

MEGHALAYA POWER DISTRIBUTION CORPORATION LIMITED



OFFICE OF THE DIRECTOR (DISTRIBUTION)
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No.MePDCL/D(D)/T-383(B)/2016-17/6

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OFFICE ORDER

Standard operating procedures (SOP) for handling consumer's complaints and other related service matters.

Analysis of complaints received has revealed that almost all are pertaining to cases where the electricity bills are in excess of what the consumer expects. Hence, it is important that records of past consumption is kept properly and is also readily available for verification. Also, consumers would like to see that their complaint is acknowledged, registered and addressed. Hence expected time for complaint resolution is required to be intimated to the consumer. However, for quick disposal of complaints, consumer co-operation is also necessary.

Considering the above requirements, the following procedures shall be adhered to for handling consumer billing complaints:-

1. Consumers shall submit their complaint in the prescribed format as below, at the Designated **Help Desks or Designated Officer** :

Dear Sir, I wish to request for revision of my electricity bill due to assessment billing / incorrect meter reading. I assure that I would produce all documents, photograph, etc, necessary and shall render all cooperation to MePDCL for speedy disposal of my complaint.		
Complaint No. (to be given by MePDCL):		Date.
Name of the consumer.		Meter No.
Address/Email:		Mobile No.
Consumer No -	Category -	Connected Load.
Signature of Consumer		

2. The complaint shall be entered in a 'Complaint Register', to be recorded in the format as below :-

Sl. No	Complaint number	Consumer No.	Name, Address, Contact no. of consumer	Time & Date of receiving complaint and name and designation of official recording the complaint	Nature of complaint	Expected date of redressal of complaint	Total time taken for complaint redressal	Remarks

3. The officers/staffs at the Help Desk shall make every effort to dispose of the complaint on the spot.
4. If the complaint cannot be disposed off on the spot, the consumer shall be asked to submit the following documents :-
- Copy of receipt of the last payment made.
 - Disputed electricity bill.
5. Two photographs in soft copy/mobile snapshot of the meter, taken on **two different dates**, where the **Reading** and the **Meter No.** is clearly visible in the photo. The photo is necessary to verify the **Reading vis-à-vis the Meter No**,
6. Every effort shall be made to dispose off the complaint within 7 days of its receipt.
7. If the complaint cannot be disposed after production of documents as mentioned in Serial 4 & 5 above, site inspection shall be carried out on a date to be intimated to the consumer within fourteen days of receipt of the complaint.

Procedures for attending other service matters.

In addition, there are other matters pertaining to consumer services, like change in category of consumer, change in name of consumer, etc, that requires prompt action of MePDCL. For such issues, the following procedure shall be followed:-

1. New Service Connection.

- (a) The consumer shall submit the application as per [Annexure 1 for LT supply](#) and as per [Annexure 2 for HT supply](#) of Meghalaya Electricity Supply Code 2012 (MESC 2012) along with the following documents.
- Test Report from the electrical licensed contractor.
 - 2 (two) copies of the Agreement form duly filled in along with requisite stamp.
 - Proof of ownership (in case applicant is an owner)
 - NOC from the owner (in case applicant is an occupier) in the form of an Affidavit along with the Indemnity Bond from the owner.
 - Number of nearest electric pole.
 - Nearest electricity bill.
 - Copy of permission from Pollution Control Board, if applicable.

- (viii) Building Permission from the concerned authority.
 - (ix) Occupancy Certificate from MUDA for areas under the Shillong Master Plan Area and Municipal limits.
 - (x) Proof of identification – EPIC, Passport, PAN Card
 - (xi) One Passport size photo.
- (b) On receipt of the application, MePDCL shall, within 5 days, depute authorized person for inspection, to determine the following :- (i) Right of way, (ii) DT from which the load to be given to the concern applicant.
- (c) After the inspection, MePDCL shall within 15 days, inform the consumer of the availability of load or otherwise.
- Note:** - The office which accepts the application for new service connection shall obtain the load sanction from the concern distribution office.
- (d) Only after receipt of all documents including the NOC for right of way (if any), estimate shall be prepared.
- Note:** Regulations as specified in Chapter 3 of the MESC 2012 shall be strictly followed.

2. Change of category

- (a) The Consumer shall submit the application as per [Annexure 10](#) of Meghalaya Electricity Supply Code 2012 (MESC 2012) along with the following documents.
- i). Copy of latest bill with receipt duly paid
 - ii). ID Proof.
 - iii). 2 (two) copies of the Agreement form in prescribed format (available from office)
 - iv). Court Fee stamp of Rs. 10/- for each copy of the Agreement.
- (b) On receipt of the application, MePDCL shall, within 15 days, depute authorized person for inspection.
- Note:** Regulations as specified in Clause 6.1 of the MESC 2012 shall be strictly followed.
- (c) After submission of all documents and payment, change in category shall be effected from next billing cycle.

