



Maharashtra state electricity Distribution co. l td.

(A Govt. of MAhArAshtrA Under tAkinG)

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Date: 05.8.2015

COMMERCIAL CIRCULAR No. 245

Subject: On-line Facilities available to prospective consumers and reduction in number of documents to be submitted along with the Application for power supply.

All are aware that a prospective consumer can now apply on line for new power supply and in addition to this; provision has now been made to facilitate the consumer by allowing on line payment for new connections. Accordingly, following online services are made available to new connection consumers on **www.mahadiscom.in portal.**

Consumer Services → New Connection

- Pay New Connection charges online
- Know your Application Status
- Upload NC documents (for consumers having load>100KVA)

[1] Pay New Connection Estimate charges online based on Schedule of Charges:

Consumers, who have applied for New Connection but have not been issued the firm quotation, can **now** make payment of new connection charges based on Schedule of Charges.

Following 3 charges are accepted from the consumer based on Tariff and Required Load:

- a. Initial Security Deposit
- b. Service Connection Charges
- c. Processing Fees

Monthly consumption vis-à-vis charges payable accordingly have been determined on the basis of the formulae provided in Commercial Circular 369 and SOP.

For consumers where firm quotation is issued, the charges based on the quotation will be displayed for the online payment. Existing online payment gateway services can be used for the same.

Consumers who are otherwise eligible for payment of Security Deposit by way of Bank Guarantee, will have an option (which will be displayed on the screen) to pay the Security Deposit either in cash or by way of Bank Guarantee. In case the consumer elects later option, then the consumer can upload the unconditional Bank Guarantee of appropriate face value issued by Scheduled Commercial Bank.

Further the above mentioned charges represent only the basic / standard charges payable by a prospective consumer. In case power supply arrangement of such consumer involves certain capital works and the consumer elects the option to execute the capital works under DDF Scheme, then either the estimated cost or the supervision charges (as the case may) shall be payable by such consumer in addition to above standard charges.

Consumer needs to search the application details by providing application number or the consumer number.

“Pay now” button is displayed to the consumer for Online Payment. Consumers can pay the New Connection charges online using net banking or debit / credit card options.

Following information is mandatory before proceeding to the online payment.

- Accepting the terms and conditions.
- Providing the mobile number.

When consumer clicks on the "Pay Now" button, consumer will be directed to payment gateway page, where consumer can select mode of payment, net banking or debit / credit card, and make payment.

After successful payment, receipt will be displayed. This receipt can be saved as PDF document. However in case the consumer only uploads the application and does not pay the standard charges, then status of such consumer shall be displayed in the system as "Application registered but not paid".

Sample Screens are provided in Annexure 1 to this Circular.

[2] Know your new connection application status:

Consumers can check new connection application status on the portal. Consumer has to provide A1 application number or the consumer number to get the application status.

The application statuses which have already been defined in the new connection workflow will be shown to consumer. Application status such as "A1 Approved", "Technical Feasibility Approved", "Estimate Approved", "Receipt Approved", "Meter Assignment Approved", "First Bill Generated" will be shown to consumer.

It is important to note that the consumer can use the above services provided he / she knows his / her application number or consumer number.

Sample Screens are provided in Annexure 2 to this Circular.

[3] Upload NC documents:

Consumer having load more 100 KVA can upload the images of the mandatory documents required for the new connections. It however needs to be noted that documents of type pdf or jpg will be accepted.

Presently, the consumer is required to submit various documents along with his application, however the number of documents, initially for

consumers having load above 100 kVA, have now been reduced to **TWO** only.

Accordingly provision for uploading two / three documents is made.

The Industrial consumer, having load above 100 kVA, along with his application for power supply, shall now upload only following documents and all such consumers who may upload these documents shall be considered as eligible for getting power supply, subject to compliance of other conditions, other than submission of documents.

- **Ownership proof**
- **Industrial Registration / DIC certificate**

The consumer, who so ever may use this facility of uploading of documents, shall have to provide his / her mobile number, which will be a mandatory filed.

The documents up loaded by the consumer can be viewed / verified on line.

Sample Screens are provided in Annexure 3 to this Circular.

[4] Intimation to the consumer

A system has now been developed where the consumer shall be intimated via SMS whenever the work flow stage is approved by the approving authority in the new connection system. Following messages shall be sent to the consumer on the mobile number provided in the A1 application.

A1_stage

Dear consumer your new connection application dated <<02/04/15>> is received. Your application no is <<1234567>>. Track status at www.mahadiscom.in.

Estimate_Approve

Firm Quotation of << Rs.12345>> generated for application no <<1234567>>. Your Consumer No is <<123456789012>>. You can pay online .

Receipt Approve

Payment of <<Rs. 12345> received against Firm Quotation for application no <<1234567>>.

Meter assignment

Dear Consumer Meter is installed on <<05/04/15>>.Your Consumer No is <<123456789012>> for all future references.

Sample Screen is provided in Annexure 4 to this Circular

All the field officers are requested to take due note of these developments and shall ensure that appropriate publicity is given to these facilities.



Chief Engineer (Commercial)

Copy: As per mailing list.

ANNEXURE 1

MAHAVITARAN
Maharashtra State Electricity Distribution Co. Ltd.

Check New Connection application status , Pay Firm Quotation / Demand Note and Upload documents.

