CE/Testing/EoDB/NSC Dashboard/Cir-15/ No 0 1 4 2 0   Date: 1 4 JAN 2025

CIRCULAR NO. 15

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.

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 ' Electricity Connection (New and Temporary both)' 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 New Service Connection(NonAG)

The above circular comes in force with immediate effect.

This circular is available on MSEDCL's website www.mahadiscom.in under the categories "Testing Circulars"

Chief Engineer (Testing)
MSEDCL

Copy to:
As per mailing list