

Ref. No. Dir.(Operations)/Comm/ **No 26138**

Date : **20 AUG 2014**

COMMERCIAL CIRCULAR No. 225

Sub :- Compulsory use of Online New Connection System (NC) for New Connections and Load enhancement / reduction of existing Consumers.

Ref :- 1) Commercial Circular No. 187 dtd 15/02/2013.
2) Dir. (Operations)/Comm/4373 dtd.07/02/2014.

MSEDCL has developed an online system to bring transparency in the New Connection process which is operative for more than one year. The instruction to use this system were already issued vide Commercial Circular No.187 dt. 15/12/2013 & Circular under reference No.(2). Now the facility of load enhancement/ load reduction of existing consumers has also added to the system.

Now connections (NC) system would aim as enhancing the customer services by enabling transparent tracking of requests made by the consumers. This application will operate on real-time basis, thereby reducing the significant time required for processing consumer's application. It will also enable MSEDCL's management to track standard of performance (SOP) for New Connections Services on transparent manner.

During monthly review meeting in October 2013, it was instructed by Hon'ble Managing Director that the reason for pendency of all New Service connections including HT consumers must be updated in online New Service Connection System and data of all new service connections must be entered in online service connection system.

However, inspite of repeated instructions and follow up from the Corporate Office, it is seen that the field officers are not completely utilizing this system. Due to this, the aim of online New Connection System is defeated resulting in day by day rise in complaints of the consumers for New Connections.

In this regard, it is directed that all data related to processing of New HT/LT connections including load enhancement/reductions of existing consumers from new application entry to release of connections must be entered timely in online connection module at each stage of process.

The status of the consumers application is to be updated by concerned officer at various level through online system only. If any officer is found to be processing the application manually which is not fed in online system will have to face stern disciplinary action which may be as severe as suspension/termination.

Chief Engineer of the zone to take weekly review of pending status of HT applications through online system & check sample cases for reason for pendency.

Superintending Engineers of the Circle Offices to ensure compliance of this Circular.


Director (Operations)

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