input type="checkbox"/>	Connected Load(KW)*:	Contract Demand (KVA):	Activity Type
Three Phase (LT) <input type="checkbox"/>			

(* Please refer overleaf to calculate required load . Activity type to be mentioned for Industrial and Commercial connections only.)

D. Applicants Classification (for new connection of residential only)

a) General <input type="checkbox"/>	b) SC/ST <input type="checkbox"/>	c) BPL <input type="checkbox"/>
-------------------------------------	-----------------------------------	---------------------------------

E. Document attached

1) Occupancy/Ownership proof:
2) Identity Proof:
3) Self-Declaration by owner regarding Electrical Installation

Declaration:

I hereby declare that

I will abide by the provisions of Electricity Act 2003 and Maharashtra Electricity Regulatory Commission (Electricity Supply Code and other conditions of Supply) Regulation 2005. I will further abide by rules & regulations issued by regulatory bodies & MSEDCL from time to time.. I will pay the electricity bill as per prevailing MSEDCL Tariff. If the premises is declared unauthorized then at the time of vacation by competent authority, MSEDCL will have liberty to remove the electric connection immediately.

The above information is true and if any false information is observed, I / we will be responsible for the consequence thereof.

Signature of Applicant / Thumb impression

Signature & Office Stamp

(Representative MSEDCL)

Application No.:

Acknowledgement Receipt

Applicant Name:

Application Received Date:



F. Documents Required (Please Tick which is applicable)

a. Proof of Ownership or Occupancy of Premises (Any one of the following)	b. Identity Proof (Any one of the following)	c. Documents required for relevant category (if applicable)
<input type="checkbox"/> Occupancy Certificate issued by Statutory body / Competent Authority	<input type="checkbox"/> Aadhar Card	<input type="checkbox"/> SC / ST Caste Certificate
<input type="checkbox"/> Ownership Document/form 8 / Form 7-12 / tax / lease issued by Local Authority	<input type="checkbox"/> Voter's Identification Card	<input type="checkbox"/> BPL Certificate
<input type="checkbox"/> In case of tenant Leave & License / Lease agreement with Property Owner's NOC	<input type="checkbox"/> PAN Card	
<input type="checkbox"/> In case of Quarter, Allotment letter of its authority.	<input type="checkbox"/> Driving License	
<input type="checkbox"/> In case of Slum Area, if none of the above documents is available then affidavit on Rs. 200/- stamp paper.	<input type="checkbox"/> Passport	
	<input type="checkbox"/> Collector / Govt. Authorized Photo ID	

Remark:

For industrial connection purpose following additional documents required :

- Industrial Registration / DIC Certificate .
- NOC from MPCB , if applicable
- Separate sheet for Load profile.

G. Calculation of Load Requirement:

Appliances*	(a) load (watts)	(b) No of Appliances	Total(Watts) (a x b)
LED	9 /12		
Tube Light	40		
Table fan / ceiling Fan	80		
Colour Television	120		
Refrigerator (Small)	225		
Exhaust Fan	150		
Computer	150		
Washing Machine	500		
Cooler (Medium size)	170		
AC (1.5 ton) / Room Heater (Blower Type)	1800		
Pump motor (1 HP)	740		
Geysers (Storage)	2000		
Others			
Total			

Note: For Service Connection & Other Charges please refer Annexure A and B of Circular No. CE/Dist-IV/C. No 195 of 2017 / SOC/ 23862 Dt. 08.10.2018

A-1 Form for Power Supply for Agriculture Purpose

You can fill this form online also. Please visit www.mahadiscom.in
(Processing fee will be waived if application and payment is made online)

Date of Application: ____

To,
The Engineer,
Section /Sub-Division/ Circle Office,

Dear Sir / Madam,

I hereby submit this application for new connection supply of electrical energy at the premises mentioned below

A. Details of Applicant

1)	Applicants Name (IN BLOCK LETTERS)	First name	Name of Father/Husband	Surname
2)	Email Id:	(Phone No)	(Mobile No)	
3)	Aadhar Card No.(Optional)			

B. Details of Premises

1)	Name of Lift Irrigation Scheme (IN BLOCK LETTERS)				
2)	Address of the Agricultural Land where pumped water will be utilized :				
	Survey No.:		Village Name :		
	Taluka :		District :		
3)	Type of land	Self Owned <input type="checkbox"/>	# Shared land <input type="checkbox"/>	#Shared Well <input type="checkbox"/>	LIS / Other (Pl. Specify) <input type="checkbox"/>
4)	Address of the location where Ag pump is to be installed (Only for LIS)				

