

**List of Services Provided  
at Consumer Facilitation Centre**

Sr NO.	** Service Details
<b>1) Application</b>	
1	Acceptance of Application Form for Change of Billing Address
2	Acceptance of Application Form for Change of Name / Ownership
3	Acceptance of Application Form for Load Change
4	Acceptance of Application Form for Non use of Supply (Temporary)
5	Acceptance of Application Form for Re-Connection (Restoration of Supply)
6	Acceptance of Application Form for Request for Disconnection - (Permanent)
7	Acceptance of Application Form for Request for Disconnection - (Temporary)
8	Acceptance of Application Form for Shifting of Meter Location within same premises
9	Acceptance of Application Form for Temporary Connection (LT)
10	Acceptance of Application for LT / AG / PUMP
11	Application for Correction in Consumer Name
12	New Connection (LT) Industrial up to (for corporation 200HP/150KW for other area 107HP / 80KW
13	New Connection (LT) for Residential / Commercial (Building Complex / Group of Application)
14	New Connection (LT) for Residential / Commercial (Individual House/ Bunglow)
<b>2) Complaints</b>	
1	Lodging of Complaints at CFC : 1. Billing Related, 2. Meter Related, 3. NSC Related / Enhancement or Reduction of Load, 4. Disconnection / Reconnection 5. Supply Related
2	Collecting Complaint Feedback from Complainants after complaint closure
<b>3) Help Desk</b>	
1	Providing Emergency Numbers
2	Providing Load Shedding Information
3	Providing Consumer Redressal Forum Contact Information
4	Providing Tariff Detail
5	Providing List of Services provided at CFC
5	Providing Checklist of Document for Service Applications
6	Providing Status of Application Forms Submitted at CFC
7	Providing Status of Lodged Complaints
8	Providing other customer related request
<b>4) Billing Related</b>	
1	Delivery of Duplicate Bill
2	Delivery of Consumer Personal Ledger (CPL)
3	Supply of Arrears Detail Information
4	Payment request to Consumers
<b>5) Intimation of Energy Theft</b>	

**\*\* MSEDCL Consumers in the jurisdiction of the respective sub division area can avail the facility of Consumer Facilitation Centre (CFC) for resolving their complaints and applications.**