

Before the
MAHARASHTRA ELECTRICITY REGULATORY COMMISSION
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PRACTICE DIRECTIONS
UNDER
MAHARASHTRA ELECTRICITY REGULATORY COMMISSION (ELECTRICITY
SUPPLY CODE AND STANDARDS OF PERFORMANCE OF DISTRIBUTION
LICENSEES INCLUDING POWER QUALITY) REGULATIONS, 2021

Date: 01 March 2021

1. Background:

- 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**) stipulates steps to be followed for processing of applications for new supply connection. Site inspection for ascertainment of technical feasibility is a vital step after receipt of duly completed application.
- 1.2. While releasing new connection or dealing with any connection related request, it is observed that the Applicant interacts with the Distribution Licensees on three counts, which are as below:
 - While submitting application form along with necessary fees;
 - Presence during site inspection;
 - While releasing connection.
- 1.3. Through its recently notified Supply Code, 2021, the Commission has promoted and mandated digital platforms like mobile application/web-based portal for managing new electricity connection requests and other connection related services. Under this arrangement form/document submission, payment thereof and tracking of application status and payment of compensation for delay in release of connection have been moved to digital platforms.
- 1.4. It is pertinent to note that the modalities to be followed during site inspection and deciding point of supply have been provided in Regulation 6 of the Code, 2021, which reads as below:

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6.1 *After a Distribution Licensee receives a duly completed application containing all necessary information / documents in accordance with Regulation 5.4 above, the Distribution Licensee shall send its Authorised Representative to-*

- a. *inspect the premises to which supply is to be given, with prior intimation to the Applicant; and*
- b. *study the technical requirements of giving supply.*

6.2 *In order to give supply to the premises concerned, the Authorised Representative shall, in consultation with the Applicant, fix the position of mains, cut-outs or circuit breakers and meters at the ground floor and sanction the load for the premises:*

Provided that the service position shall normally be at an accessible location and the meter shall be fixed at a height so as to enable convenient reading of meter and to protect the meter from adverse weather conditions:

.....

6.3 *No such inspection referred to in Regulation 6.1 above shall be carried out of any domestic premises to which supply is to be given between sunset and sunrise, except in the presence of an adult male member occupying such premises, or an adult male representative.*

6.4 *After an inspection referred to in Regulation 6.1 above is carried out, the Distribution Licensee shall intimate the Applicant of the details of any works that are required to be undertaken.”*

1.5. Main intent of the above provisions is to keep the consumer informed about every step in releasing the connection to concerned consumer. However, it is also a fact that consumer is interested in timely release of its connection and hence the Commission in Supply Code 2021 while stipulating time lines for releasing connections has removed times lines for inspection of premises, which is purely a utility level technical activity in which network capacity is assessed and decisions regarding augmentation and /or new capacity additions are taken, if required. Distribution Licensee may undertake such activities without requiring the consumer’s interaction or presence. After being assured that connection can be released from the distribution system, the inspection of consumer premises for fixing the metering point and release of the connection can be undertaken at the same time when the supply connection is being released. In case, at that time, any alteration is required in consumer’s installations, the same can be informed to consumer during that field visit.

1.6. In this background, the Commission is of the opinion that inspection required under Regulation 6.1 of Supply Code, 2021 can be undertaken without consumer’s interaction or presence and numbers of interactions (touch points) with the consumers for releasing

connections can be reduced to two. Accordingly, following Practice Direction is issued under Regulation 29 of the Supply Code,2021

2. Practice Direction:

- 2.1. After receipt of application, the distribution licensee shall examine the technical feasibility of the connection applied for, from their distribution system or distribution mains, without interacting with the applicant.
- 2.2. After examination of technical feasibility of the distribution system or distribution mains under sub-clause (2.1) above, if the distribution licensee is satisfied that the electricity connection can be energized from the distribution system (existing or post augmentation of existing system for releasing supply), the Distribution Licensee shall install the meter at site, in the presence of the consumer. In case during the activity of installation of meter the Distribution Licensee requires any alteration in the installation of the Consumer, the same can be informed to the consumer and the connection can be released post compliance of the alteration:

Provided that if on inspection, the Distribution Licensee finds defects/ deficiencies, the licensee shall give intimation to the applicant on the spot in writing about the defects/deficiencies or alterations required.

- 2.3. This Practice Direction shall be effective from the date of its issue.

Sd/-
(Mukesh Khullar)
Member

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