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**CIRCULAR**

Sub: Compulsory use of Online new connection system (NC)

There are increasing complaints from the consumers as well as public representatives regarding harassment and abnormal delay in processing the application for the new connection at various levels.

To address this issue and to bring transparency in the new connection system, MSEDCL has developed an online system which is operative since last one year. The instructions to use this system were already issued vide Commercial Circular No.187 dt. 15<sup>th</sup> February, 2013. This system allows the consumer to submit their application online and to track the status of their application online. Similarly, officers of MSEDCL can monitor the status and process of approval at various stages.

However, inspite of repeated instructions and follow up from the Corporate office, it is seen that the Field officers are avoiding to use this system and the consumer's applications are processed manually & then after a lapse, fed into the system. Due to this, the aim of online new connection system is defeated resulting in day by day rise in the complaints of harassment to the consumer for new connection.

To address this issue, it is now reiterated that all the applications for new connection must be processed through online system only, which includes online feeding of A-1 Form, processing of estimate, sanction, issue of work order, issue of meter for new connection and payment to the contractor for works contract to be processed only after confirmation of the consumer's status in the online system. The status of the consumer application is to be updated by the concerned officer at various levels through online system only.

A grace period of 15 days is given from the date of issue of this circular to complete the feeding of accumulated applications. Thereafter, if any officer is found to be processing the manual application which is not fed in online system will have to face stern disciplinary action which may be as severe as suspension/termination.

Superintending Engineers of the Circle offices to ensure the compliance of this circular.



Director (Operations)

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**Maharashtra State Electricity Distribution Co. Ltd.**