

GOVERNMENT OF MEGHALAYA

POWER DEPARTMENT

NOTIFICATION

NO.POWER.118/2020/156

Dated, Shillong 10th October, 2024

WHEREAS, Ease of Doing Business is a priority of the Government of Meghalaya, in line with the **Business Reform Action Plan 2024** of the **Department of Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce & Industry, Government of India**;

WHEREAS, there is a need to simplify business regulations and ease of compliance to bring transparency in information dissemination and appropriate implementation.

The following instructions as per reform listed are hereby notified for streamlining the existing regulatory structures and create an investor friendly environment across Meghalaya: -

I. Ensure that the following services are provided through the online single window system and Online System

- **Obtaining Electricity Connection**
- **Obtaining Power feasibility certificate or sanction of power supply**

Now therefore, it is hereby mandated that all the applications under **Meghalaya Energy Corporation Limited/ Meghalaya Power Distribution Corporation Limited** are submitted online with no requirement for submissions of a hard copy through the **Invest Meghalaya Portal** or **meghapower.com** or **www.meghapower.com** or **www.mepdcl.in** for the services as listed in the reform.

The portal/(s) will enable online application submission, payment, status tracking, document download, and third-party verification without requiring physical documents or interactions, while sending notifications at critical stages via SMS/email.

II. Reduce the number of mandatory documents required for obtaining the electricity connection to:

- i. **proof of identity of the user**
- ii. **proof of ownership/occupancy (in case of owned/leased premise)**
- iii. **authorization document (in case of firm or company)**

The **Power Department** through **Meghalaya Energy Corporation Limited/ Meghalaya Power Distribution Corporation Limited** has accordingly reviewed the various instructions in the **Meghalaya State Electricity Supply Code Regulations, 2018** and have decided to

simplify and minimize the documents required for the release of a new electricity connection. This will streamline the application process by requiring only the documents mentioned in the reform: -

1. **Proof of identity of the user**
2. **Proof of ownership/occupancy (in case of owned/leased premise)**
3. **Authorization document (in case of firm or company)**

III. Ensure that the regulator publishes monthly or quarterly the data regarding total duration and frequency of outages.

The Power Department through Meghalaya Energy Corporation Limited has accordingly reviewed the various instructions in the Meghalaya State Electricity Supply Code Regulations, 2018 and have decided to publish monthly or quarterly the data regarding total duration and frequency of outages in Invest Meghalaya Portal or www.mepdcl.in

IV. Ensure that charged electrical connections (up to 150 KVA) is provided within Seven days (where no 'Right of Way' (RoW) is required) and in Fifteen days where RoW is required from concerned agencies

The stipulate time for charged electrical connection (to provide electric connection up to 150 KVA) along with the Senior Electrical Inspector approval (wherever required) is to be provided: -

- a) Within 7 (Seven) days from the date of application
- b) For the State of Meghalaya, due to majority of land being under community ownership and topographical challenges, it is not feasible to provide service in Fifteen days where RoW is required from concerned agencies.

V. Mandate to Publish an online dashboard in public domain with following features:

- i. **Clearly publish the data on number of applications received and granted, time taken, and fee incurred to grant approvals/certificate.**
- ii. **Highlight that the dashboard is updated preferably on real time or updated regularly (daily/weekly/fortnightly/monthly). Date and time of information updation may be mentioned.**

An online dashboard has been created in the Invest Meghalaya Portal for the services listed in reform. The online dashboard covers features related to service timelines prescribed as per the Public Service Guarantee Act, total number of applications received, number of applications received, number of applications approved, average, median and minimum time taken for obtaining approvals, along with the average fee for completion of entire process. The dashboard is developed in the following format as per DPIIT mandate: -

Particulars Details	Details
Time Limit prescribed as per the Public Service Guarantee Act	
Total Number of applications received	
Total Number of applications approved	
Average time taken to obtain registration/renewal	
Median time taken to obtain registration/renewal	
Minimum time taken to obtain registration/renewal	
Maximum time taken to obtain registration/renewal	
*"Average fee" taken by the Department for completion of entire process of obtaining approval/ certificate	

For new registrations, application-wise details shall be updated in the online portal with regards to date of application, date of approval and breakup of fee details with the following features.

Sl no.	Application No.	Application Date	Approval Date	Fee Details	Total Fee Charged

All the dashboards are being updated on a real-time basis.