Search

Application Number

Captcha
Captcha letters are case sensitive.

| Consumer Information | |
|----------------------------------|-----------------------------|
| Application ID | 3665653 |
| Consumer No | 191950053780 |
| Application Date | 30-Mar-13 |
| BU | 0914 |
| Consumer Name | ASHA VISHWANATH PAWAR |
| Address | 1270 KODOLI, VARACHI ALI, |
| Category | LT industrial |
| Service Type | New Connection (Permanent) |
| Supply Type | LT-SUPPLY |
| Requested Load | 3.73 KW |
| Contract Demand (KVA) | 5 KVA |
| Application Status | Status A1 Application Draft |
| No of Documents Online Uploaded. | 0 |

Charges as per schedule of charges. (Actual demand may change after Technical Feasibility.)

| Estimate No | Date | Type | Description | Amount (Rs.) |
|--|------|------|-------------|--------------|
| Intranet settings are turned off by default. | | | | |

| | | | | |
|----------------------------------|-----------------------------|--|--|--|
| Address | 1270 KODOLI, VARACHI ALI, | | | |
| Category | LT industrial | | | |
| Service Type | New Connection (Permanent) | | | |
| Supply Type | LT-SUPPLY | | | |
| Requested Load | 3.73 KW | | | |
| Contract Demand (KVA) | 5 KVA | | | |
| Application Status | Status A1 Application Draft | | | |
| No of Documents Online Uploaded. | 0 | | | |

Charges as per schedule of charges. (Actual demand may change after Technical Feasibility.)

| Estimate No | Date | Type | Description | Amount (Rs.) |
|-------------|-----------|------|------------------------|--------------|
| 7000317 | 29-Jun-15 | LT | First Security Deposit | 3730 |
| | | | Service Conn. Charges | 3500 |
| | | | Processing Fees | 100 |
| | | | Total: | 7330 |

Conditions for Online Payment of estimate amount for New connection:

- International cards are blocked for online payment of MSEDCL estimate amount.
- Please note that a convenience fee i.e. gateway charges levied by Master/visa/omers will be applicable for credit card and debit card payments exceeding Rs. 500.
- The online payment service will be unavailable from 11:40 pm to 3:15 am daily.
- In case of multiple payments for an estimate amount, credit (refund) for the extra amount will be paid by MSEDCL on email request of consumer with proper proof of multiple payment. This extra amount will be refunded by MSEDCL as per existing RBI Guidelines on the same account.
- There will be no refund for the estimate amount paid to MSEDCL. Excess amount if any will be refunded by MSEDCL. In case of any such chargeback request, appropriate action regarding New Connection as per MSEDCL Rules will be initiated.
- To avoid fraudulent transaction, it is recommended not to reveal details of your card like (Card Number, CVV, OTP/Password) to anybody; make payment yourself without going through any channels/agents.
- Do not open multiple payment windows simultaneously and do not press 'Refresh' / 'Back' Button while making Payment.
- I / we agree to pay the Balance Estimate amount for New connection as per actual estimate.

I accept Terms and Conditions.

MobileNo:


ANNEXURE 2



The screenshot shows the MAHAVITARAN logo (Maharashtra State Electricity Distribution Co. Ltd.) and a navigation bar with the text: "Check New Connection application status , Pay Firm Quotation / Demand Note and Upload documents." Below this is a search form with a dropdown menu for "Application Number", a text input field, and "Search" and "Reset" buttons. A footer at the bottom right indicates "@2015.MSEDCL_Web_Version".

| Consumer Information | |
|------------------------------|--|
| Application ID | 1806264 |
| Consumer No | 170012077532 |
| Application Date | 28-Mar-12 |
| BU | 4602 |
| Consumer Name | NARANG SHRADDHA S. |
| Address | SR NO-260/1A/1/16,BH- RAJMUDRA DHABA, KALWAD WASTI, PUNE |
| Category | Residential |
| Service Type | New Connection (Permanent) |
| Supply Type | LT-SUPPLY |
| Requested Load | 4 KW |
| Contract Demand (KVA) | 0 KVA |
| Application Status | Status Estimate Approved |

ANNEXURE 3



Check New Connection application status , Pay Firm Quotation / Demand Note and Upload documents.


Search

Application Number ▾

3500889

| Consumer Information | |
|------------------------------|---|
| Application ID | 3500889 |
| Consumer No | |
| Application Date | 17-Dec-12 |
| BU | 4652 |
| Consumer Name | Max Realities Ltd |
| Address | Sector-15/Plot No-9 Bhoomi mall CBD Belapur |
| Category | HT Res/Comm Complex |
| Service Type | New Connection (Permanent) |
| Supply Type | HT-SUPPLY |
| Requested Load | 450 KW |
| Contract Demand (KVA) | 350 KVA |
| Application Status | Status A1 Application Rejected |

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Upload Documents

Upload required documents for Application Number : 3500889

| | |
|--|---|
| Mobile No : | |
| Email ID : | |
| Identity Proof | <input type="button" value="Choose File"/> No file chosen |
| Ownership Document | <input type="button" value="Choose File"/> No file chosen |
| Undertaking(Contract form) | <input type="button" value="Choose File"/> No file chosen |
| (Only pdf/jpeg/jpg with files size upto 300kb is allowed.) | |
| <input type="button" value="Upload"/> | |

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| Applicant's Documents | |
|----------------------------|-------------------------------------|
| Identity Proof | <input type="button" value="View"/> |
| Ownership Proof | <input type="button" value="View"/> |
| Undertaking(Contract form) | <input type="button" value="View"/> |

ANNEXURE 4

| For Office Use | | |
|---|--|--|
| Consumer Verification | <input type="checkbox"/> I have verified the application with disconnection and billing database and found no objections | |
| Intimation Letter | | |
| Date of Inspection: | 23-Apr-2018 | |
| Application Received Date: | 16-Apr-2018 | |
| Time of Inspection: Hrs: | 9 | |
| Mn: | 0 | |
| Contract Form | | |
| Supply Agreement form: Upload Supply Agreement form | <input type="button" value="View Supply Agreement form"/> | <input type="button" value="View Applicant's Document"/> |