

**MAHARASHTRA ELECTRICITY REGULATORY COMMISSION**

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**Dated: 22 July 2024**

**PRACTICE DIRECTIONS**

**UNDER**

**MAHARASHTRA ELECTRICITY REGULATORY COMMISSION  
(ELECTRICITY SUPPLY CODE AND STANDARDS OF PERFORMANCE OF  
DISTRIBUTION LICENSEES INCLUDING POWER QUALITY)  
REGULATIONS, 2021**

**1. Preamble:**

1.1. MERC (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 2021 (henceforth referred to as the Supply Code, 2021) stipulated various procedures and standards for providing services to the electricity consumers. Procedures for making application for new electricity connection, release of electricity connection by Distribution Licensee, billing and issuance of electricity bills, parameters for reliability of power supply are stipulated in these Regulations.

1.2. Supply Code Regulations, 2021 mandates that:

- a. Distribution Licensee shall provide online web portal or mobile application enabling Applicant to submit its online application for supply / additional load / shifting of services/ extension of services / restoration of supply and all other purposes. Such online modules must have online payments facility.
- b. Distribution Licensee to maintain a record of Applications and their current status. Distribution Licensee is also requiring to display on its website for each category of applications, the date up to which the applications have been cleared.
- c. Distribution Licensee to put monthly information on reliability indices on its website.

1.3. Department for promotion of Industry and Internal Trade, Ministry of Commerce and Industry, Government of India has issued implementation guidelines for Business Reform Action Plan, 2024 (BRAP, 2024). Obtaining Electricity Connection is one of the area of concern identified in this action plan. Most of the guiding parameters suggested under BRAP 2024 for obtaining electricity connection such as reducing touchpoints in

process of release of connections, reducing number of documents required to be submitted, time period for release of connection, publishing data of reliability of supply, facility for online payment of electricity bill and online filing of grievances are already stipulated in Supply Code Regulation 2021.

- 1.4. Only parameter which is not specifically covered under Supply Code Regulation 2021 but require to be implemented as per BRAP 2024 is the development of dashboards for reflecting the information related to the new connections and the interruption faced by the electricity consumers. Having such dashboard developed would not only enable easy monitoring of Distribution Licensee's performance but also will help to enhance consumer services. Henec, the Commission is inclined to implement the same.
- 1.5. Accordingly, using its power vested under Regulation 29 of MERC (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations 2021, the Commission issues following practice direction:


## 2. Practice Direction:

- 2.1. Distribution Licensee shall develop the dashboard in public domain to display the following:
  - a. Division wise details related to new connections such as number of applications received, connections released, time taken and charges levied.
  - b. Division wise details about Reliability indices and Quality of supply in terms of following parameters:
    - i. Average Hours of Steady supply voltage supplied to consumers per week
    - ii. Number and hours of interruptions/ power cuts per week
    - iii. Reason for power interruptions.
- 2.2. Above said dashboard shall be developed within a month from date of issuance of this Practice Direction. Further, it should be updated on real time basis or at least on weekly basis. Date and time of updating the information shall clearly displayed on Dashboard.

**Sd/-**  
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