

ENERGY DEPARTMENT

S. No.	Area	Recommendation
280.	Obtaining Electricity Connection	Ensure that DisComs uses automated tools to monitor outages in all Industrial areas of State
281.		Ensure that DisComs uses automated tools for service restoration in all Industrial areas of State
282.		Ensure that the regulator publishes monthly or quarterly the data regarding total duration and frequency of outages online in public domain
283.		Ensure that total outage cap is fixed by regulator for a quarter/year and the Discoms compensates customers for outages that go over the fixed cap automatically
284.		Ensure that information on effective tariffs are available online, and that customers are notified of a change in tariff ahead of the billing cycle
285.		Reduce the number of documents required for obtaining the electricity connection to only two i.e. proof of ownership/occupancy and authorization document (in case of firm/company)
286.		Allow third party inspection of internal installations and ensure that majority of establishments avail this provision
287.		Ensure that users are provided a fixed cost estimate based on the load (KVA/KW) required for obtaining electricity connection in all industrial areas of State and ensure these charges (demand note) is generated through the online system

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288.	Obtaining Electricity Connection	Implement a system that allows online application submission, payment and tracking of status without the need for a physical touch point for document submission for new electricity connection and mandate that all applications are submitted online
289.		Stipulate that charged electrical connections (up to 150 KVA) is provided within Seven days (where no 'Right of Way' (RoW) is required) and in Fifteen days where RoW is required from concerned agencies
292.		Allow third parties to easily verify the authenticity of electricity connections and respective premise/entity/individual through online system in the public domain
293.	Certification of Electrical Installation by Chief Electrical Inspector	Publish information about the procedure and a comprehensive list of documents required on the Department's web site
294.		Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application
295.		Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online
296.		Ensure that the system allows users to download the final signed approval certificate from the online portal.
297.		Allow third parties to easily verify the approval certificates in the public domain of at least past two years