

**Before the**  
**MAHARASHTRA ELECTRICITY REGULATORY COMMISSION**  
**World Trade Centre, Centre No.1, 13th Floor, Cuffe Parade, Mumbai 400005**  
**Tel. 022 22163964/65/69 Fax 22163976**  
**Email: mercindia@merc.gov.in**  
**Website: [www.mercindia.org.in/www.merc.gov.in](http://www.mercindia.org.in/www.merc.gov.in)**

**PRACTICE DIRECTIONS**  
**UNDER**  
**ELECTRICITY SUPPLY CODE REGULATIONS, 2005**

**REDUCING PROCESSES AND TIME FOR RELEASING NEW CONNECTION**

**25 March, 2019**

**1. Background:**

- 1.1. MERC (Electricity Supply Code and Other Conditions of Supply), Regulations, 2005 stipulates steps to be followed for processing of new connection application. Regulation 4 of Supply Code Regulations, 2005 prescribed the documents to be submitted along with Application Form. Said Regulations also enabled the Distribution Licensee to give supply after scrutinizing any alternative document.
- 1.2. Over the period, Distribution Licensees in Maharashtra are working towards simplifying process of releasing new connection. As a part of those efforts, they have enabled online submission of application, uploading of required documents and online payment of prescribed fees.
- 1.3. The Commission vide its practice direction dated 5 December, 2018, has removed the requirement of executing separate Agreement. Subsequent to this, now new connection applicant have to submit only three documents viz 1) Identity Proof 2) Premises Ownership / Occupancy Proof and 3) Test Report of installation.
- 1.4. Issue of minimizing documents required to be submitted along with new connection application to two was being deliberated amongst the various stakeholders including, the Government of Maharashtra (GoM), Distribution Licensee and Electrical Inspection Wing of the GoM. The Energy Department, GoM vide its letter dated 13 March, 2019 has informed the Commission that the Chief Electrical Inspector vide its letter dated 1 March, 2019 has informed that if consumer having load upto 150 kW through its undertaking declared that it has electrical installation's Test Report with him, then based on such undertaking Distribution Licensee can release new connection.

- 1.5. With above clarification of the Chief Electrical Inspector, Test Report of Installation need not be submitted along with application for new connection. Similar approach of seeking declaration through undertaking can be adopted for other certificates /clearances which Distribution Licensee is requiring for releasing new connection. This will reduce the number of documents to be provided along with application to two only.
- 1.6. Similar to simplifying process of submitting application for new connection, the Commission vide its earlier Practice Direction dated 20 April, 2015 has directed the Distribution Licensees to release new connection within 15 days from receipt of completed application. Distribution Licensees in Maharashtra are endeavoring to release the new connections in the least possible time. With the more simplified process that asks for only 2 documents along with the application, Distribution Licensee may further endeavor to release new connection within 7 days (where no Right of Way is required) and within 15 days (where Right of Way is required)
- 1.7. Further, the Commission is promoting use of digital communication channel for speedy and cost effective communication with the consumers. Using such tools, the Distribution Licensee may regularly update its consumers about planned outages, revision in tariff etc.
- 1.8. Accordingly, following Practice Direction is issued under Regulation 22 of the Supply Code Regulations, 2005.

## **2. Practice Directions:**

- 2.1. For application for new supply, Distribution Licensee shall seek only following two documents along with application form:
  - (i) Proof of identity of the applicant
  - (ii) Proof of ownership / occupancy (in case of owned or leased premises), Authorization document (in case of firm or company)

For all other statutory requirements, the applicant shall provide declaration/undertaking for confirmation that the information provided in the application is true, the applicant has complied with all requirements under all Statutes for the time being in force, the applicant himself/herself shall be held responsible for any issue arising out of any such non-compliance and that the Applicant shall indemnify the Distribution Licensee from any loss that may occur on account of such non-compliance.

- 2.2. Subject to the statutory provisos, the Distribution Licensee shall endeavour to release new connections within Seven working days (where no Right of Way is required) and within Fifteen working days (where Right of Way is required) of the receipt of applications complete in all respects.

2.3. Distribution Licensee shall use various modes of communication including electricity bill and digital medium for the following:

- a. Advance intimation of revision in tariff wherever feasible.
- b. Advance intimation of monthly planned outages

The Distribution Licensee can also use the digital medium of communication for issuing other information to the consumers including information regarding meter reading, billing, outstanding payment, cheque default if any, emergency outage, etc.

2.4. These Practice Directions shall be effective from the date of issuance of the same.

**Sd/-**  
**(Mukesh Khullar)**  
**Member**

**Sd/-**  
**( I. M. Bohari )**  
**Member**

**Sd/-**  
**(Anand B. Kulkarni)**  
**Chairperson**

  
**(Abhijit Deshpande)**  
**Secretary**