C. Power Supply Requirement

LT	1 PH <input type="checkbox"/>	3 PH <input type="checkbox"/>
Sanctioned Load	HP	KW

D. Applicants Classification

a) General <input type="checkbox"/>	b) SC/ST <input type="checkbox"/>	c) BPL <input type="checkbox"/>
-------------------------------------	-----------------------------------	---------------------------------

E. Document attached

1)	Address Proof:
2)	Other Documents (if applicable):
3)	Self-Declaration by owner regarding Electrical Installation

Declaration:

I hereby declare that

I will abide by the provisions of Electricity Act 2003 and Maharashtra Electricity Regulatory Commission (Electricity Supply Code and other conditions of Supply) Regulation 2005. I will further abide by rules & regulations issued by regulatory bodies & MSEDCL from time to time. I will pay the electricity bill as per prevailing MSEDCL Tariff. If the premises is declared unauthorized then at the time of vacation by competent authority, MSEDCL will have liberty to remove the electric connection immediately.

The above information is true and if any false information is observed, I / we will be responsible for the consequence thereof.

Signature of Applicant / Thumb impression

Signature & Office Stamp

(Representative MSEDCL)

Application No.:

Acknowledgement Receipt

Applicant Name:

MAHAVITARAN
Maharashtra State Electricity Distribution Co. Ltd.

Application Received Date:

F. Documents Required (Please Tick which is applicable)

a. Address Proof	b. Other documents (if applicable)
<ul style="list-style-type: none">7/12 Extract / (If the well / bore well in same land then it should be mentioned in 7/12 Extract)	<ul style="list-style-type: none">NOC from concern Department in case of dark water shed area only.If the agricultural land / Well / Water Pump is shared then NOC shall be submitted from other shareholders.SC / ST Caste CertificatePermission of Irrigation Dept. or Govt Authority for lifting the water from River / Canat etc in case no well / bore well in the land)

Note: For Service Connection & Other Charges please refer Annexure A and B of Circular No. CE/Dist-JV/C. No 195 of 2017 / SOC/ 23862 Dt. 08.10.2018

"U" FORM FOR CHANGE OF NAME

(Address of the premises shall remain same)

You can fill this form online also. Please visit www.mahadiscom.in
(Processing fee will be waived if application and payment is made online)

Date of Application: ____

To,
The Office In Charge,
Sub-Division/ Circle Office

Dear Sir / Madam,

I hereby submit this application for Change of Name of connection as mentioned below.

1) Details of Old Consumer

1)	Applicants Name (IN BLOCK LETTERS)	First name	Name of Father/Husband	Surname
2)	Consumer No.:	(Mobile No)		

2) Details of New Consumer

1)	Applicants Name (IN BLOCK LETTERS)	First name	Name of Father/Husband	Surname
2)	Email Id:	(Phone No)	(Mobile No)	
3)	Aadhar Card No.(Optional):			

3) Reason for Change of Name : _____

4) Document enclosed (Please specify) _____ (Please see Annexure "A")

Note: 1.For transfer of Security Deposit, old consumer should give consent , in absence of such consent incoming consumer will pay security deposit.

2. If old consumer wants refund of Security Deposit then fill up form "X".

3. In case of arrears, this application will not be processed and intimation will be sent to new consumer.

4. SMS will be triggered to OLD as well as NEW consumer as soon as online submission of change of name application

Declaration:

I hereby declare that

I will abide by the provisions of Electricity Act 2003 and Maharashtra Electricity Regulatory Commission (Electricity Supply Code and other conditions of Supply) Regulation 2005.I will further abide by rules & regulations issued by regulatory bodies & MSEDCL from time to time. I will pay the electricity bill as per prevailing MSEDCL Tariff. If the premises is declared unauthorized then at the time of vacation by competent authority, MSEDCL will have liberty to remove the electric connection immediately.

The above information is true and if any false information is observed, I / we will be responsible for the consequence thereof.

Note: You can upload signed copy of this form & relevant document for change of name, on MSEDCL website OR by using Mobile App.

