

16th Apr-2016

CIRCULAR

A review meeting was held at Mantralaya on 12th April 2016 under the Chairmanship of Hon'ble Chief Secretary, Govt. of Maharashtra and Hon'ble Secretary, DIPP, to review the status of 'Ease of Doing Business' in Mumbai.

As per these norms, all new connection single applications for Commercial or Industrial load above 100 Kw, need to be provided supply within 15 days. We need to ensure that we follow the requisite procedures and timelines with immediate effect.

Procedures to be followed :

Application Registration : All new connection applications belonging to the above category, will be mandatorily applied through the ONLINE mode. A link for applying for online new connections has already been created on our web portal www.relianceenergy.in. The documents to be uploaded to include a) Proof of Identity and b) Proof of Ownership. Any other applicable statutory requirements from bodies such as Municipal authorities, MERC, PWD to be collected as per the requirement only.

Inspection : Site readiness visit and load sanction to be completed and Estimate to be generated through the system. Estimate amount to be based on the MERC specified Schedule of Charges and Security Deposit charges to be levied as specified by our company.

Payment : Customer to make online payment for the Estimate amount through the Online portal.

Execution : Process of Municipal permits, Network laying and meter affixing needs to be completed so as to ensure that the entire process is completed within 15 days.


Promotion of Portal:

Adequate promotion of the portal to be created on all digital medium available including SMS, Email, Website, Intranet, Twitter, Facebook and Youtube. A suitable training session for LEC's to be organized. Additionally promotional standees to be displayed at all Customer Care Centres.

Monitoring :

Respective Business heads of all 5 Divisions are expected to actively promote the use of the portal and monitor the progress of these applications.

I look forward to your active support in this matter.



Debasish Banerjee
Group Business Head