

## Online Provisions for New Connection Consumers

Online provisions 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 website**.

### 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 based on Schedule of Charges:

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

For consumers where firm quotation is issued, the charges based on the quotation will be displayed for the online payment.

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”.

## **[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.

## **[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.

The Industrial consumer, having load above 100 kVA, along with his application for power supply, shall now upload following 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 field.

## **[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.