Signature of Applicant / Thumb impression

Signature & Office Stamp

----- ✂ ----- ✂ ----- (Representative MSEDCL) ----- ✂ -----

Application No.:	Acknowledgement Receipt
Applicant Name:	
Application Received Date:	

Annexure

Document required (please tick):

Any one of the relevant document:-

- a. Occupancy Certificate issued by statutory body / Competent Authority.
- b. Ownership Document/form 8 / Form 7-12 / tax / lease issued by Local Authority
- c. Certified copy of Corresponding Legal Document (In case of inheritance / succession / will/ Gift Deed)
- d. Certificate of Incorporation issued as per provision of companies Act 1956.
- e. Affidavit / Gazette Notification for himself (In case applicant himself has changed his name)
- f. Legal document supporting letting and NOC of the owner. (In case of premises is let out to the applicant)
- g. Index II form as per Registration Act, 1908.

FORM "X"

a) Transfer of Security Deposit

I, Shri / Smt. / M/s. _____, hereby give consent for transfer of Security Deposit held against my consumer no. _____ in the name of transferee Shri / Smt. / M/s. _____.

Signature of Old Consumer

OR

b) Refund of Security Deposit

I, Shri / Smt. / M/s. _____, hereby give consent to transfer the connection in the name of transferee Shri / Smt. / M/s. _____ . I request to refund the security deposit held against my consumer no. _____ to me. For refund of security deposit Original Receipt is enclosed. OR my Original Receipt of S.D. is lost, I am enclosing indemnity bond. The Account details for ECS are as below.

- Name of Account Holder:
- Name of Bank & Branch:
- Bank A/c no.:
- IFSC no.:
- Original Receipt no.:

Signature of Old Consumer

FORM FOR NAME CORRECTION ON ELECTRICITY BILL

You can fill this form online also. Please visit www.mahadiscom.in

To
The Office In Charge
MSEDCL Sub Division / Circle Office

Date:

Dear Sir / Madam,

I hereby submit this application for Correction in Name on my Electricity Bill as per details give below

A. Consumer No.

--	--	--	--	--	--	--	--	--	--	--	--

B. Name of Consumer as per MSEDCL Record (IN BLOCK LETTERS)*

FIRST NAME	MIDDLE NAME / NAME OF FATHER / HUSBAND	SURNAME

Mobile No and email id as per MSEDCL Energy Bill*

Mob No :
E-mail ID

C. Correction Required

Name of consumer (Corrected)

FIRST NAME	MIDDLE NAME / NAME OF FATHER / HUSBAND	SURNAME

Mobile No and email id (If want to update)

Mob No :
E-mail ID

D. Documents enclosed (please specify) _____ (See the List below)

Declaration:

I hereby declare that

I will abide by the provisions of Electricity Act 2003 and Maharashtra Electricity Regulatory Commission (Electricity Supply Code and other condition of supply) Regulation 2005. I will further abide by the rules and regulations issued by regulatory bodies and MSEDCL from time to time.

The above information is true and if any false information is observed, I / we will be responsible for the consequence thereof.

Signature of Applicant

LIST OF REQUIRED DOCUMENTS (ANY ONE OF THE FOLLOWING)

1. Aadhar Card showing required corrected name
2. Voter ID Card
3. PAN Card showing required corrected name
4. Driving License
5. Pass Port showing required corrected name
6. Collector / Govt. Authorized Photo ID
7. Gazette notification showing required corrected name.

FORM FOR ACTIVITY BASED CHANGE OF TARIFF CATEGORY

You can fill this form online also. Please visit www.mahadiscom.in

To
The Office In Charge
MSEDCL Sub Division / Circle Office

Date:

Dear Sir / Madam,

I hereby submit this application for Correction in Tariff Category as per activity base in my Electricity Bill as per details give below:

A. Consumer No.

--	--	--	--	--	--	--	--	--	--	--	--

B. Name of Consumer as per MSEDCL Energy Bill *

FIRST NAME	MIDDLE NAME / NAME OF FATHER / HUSBAND	SURNAME

Mobile No and email id as per MSEDCL Energy Bill*:

Mob No :
E-mail ID

C. Correction Required in Tariff:

PREVIOUS ACTIVITY	PREVIOUS TARIFF	NEW ACTIVITY	NEW TARIFF

D. Mobile No and email id (If want to update):

Mob No :
E-mail ID

Declaration:

I hereby declare that

I will abide by the provisions of Electricity Act 2003 and Maharashtra Electricity Regulatory Commission (Electricity Supply Code and other condition of supply) Regulation 2005. I will further abide by the rules and regulations issued by regulatory bodies and MSEDCL from time to time.

