

**GOVERNMENT OF MEGHALAYA
POWER DEPARTMENT**

Dated, Shillong, the 12th February, 2025

NOTIFICATION

No. POWER 118/2020/166: - In continuation to this Department's **Notification NO. POWER.118/2020/156 dated 10.10.2024**, the following instructions are hereby notified by the Government of Meghalaya for streamlining the existing regulatory structures in order to 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 Temporary Electricity Connection**
- **Electricity Safety NOC for increase in load**

NB: It is hereby mandated that all the applications under **Meghalaya Power Distribution Corporation Limited (MePDCL) / Inspectorate of Electricity, Government of Meghalaya** are to be submitted online through the **Invest Meghalaya Portal** or **www.meghapower.com** or **www.mepdcl.in**.

The portal/(s) will enable online submission of application, payment of application fees, tracking of applications, download of final certificate, and third-party verification for the applicant without requiring physical documents or interactions, sending notifications at critical stages via SMS/email.

II. Reduce the number of mandatory documents required for obtaining Temporary Electricity Connection:

- i. Proof of identity of the user

& Electrical Safety NOC for increase in load:

- i. Application for NOC from the Senior Electrical Inspector, Government of Meghalaya
- ii. Test Report from Registered Electrical Contractor and counter-signed by the Electrical Supervisor
- iii. E-Challan

The **Power Department** through **Meghalaya Power Distribution Corporation Limited** has accordingly reviewed the various instructions in the **Meghalaya State Electricity Supply Code Regulations, 2018** and has decided to simplify and minimize the documents required for the release of temporary electricity connection / obtaining electricity safety NOC for increase in load. This will streamline the application process by requiring only the above-mentioned documents as specified in the reform.

III. Mandate to Publish an online dashboard for obtaining Temporary Electricity Connection & Electrical Safety NOC for increase in load 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, www.meghapower.com and www.mepdcl.in** for the services listed i.e., Temporary Electricity Connection and Electricity Safety NOC for increase in load. The online dashboard covers features related to service timelines prescribed as per the Public Service Guarantee Act/ Meghalaya Rights to Public Services Act 2020, total 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
Time Limit prescribed as per the Public Service Guarantee Act/ Meghalaya Right to Service Act 2020	
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

- IV. **Establish an Online Grievance Mechanism and define working procedures and escalation matrix (including service timelines, reverting to business etc.) for Grievance handling for obtaining Temporary Electricity Connection & Electrical Safety NOC for increase in load.**

For Online Grievance Mechanism pertaining to Temporary Electricity Connection, please refer the **notification vide NO. POWER.118/2020/156 dated 10th October 2024.**

For queries pertaining to obtaining NOC for increase in load, grievance can be addressed to the Senior Electrical Inspector/Assistant Electrical Inspector at sei.iel-meg@gov.in.

- V. **Ensure that information is available online in public domain on all necessary components for availing a service, such as a comprehensive list of required documents, fees, procedures with stage-wise details, and the time for completion of each procedure/step. The information should be searchable based on risk category, size of the firm, business location, and whether the investor is foreign or domestic.**

For the services under Power department, namely: -

- (i) Temporary Electricity Connection
- (ii) Electrical Safety NOC for increase in load

There is no categorization based on risk, size of the firm, business location, and whether the investor is foreign or domestic for the services above.

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

Sd/-
Shri Richard Yanthan, IAS
Joint Secretary to the Government of Meghalaya
Power Department


Memo. No. POWER 118/2020/166-A

Dated, Shillong, the 12th February, 2025

Copy to:-

1. The P. S. to the Hon'ble Chief Minister for kind information of the Hon'ble Chief Minister.
2. The P.S. to the Minister in-charge, Power for kind information of the Minister in-charge, Power.
3. The 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, Investment Promotion and Sustainable Development 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, 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 order etc.,


Deputy Secretary to the Government of Meghalaya
A H Power Department

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