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COMMERCIAL CIRCULAR No. 187

Subject: Online New Connection & Web Self Service Systems.

Reference: Circular No. Dir (O)/274 Dtd. 24/01/2013.

ONLINE NEW CONNECTION SYSTEM:

Under R-APDRP Part 'A' scheme software modules such as GIS, New Connection, Disconnection, Energy Audit, Consumer Relationship Management (CRM) etc. have been rolled out for use of MSEDCL's field offices vide Circular under ref. 1. **All these Software modules are supposed to be used by all MSEDCL offices including non-RAPDRP offices (except GIS/NA software) for their day-to-day works.**

The **New Connection (NC)** system would aim at enhancing the customer services by enabling transparent tracking of requests made by the consumer. The New Connection request processing can be speed-up by bypassing manual processes like physical site survey, manual VR calculation, etc and can be done online via NC system using GIS. This application will operate on **real-time basis**, thereby reducing the significant time required for processing consumer request and also facilitates the paperless office work. This will automate the numerous jobs of the employees and will reduce the considerable workload from the employees. It will also enable MSEDCL's Management to track Standard of Performance (SOP) for New Connection services.

The **Web Self Service (WSS)** application is also one of the important modules of RAPDRP system, with direct interface with Consumers. This Application will be available through Internet and consumers will be directed towards this application from Mahadiscom website. Most of the Utilities including Reliance Energy use such type of application for their consumers thereby increasing their goodwill and the convenience for their consumers. Apart from other features such as Online Bill View & Payment, consumers can also apply online for New connection using the WSS application.

Main objective of the WSS application is to enable online interaction of consumers with MSEDCL for information and services like online application for New Connection & Disconnection. The desired results by implementing the WSS module are:

- Reduction of consumer queries/visits at MSEDCL office thereby reducing consumer management time on behalf of utility.
- Availability of quick information regarding bills and payments to ensure timely payment.
- Transparency and visibility to consumer regarding complaints and request made with estimated time to address them.

Following are the steps for Online New Connection Process (initiated from WSS module) :

1. Consumer visits www.mahadiscom.in website and clicks the "Apply for New Service Connection online" (Web Self Service) Link to enter the WSS module.
2. Mobile Number and email address are mandatory. This information is used for customer verification and contacts.
3. Consumer applies for New Connection by entering all the details in online A1 form.
4. MSEDCL Call Center agent will verify the Consumer's request by contacting the Consumer by phone & email and also confirms the area of connection consumer has requested.
5. Call Center agent will assign the application to the concerned O&M office (confirmed from above step) and also an alert will be available on his portal account.
6. O&M Office contacts the prospective consumer and conveys the date and time of visit of MSEDCL personnel.
7. Signed A1 form & other documents are collected from the prospective consumer during site visit by the MSEDCL officials.
8. From here onwards new connection process as usual will be followed by the O & M office.
9. Consumer can track status of his application online on website through WSS or through Customer Care Centre or Touch Screen KIOSK (12 provided for 12 Zonal Offices).

Kindly note that:

1. New Connection system is fully functional.
2. Online New Connection Process will be made available to HT Consumers from 15th February 2013.
3. Online New Connection Process will be made available from 15th March 2013 for all LT consumers.

For application related issues/help mail to rapdrpsupport@mahadiscom.in

OFF-LINE NEW CONNECTION SYSTEM

There is web based online system available for processing new service connection applications including issue of firm quotations, further tracking of application status as described above.

It has been noticed that still at some places on line A-1 Forms are not being filed up & proper record has not been maintained and there are complaints from consumers regarding delay in release of connection contradicting to provisions under Standard of Performance (SoP). During MD review meeting dated 05.01.2013 it has been decided as under:

- 1) All new service connection applications to be filled up online, strictly from 15th Feb 2013.
- 2) When consumer approached to our office with A1 forms for new connection entry of same has to be made in "New Service Connection Application Register" as per the format enclosed.

- 3) The required **"New Service Connection Application Registers"** have been printed and are already distributed by Chief Engineer, MM Cell H.O., Bandra.
- 4) A-1 Forms is available on website on demand, same shall be given to the consumer free of cost.
- 5) The concerned officers have to make sure that online registration of A-1 forms shall be done on web based system within 3 days from the date of entry in the register/receipt of A-1 Form from consumer.
- 6) CE/SE/EEs visiting Section/Sub Division offices shall verify these registers and ensure that entry has been updated in the computer and shall acknowledge it with their remark, if any.

All field offices are requested to comply these instructions strictly.

Director (Operations)
MSEDCL

Copy to: As per mailing list

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