The above information is true and if any false information is observed, I / we will be responsible for the consequence thereof.

Signature of Applicant

Note: In case of arrears , this application will not be processed

* System will automatically display the data after entering consumer number.

FORM FOR PERMANENT / TEMPORARY DISCONNECTION
You can fill this form online also. Please visit www.mahadiscom.in

To
The Office In Charge
MSEDCL Sub Division / Circle Office

Date:

Dear Sir / Madam,

I hereby submit this application for Permanent / Temporary Disconnection of supply

A. Consumer No.

--	--	--	--	--	--	--	--	--	--	--	--

B. Name of Consumer as per MSEDCL Record (IN BLOCK LETTERS)*

FIRST NAME	MIDDLE NAME / NAME OF FATHER / HUSBAND	SURNAME

C. Mobile No and email id (If want to update)

Mob No :
E-mail ID

D. Reason for Permanent / Temporary Disconnection of supply

E. Date from which Permanent Disconnection Required _____

OR

F. Period for Temporary Disconnection From _____ **To** _____

Declaration:

I hereby declare that

I will abide by the provisions of Electricity Act 2003 and Maharashtra Electricity Regulatory Commission (Electricity Supply Code and other condition of supply) Regulation 2005. I will further abide by the rules and regulations issued by regulatory bodies and MSEDCL from time to time.

The above information is true and if any false information is observed, I / we will be responsible for the consequence thereof

Signature of Applicant

Note : In case of arrears , this application will not be processed.

* System will automatically display the data after entering consumer number.

** Consumers arrears position if any will be displayed.

Maharashtra State Electricity Distribution Co. Ltd.
(A Govt. of Maharashtra undertaking)
CIN: U40109MH20055GC153645



FORM FOR REFUND OF SECURITY DEPOSIT
You can fill this form online also. Please visit www.mahadiscom.in

To
The Office In Charge
MSEDCL Sub Division / Circle Office

Date:

Dear Sir / Madam,

I hereby submit this application to refund of security deposit as per details given below:

A. Consumer No.

--	--	--	--	--	--	--	--	--	--	--	--	--

B. Name of Consumer as per MSEDCL Energy Bill *

FIRST NAME	MIDDLE NAME / NAME OF FATHER / HUSBAND	SURNAME

Mobile No and email id as per MSEDCL Energy Bill*:

Mob No :
E-mail ID

C. Security Deposit amount with MSEDCL as shown on Electricity Bill* _____

D. Consumer Bank Details :
Name of Account Holder:
Name of Bank & Branch:
Bank A/c no.:
IFSC no.:
Original Receipt no (if available)

Signature of Applicant

SERVICE REQUEST FORM
(Supply, Billing & Meter Related Complaint's for LT Consumer)

To
The Office in charge
MSEDCL

Date of Application _____

Dear Sir / Madam,
I hereby submit my complaint as below,

A. Details of Consumer

Name of Consumer (in Block Letters)	First Name	Middle Name	Surname
Consumer No.		Billing Unit	
Email Id		Mobile No.	

B. Details of Service / Complaint

Tick which is applicable (if possible)

1) Supply Related Issues/Complaint:

i) Power Failure

- Reconnection of Supply
 Individual Power Failure
 i) No Supply
 ii) Loose connection
 iii) Service wire damage
 iv) Over Voltage
 v) Low Voltage
 Area Power Failure
 i) D.O Fuse blown off
 ii) LT Box Fuse blown off
 iii) Single phasing
 iv) Transformer Fail
 v) Snapping of conductor
 vi) Cable Fail

ii) Line Maintenance Issues

- Trimming of Tree branches
 Spacer Arrangement
 Loose Span
 LT Feeder Pillar
 HT Feeder Pillar
 LT Distribution box
 Rusted / Damaged pole
 Tilted Pole
 Broken Stay
 Shifting of line / Equipment

2) Meter Related Issues:

i) Meter Testing / Replacement

- Burnt Meter
 Faulty / Non Functional Meter
 i) Meter Stop
 ii) No Display
 Meter Testing