VI. Mandate DISCOMS to design and publish an online dashboard in public domain to provide information on quality of electricity service supply division wise having following parameters and updated on real time basis:

- i. Average Hours of Steady supply voltage supplied to consumers per week
- ii. Number and hours of disruptions/ power cuts per week
- iii. Reason for power disruptions

An online dashboard has been created in public domain i.e. **Invest Meghalaya Portal & www.mepdcl.in** to provide information on quality of electricity service supply division wise having following parameters and updated on real time basis as per parameters given in the reform above.

VII. Establish an Online Grievance Mechanism and define working procedures and escalation matrix (including service timelines, reverting to business etc.) for Grievance handling.

As per provision of Section 42(5) of the **Electricity Act 2003** and in accordance with the **Meghalaya State Regulatory Commission (Redressal of Consumer Grievance and Electricity of Ombudsman) Regulation, 2017**, Meghalaya Power Distribution Corporation Limited had constituted three level/tier complaint registration complaint mechanism as under: -

Level/Tier-I: Consumer Grievance Redressal Officer (CGRO): Assistant Executive Engineer/Executive Engineer of respective Sub-Division or Division (Distribution and Revenue)

Level/Tier-II: Consumer Grievance Redressal Officer (CGRO)- Superintending Engineer

of respective Distribution Circle.

Level/Tier-III: Consumer Grievance Redressal Forum. (CGRF)- Chief Engineer (Distribution), Eastern Zone and Western Zone, Shillong /Tura.

A user can file a complaint through various mechanisms such as: -

1. Raise/file a complaint through the **Invest Meghalaya Portal** or <https://www.meghapower.com/> or <https://meecl.nic.in/> or www.mepdcl.in

2. Complaints can also be sent to the following email id: -

For Postpaid billing: mbcccs.mepdcl@gmail.com

For prepaid recharge: mepdcl.shillong@gmail.com

Procedures for Redressal of Grievances as follows:

Level/ Tier-I

Any consumer having a grievance shall submit online application initially to the appropriate Consumer Grievance Redressal Officer (CGRO) at Level-I i.e. Assistant Executive Engineer/Executive Engineer of Distribution Sub-Division/Division. The grievance shall be acknowledged and recorded with a complaint number.

The grievance process shall be completed within stipulated timeline as per Annexure-A at Level/Tier-I.

Level/ Tier-II

If the complainant is not satisfied with CGRO, Tier-I's outcome, the complainant can approach CGRO, Tier-II i.e. Superintending Engineer of Distribution Circle by following the same procedure, as for Tier-I.

The grievance process shall be completed within 5 (Five) days at Tier-II.

Level/ Tier-III

If the grievance is un-resolved in Tier-II, the complainant can approach the CGRO, Tier-III i.e. Chief Engineer (Distribution), EZ, MePDCL Shillong for Eastern Zone and Chief Engineer (Distribution), WZ, MePDCL Tura for Western Zone. The grievance process shall be completed within 4 (Four) days at Tier-III.

If the complainant or the grievance redressal officer opts to hear the grievance in person, CGRO, Tier-III can contact the complainant via telephone, etc.

The CGRO, Tier-III's decision on the grievance shall be communicated to the complainant.

If not satisfied with the CGRO, Tier-III's decision, the complainant can approach the Consumer Grievance Redressal Forum within 15 days from the date of receiving the order.

The above guideline for working procedure may vary time to time as per latest amendment made by the Meghalaya State Regulatory Commission.

This notification will take effect from the date of its publication in the official Gazette.

Sd/-
(Sanjay Goyal, IAS)
Commissioner & Secretary to the Government of Meghalaya
Power Department

Memo.No.Power.118/2020/156 -A
Copy to:-

Dated, Shillong 10th October, 2024

1. P.S. to the Hon'ble Chief Minister for kind information of the Hon'ble Chief Minister.
2. P.S. to the Minister in-charge, Power for kind information of the Minister in-charge, Power.
3. P.S. to the Chief Secretary for kind information of the Chief Secretary.
4. All Additional Chief Secretaries/ Principal Secretaries/Commissioner & Secretaries/ Secretaries for favour of information.
5. All Deputy Commissioners for favour of information.
6. The Secretary to the Government of Meghalaya, Planning Department and Chairman, Project Management Unit (PMU) for Ease of Doing Business (EoDB) in Meghalaya, for information and necessary action.
7. The Joint Secretary to the Government of Meghalaya, Power Department.
8. The Director of Printing and Stationery, Meghalaya, Shillong for favour of publication in the next issue of Meghalaya Gazette.
9. The Senior Informatics Officer, NIC Meghalaya Shillong.

By Orders, etc



Under Secretary to the Government of Meghalaya
Power Department..

o/c