3. Changing of Consumer name. The change of name could be due to the following reasons :-

A. Change of occupant

- (a) The Consumer shall submit the application as per [Annexure 8](#) of MESC 2012 along with the following documents:
- i). Copy of latest bill with receipt duly paid.
 - ii). Proof of ownership /Legal occupancy of premises/Registered deed/Succession certificate.
 - iii). ID Proof.
 - iv). Affidavit (in cases where the relevant documents do not substantiate the claim)
 - v). 2 (two) copies of the Agreement form in prescribed format (available from any MePDCL office)

- vi). Court Fee stamp of Rs. 10/- for each copy of the Agreement.
- (b) After submission of all documents and payment, change in category shall be effected from next billing cycle.

Note:Regulations as specified in Clause 6.2 of the MESC 2012 shall be strictly followed.

B. Transfer of ownership to legal heir

- (a) The Consumer shall submit the application as per [Annexure 9](#) of MESC 2012 along with the following documents:
 - i). Copy of latest bill with receipt duly paid.
 - ii). Proof of ownership /Legal occupancy of premises/Registered deed/Succession certificate.
 - iii). NOC from other legal heir(s) in case connection is to be changed in the name of one of the legal heirs.
 - iv). ID Proof.
 - v). Affidavit (in cases where the relevant documents do not substantiate the claim).
 - vi). 2 (two) copies of the Agreement form in prescribed format (available from office).
 - vi). Court Fee stamp of Rs. 10/- for each copy of the Agreement.
- (b) After submission of all documents and payment, change in category shall be effected from next billing cycle.

Note:Regulations as specified in Clause 6.2 of the MESC 2012 shall be strictly followed.

4. Shifting of Service line in the premises of the consumer

- (a) The Consumer shall submit the application as per [Annexure 10](#) of MESC 2012 along with the following documents.
 - i). Copy of latest bill with receipt duly paid
 - ii). ID Proof.
- (b) On receipt of the application, MePDCL shall, within 15 days, depute authorized person for inspection.
- (c) The time schedule for shifting of service line after submission of all documents and payment is 10 (ten) days.

Note: Regulations as specified in Clause 6.3 of the MESC 2012 shall be strictly followed.

5. Enhancement of Contract Demand / Connected Load

- (a) The Consumer shall submit the application as per [Annexure 11](#) of MESC 2012 along with the following documents:
 - i). Copy of latest bill with receipt duly paid.
 - ii). ID Proof.
 - iii). A work completion certificate & test report from Licensed Electrical Contractor, if the consumer's installation has been altered.

- iv). 2 (two) Agreement forms in prescribed format (available from office)
- v). Court Fee stamp of Rs. 10/-
- (b) On receipt of the application, MePDCL shall, within 15 days, depute authorized person for inspection.
Note: Regulations as specified in Clause 6.4 of the MESC 2012 shall be strictly followed.
- (c) After the inspection, MePDCL shall within 15 days, inform the consumer of the availability of load or otherwise.
Note :- The office which accept the application for new service connection shall obtain the load sanction from the concern distribution office.
- (d) After obtaining load sanction, the consumer shall be informed of the specified capacity of the Energy Meter of to be procured by him.
- (e) The time schedule for completion of change in contract demand / connected load after submission of all documents and payment is from next billing cycle.

6. Reduction of Contract Demand / Connected Load

- (a) The Consumer shall submit the application as per [Annexure 11](#) of MESC 2012 along with the following documents.
 - i). Copy of latest bill with receipt duly paid
 - ii). ID Proof
 - iii). A work completion certificate & test report from Licensed Electrical Contractor, if the consumer's installation has been altered.
 - iv). 2 (two) Agreement form in prescribed format (available from office)
 - v). Court Fee stamp of Rs. 10/-
- (b) On receipt of the application, MePDCL shall within 15 days, depute an authorized person for inspection. Further, the Regulations as specified in Clause 6.5 of the MESC 2012 shall be strictly followed.
- (c) The time schedule for completion of change in contract demand / connected load after submission of all documents and payment, if any, is from next billing cycle.

Annexures indicated above can be downloaded from www.meecl.nic.in or obtained from MePDCL office.

This issue with the approval of the Chairman-Cum-Managing Director.

Sd/-
Director (Distribution)