- i) Meter running Fast
 ii) Meter running Slow

Meter Shifting

ii) CT/PT Related

- CT fail
 PT fail

3) Billing Related Issues/ Complaint:

i) Non Receipt of Bill

- Out of station
 Agency delay/not given
 First bill not received
 PD reconnected but bill not received

ii) Wrong Tariff

- Purpose of supply
 i) Residential
 ii) Commercial
 iii) Industrial
 Other (Please Specify)

iii) Wrong Billing

- Average Bill
 i) Reading not available / taken
 ii) Meter Faulty
 Abnormal / high Bill
 i) Wrong Reading
 ii) Meter consumption abnormal
 Meter change not effected
 Wrong multiplying factor

iv) Go-Green

- Avail Go-Green option

Please give details

I am ready to pay the applicable charges.

Signature of Applicant / Thumb Expression

Note: i) Meter cost to be borne by consumer in case of burnt meter.

ii) Consumer availing Go- Green facility will get discount of Rs. 10/- on each bill and will receive bill on registered e-mail id

Application No.:	Acknowledgement Receipt
Applicant Name:	
Application Received Date:	
	Signature & Office Stamp (Representative MSEDCL)

ANNEXURE B: SELF DECLARATION AND UNDERTAKING

1. Self Declaration regarding electrical installations (Upto 11kv notified voltage level).
2. Undertaking cum Indemnity Bond (in case of non availability of occupancy proof).

1. Self Declaration regarding electrical installations (Upto 11kv notified voltage level)

(To be submitted by applicant on Rs. 200/- Stamp Paper; if proof of ownership or occupancy of premises is not available with applicant while applying for new service connection.)

(For Self Certification by Owner or Supplier or Chartered Electrical Safety Engineer)

CERTIFICATE

(Under Regulation 30 / Regulation 43 of CEA (Measures relating to Safety & Electricity Supply) Regulation, 2010)

This is to certify that electrical installation has been completed in all respects and the work has been carried out conforming to the CEA (Measures relating to Safety & Electricity Supply) Regulation, 2010 and relevant Standards of IS / NEC / IEC. The site tests done are found to be in order and it is electrically safe to operate the apparatus free from any danger.

Encl : Form 1 / Form 2 / Form 3 as applicable

(Signature)

Self certifying supplier or owner

Name _____

(Signature)

Chartered Electrical Safety Engineer

Name _____

File No. _____

To Chief Electrical Inspector / Electrical Inspector fo _____.

* Not applicable to isolated wall tubes or to brackets, electroliers, switches, celing fans and such other fittings (other than portable hand lamps and transportable apparatus) unless provided with earth terminal.

Note: Form 1, Form 2 and Form 3 are made available on our website www.mahadiscom.in on the path [Consumer portals > Dowanload > Self Declaration > Form 1 / Form 2 / Form 3](#)

2. Undertaking cum Indemnity Bond (in case of non availability of occupancy proof)

(To be submitted by applicant on Rs. 200/- Stamp Paper; if proof of ownership or occupancy of premises is not available with applicant while applying for new service connection.)

AFFIDAVIT CUM INDEMNITY BOND

I/We _____ S/o _____ Age _____ years R/o _____ do hereby solemnly affirm and declare as under:

1. That I/We am /are legal occupant of premises as described hereunder: Room/Shop No.____, Building/Chawl Name _____, bearing Property No____, Area admeasuring____, Place _____, Landmark _____, Teh _____ Dist _____, Pin _____ for which a New Electricity connection has been required in the capacity as the occupant/allottee/tenant/owner/developer on the basis of the documents of legal occupancy of the premises.
2. That there is/had not been any connection released in the name of me or anyone else.
3. That the Competent Authority vide letter no. _____ dated _____ has sanctioned a new connection in the said premises and sanctioned a load of _____ KW/KVA.
4. That, I/We undertake to pay the dues, if any, found outstanding against any Electricity connection earlier obtained in the said premises to MSEDCL.
5. That I/We indemnify the MSEDCL in case any objection has been raised by anyone in respect of the said electricity connection and/or any loss caused/will cause due to such connection and will make good thereof along with all the litigations arising out of it for the cost and consequences thereto.
6. That in case said premises has been declared as unauthorized construction and any action has been taken/directed to be taken by the Local Bodies, State Agency, the Court of Law or any other State/Central Govt. Instrumentality, the electric supply of the said premises will be disconnected by MSEDCL without any Notice for which MSEDCL will not be held responsible to the cost and consequences thereof and in case any financial damage or loss of life & limbs caused due to collapse of such building/premises for which I/we will be sole responsible and MSEDCL will be keep indemnified against such cost & consequences arising out of.
7. That the electricity connection sanctioned in the said premises _____ in the name of _____ for _____ purpose, shall be used only for the same purpose.
8. That in case the said electricity connection is found to be used for purpose other than for which it has been sanctioned, MSEDCL shall be at liberty to take necessary action as per the Electricity Act, 2003 and Rules & Regulations framed thereunder apart from levy of applicable charges in the electricity bills.
9. That the electricity connection shall not confer any legal right of regularization of my/our premises including its land use. Further MSEDCL shall be at liberty to disconnect the electricity supply including the service lines without notice where as and when any action is called for to discharge their statutory obligations.
10. That I /We shall regularly pay the bills raised by MSEDCL from time to time and in case of failure MSEDCL may disconnect the electricity supply and may take all possible action as per law for recovery of dues including disconnection of electricity of my / our other premises.

11. That I will abide by all the provisions envisaged under the Electricity Act and Rules & Regulations framed thereunder as well MSEDCL's guidelines issued in the form of Circular, Letter, Administrative directions etc. from time to time. In case of failure, I authorize MSEDCL to disconnect the supply.
12. That MSEDCL will be at liberty to disconnect the electricity supply of this premises without notice in case it is found that the information provided by me/us hereinabove or any content hereof, is fake, frivolous, fraudulent or illegal, to which I/We will not take any objection and I/We will be sole responsible to the cost and consequences arising out of. Further, I/We will indemnify MSEDCL against the same.
13. That I/We have given this undertaking voluntarily without any fear & favour which will be construed as free consent and the same will be binding upon my/our Legal heirs/executors/assignees/successors etc.

DEPONENT

VERIFICATION

I/We _____ S/o _____ Age ____ resident of _____ do hereby confirm that the contents of above affidavit are true to the best of my knowledge and belief and nothing has been concealed therefrom.

DEPONENT

ANNEXURE C : SCHEDULE OF CHARGES

Table 1 : Service connection Charges for New Overhead Connection.

Table 2 : Service connection Charges for New Underground Connection.

Table 3 : Cost of Meter, Metering Cubicle etc.

Table 4 : Miscellaneous and General Charges.

Table 5 : Application, Registration and Processing Charges.

Table 6 : Processing and Operating Charges for Open Access

Note: Schedule of Charges (SoC) under different heads are as per Hon. MERC order in Case No. 195 of 2017 dated 12.09.2017.

SCHEDULE OF CHARGES

TABLE 1		
SERVICE CONNECTION CHARGES FOR NEW OVERHEAD CONNECTION		
Sr. No.	Category	Approved Charges (Rs.)
1	L.T. Supply	
A	Single Phase.	
i	For Load up to 0.5 KW	1000
ii	For Load above 0.5 KW and up to 10 KW	1500
B	Three Phase	
i	Motive Power up to 21 HP or other loads up to 16 KW	3500
ii	Motive Power up to 21 HP but up to 107 HP or other loads above 16 KW but up to 80 KW.	8500
iii	Motive Power above 107 HP but up to 201 HP or other loads above 80 KW but up to 150 KW.	13000
2	H.T. Supply	
i	H.T. Supply up to 500 KVA.	21500 + (Rs.30 /- per KVA for excess load above 500 KVA.)

Note:

1. In case MSEDCL permits an applicant to carry out the works through a Licensed Electrical Contractor (LEC), a rate of 1.30% of the normative charges will be applicable towards supervision charges.
2. In case of extension of load, the normative charges will be applicable on the total load (existing as well as additional load demanded) as per the load slabs indicated above.
3. GST will be levied extra as per applicable rates.

