

	<p style="text-align: center;">MAHAVITARAN Maharashtra State Electricity Distribution Co. Ltd. (A Govt. of Maharashtra Undertaking) CIN: U40109MH2005SGC153645</p> <p style="text-align: center;">Maharashtra State Electricity Distribution Company Ltd.</p> <p style="text-align: center;">Office of Chief Engineer (Billing & Revenue) 5th Floor, Prakashgad, Plot no. G-9, A.K. Marg, Beside Bandra Court, Bandra (E), Mumbai 400 051 Email: cebilling@mahadiscom.in Ph. no.: 022-26474211</p>	 <p style="text-align: center;">म्यातंत्र्याचा अमृत महात्म्य</p>
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CE/B&R/I/EoDB/

No 2 5 5 9 8

Date:- 19 AUG 2024

CIRCULAR NO. 05

Subject: Mandatory consideration of applications submitted through the online platform, in System Dashboard

Maharashtra State Electricity Distribution Company Limited (MSEDCL) has been an active participant in the Ease of Doing Business (EoDB) exercise. As part of EoDB, MSEDCL has introduced landmark reforms in the State and has successfully provided several services through online mode for effective public service delivery.

Under the EoDB exercise, MSEDCL has conceptualized and implemented an online platform for service delivery of applications of Name Change in Electricity Connection.

As transparency, ease of access, user-friendliness, interoperability and accountability form the core principles of Government to Citizen (G2C) as well as Government to Business (G2B) service delivery framework, the MSEDCL hereby makes it mandatory that all applications pertaining to 'Mutation / Name Change in Electricity Connection records' submitted through the online platform, shall mandatorily account for, in the dashboard-based representation of the platform, with certain clear specifications, such as, 'Notified time limit', 'Service Fee', 'Applications received', 'Applications approved', 'Maximum days taken', 'Minimum days taken', 'Average time for disposal', 'Median time for disposal', 'Mode time for disposal', and 'Compliance %'.

The dashboard is implemented on www.mahadiscom.in and the path is as below –

Home Page -> Consumer Portal -> Knowledge Center -> Ease of Doing Business -> Dashboard for Change of name

The above circular comes in force with immediate effect.

This Circular is available on MSEDCL's website www.mahadiscom.in under the categories "B AND R Circulars"


**Chief Engineer
(Billing & Revenue)**

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