TABLE 2		
SERVICE CONNECTION CHARGES FOR NEW UNDERGROUND CONNECTION		
Sr. No.	Category	Approved Charges (Rs.)
1	L.T. Supply	
A	Single Phase.	
i	For Load up to 5 KW	3,100
ii	For Load above 5 KW and up to 10 KW	7,150
B	Three Phase	
i	Motive Power up to 27 HP or other loads up to 20 KW	13,500
ii	Motive Power up to 27 HP but up to 67 HP or other loads above 20 KW but up to 50 KW.	21,000
iii	Motive Power above 67 HP but up to 134 HP or other loads above 50 KW but up to 100 KW.	43,000
iv	Motive Power above 134 HP but up to 201 HP or other loads above 100 KW but up to 150 KW.	66,500
2	H.T. Supply	
i	H.T. Supply up to 500 KVA.	2,21,000
ii	H.T. Supply above 500 KVA.	2,30,000

Note:

1. The road opening charges vary from area to area hence will be levied on actual basis.
2. In case MSEDCL permits an applicant to carry out the works through a Licensed Electrical Contractor (LEC), a rate of 1.30% of the normative charges will be applicable towards supervision charges.
3. In case of extension of load, the normative charges will be applicable on the total load (existing as well as additional load demanded) as per the load slabs indicated above.
4. GST will be levied extra as per applicable rates.

TABLE 3			
COST OF METER, METERING CUBICLE ETC.			
Sr. No.	Category		Approved Charges (Rs.)
Applicable in case consumer opts to purchase the meter from MESDCL & in case of Lost & Burnt Meter			
1	Single Phase Meter without box #		
	a	Plain Meter	600
	b	RF Meter	1,500
	c	Pre-Paid Meter	2,700
	d	Pre-Paid Meter Interface	900
2	Three Phase Meter without box		2,500
3	H.T. TOD Meter		4,000
Application in case consumer opts to purchase the metering cabinet / cubical from MSEDCL			
4	C.T. operated metering cabinet including CT's MCCB & meter		
	a	50/5 A	21,000
	b	100/5 A	22,500
	c	150/5 A	22,500
	d	200/5 A	22,500
	e	250/5 A	22,500
5	H.T. Metering Cubicle including C.T. & P.T.		
	a	11kV	85,000
	b	22kV	1,30,000
	c	33kV	1,90,000

Note:

1. # Meter box will be provided by MSEDCL at its own cost.
2. GST will be levied extra as per applicable rates.

TABLE 4

MISCELLANEOUS AND GENERAL CHARGES

Sr. No.	Category	Approved Charges (Rs.)	
1	Installation Testing Fees #		
	Low Tension Service		
	a	Single phase	100
	b	Three phase	200
		High Tension Service	550
2	Reconnection Charges		
	Low Tension Service at Meter incoming		
	a	Single phase	100
	b	Three phase	200
		At Overhead mains	
	a	Single phase	100
	b	Three phase	200
		At underground mains	
	a	Single phase	200
	b	Three phase	200
		High Tension Service	800
3	Charges for Notice U/s 56 of EA 2003	Nil	
4	Changing location of meter within same premises at consumers request *	350	
5	A. Testing of Meters		
	a	Single phase	200
	b	Poly-phase meter /RKVAH meter	800
	c	LTMD (with or without CTs)	1,000
	d	Tri-vector meter	1,000

Sr. No.	Category		Approved Charges (Rs.)
5	e	Metering equipments like CT/PT per Unit for LT	1,000
	f	Metering equipments like CT/PT per Unit for HT up to and including 33 kv	3,000
	g	Metering equipments like CT/PT per Unit for EHT above 33 kv	5,000
	B. Testing of Meters at TQA Labs		
	a	Single phase	2,000
	b	Three phase	9,500
	c	LT CTOP Meters	10,000
	d	HT TOD Meters	15,000
	e	ABT/Apex	20,000
6	Administrative charges for cheque bouncing		Rs.750/- Irrespective of cheque amount

Note:

1. # Applicable only after first inspection for the release of new service connection.
2. * Inclusive of material, labour and all other costs.
3. GST will be levied extra as per applicable rates.

TABLE 5		
APPLICATION, REGISTRATION AND PROCESSING CHARGES		
Sr. No.	Category	Approved Charges (Rs.)
New connection/ Change of name / Reduction or Enhancement of load / Shifting of service / Temporary connection		
a	Single phase	100
b	Three phase	150
c	LT (Agricultural)	150
d	Ht supply up to 33 KV	2,400
e	EHV Supply	4,800

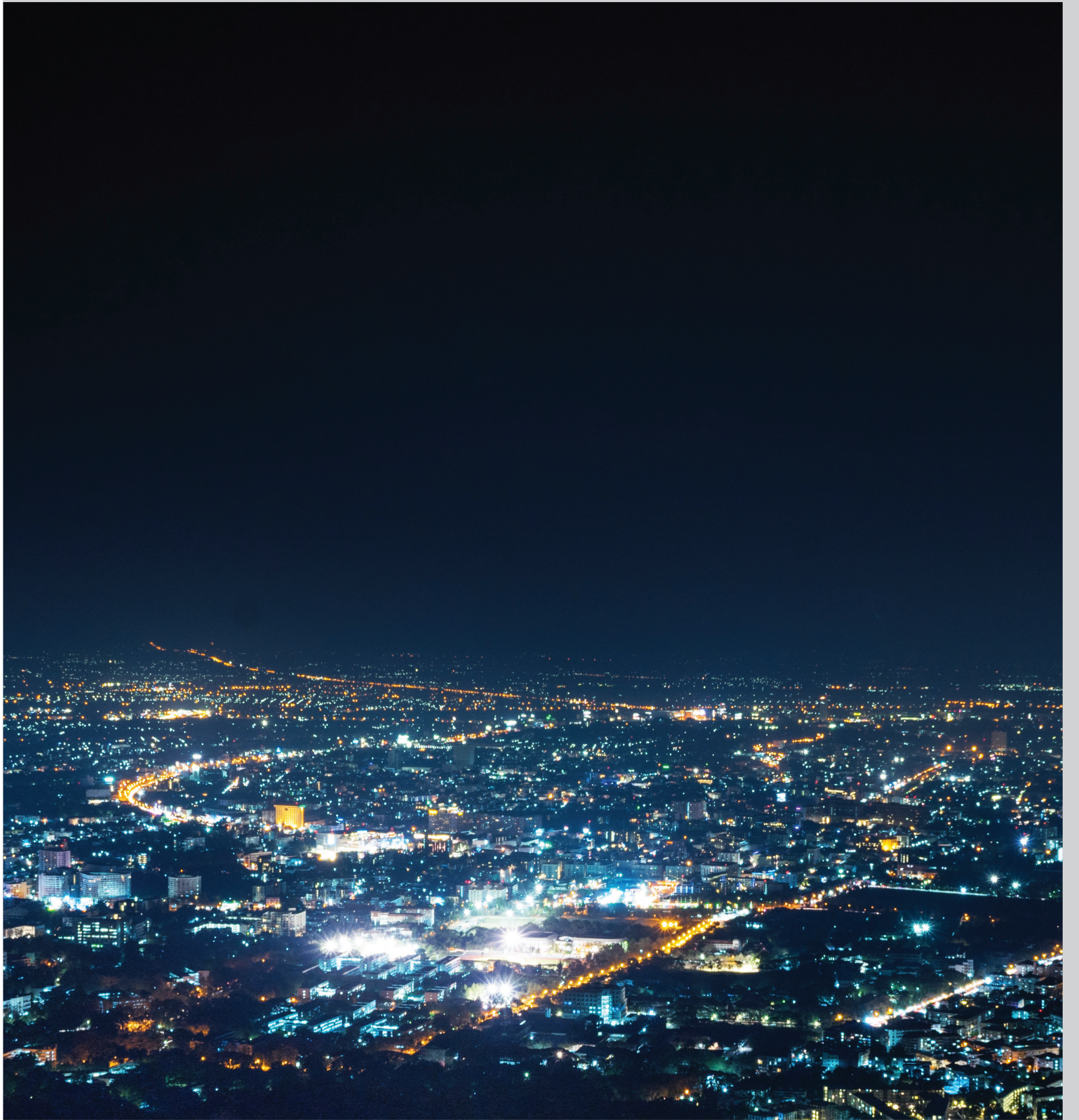
Note:

1. GST will be levied extra as per applicable rates.

TABLE 6		
PROCESSING AND OPERATING CHARGES FOR OPEN ACCESS		
OA Load Requisitioned	Approved Processing Fees Per Application (Rs.)	Approved Operating Charges Per month (Rs.)
Up to 1 MW	14,500	14,500
More than 1 MW and up to 5 MW	22,000	
More than 5 MW and up to 20 MW	44,000	28,000
More than 20 MW and up to 50 MW	75,000	
More than 50 MW		

Note:

1. GST will be levied extra as per applicable rates.





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