



MEESEVA USER MANUAL

FOR

EPDCL – LOAD CHANGE APPLICATION



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EPDCL - Load Change Application

The erstwhile Andhra Pradesh State Electricity Board which came into existence in 1959 was responsible for Generation, Transmission and Distribution of Electricity. Under Electricity Sector Reforms agenda, Government of Andhra Pradesh promulgated Andhra Pradesh Electricity Reforms Act, 1998. The erstwhile APSEB was unbundled into one Generating Company (APGENCO), One Transmission Company (APTRANSCO) and Four Distribution Companies (APDISCOMs) as part of the reform process . Those are CPDCL, EPDCL, NPDCL and SPDCL.

Note: -At present EPDCL Discoms Services are provided through Meeseva.

This Service Facilitates Citizen to get the Load Change for an existing Connection.

EPDCL Charges

Category Type	B
User Charges	INR 35/-
Service Charges	Varies Based on Load
Documents Required	1. Application Form* 2. ID Proof* 3. Latest Bill and Receipt* 4. Wiring Certificate*

Table 1: Service information at Glance

Note: Please upload All Documents as a single file.

Note: The asterisk (*) denotes mandatory requirement of documents.



Procedure for applying the Request at Kiosk: -

This section contains instructions for the operators of the Meeseva web application to apply for Load change Certificate.

- 1) In MeeSeva home screen, under **List of Services**, select **EPDCL Department** services as depicted in Figure 1.

The screenshot shows the Meeseva home screen. On the left, under the 'List of Services' header, there is a vertical menu with various departments. The 'EPDCL' option is highlighted with a red box. On the right, there is a user information box showing 'Username :TEST Channel', 'User ID :APO-ADI-AKT-1', 'Phone No :8983297846', and 'Last Login :Nov 8 2016 10:13AM'. Below this, there are three tabs: 'Key Contacts of G.O.A.P.', 'Media Releases', and 'Govt. Sites'. The main content area displays a list of notices, with the first one stating: 'Due to urgent maintenance at Department, RationCard Transfer Service will not be available till further notice'.

Figure 1: EPDCL Department

- 2) Select **Load Change Application** Service in EPDCL as depicted in Figure 2.

The screenshot shows the Meeseva home screen with the 'EPDCL' option selected in the left menu. The menu is expanded, showing several options: 'Application for Consumer Complaints', 'CATEGORY CHANGE APPLICATION', 'Load Change Application' (highlighted with a red box), 'Name Change', 'New Connection', and 'Repayment Service'. On the right, there is a list of notices, with the first one stating: 'service has been disabled on 26/05/2014.'.

Figure 2: Load Change Application Service Selection



- 3) Now Load Change Application Request Screen will be displayed as depicted in Figure 3.

View Transactions Reports Home Log Off			
Load Change Request Application			
Please Select Payment Mode			
Payment Modes	Cash ▼	Service Change Type*:	LOAD CHANGE ▼
Circle Name*:	Select ▼	<input checked="" type="radio"/> Service No <input type="radio"/> Customer ID	
Service Number* :	<input type="text"/>		
Get Details			

Figure 3: Load Change Request Application Home Screen

- 4) Select Circle Name and enter Service Number or Customer ID and click on Get Details Button As depicted in Figure 4.

View Transactions Reports Home Log Off			
Load Change Request Application			
Please Select Payment Mode			
Payment Modes	Cash ▼	Service Change Type*:	LOAD CHANGE ▼
Circle Name*:	VIZIANAGARAM ▼	<input checked="" type="radio"/> Service No <input type="radio"/> Customer ID	
Service Number* :	121101K094033870		
Get Details			

Figure 4: Load Change Request Application Request Screen



- 5) Once the Kiosk click on Get Details Button, It displays Consumer details as depicted in Figure 5.

Load Change Request Application			
Please Select Payment Mode			
Payment Modes	Cash	Service Change Type*	LOAD CHANGE
Circle Name*	VIZIANAGARAM	<input checked="" type="radio"/> Service No <input type="radio"/> Customer ID	
Service Number *	121101K094033870		
Get Details			
Please Select Estimation Type menu pakkana			
Estimation Type*	<input type="radio"/> Additional With Estimate <input type="radio"/> Additional Without Estimate <input type="radio"/> Deration		
Consumer Details :			
Application Number:	LDC011600001006	Category Type :	Domestic
Consumer SurName:	NA	Consumer Name:	BOGAVARAPU LAXMI
Contracted Load:	.2 Kilo Watts	Phase Type :	Phase-3
Govt. Type :	NON-GOVERNMENT	Consumer Status *	Select
Security Deposit(Available) :	108	Load to be Changed :	KW
Reason for Load Change*:	<div>Characters Remaining</div>		
Location of Premises:			
House No*:	SANJEEVAYYA NA109	Locality/Land Mark*:	NA
Circle*:	VIZIANAGARAM	Division* :	VIZIANAGARAM
SubDivision* :	VIZIANAGARAM	Pin Code* :	535001
Location Name :	NA	Location Type :	URBAN
Address for Communication			
<input type="checkbox"/> Communication Address is same as Location of Premises			
Door No*:		Locality/Land Mark*:	
State*:	ANDHRA PRADESH	District*:	Select
Mandal* :	Select	Village/Ward* :	Select
Pin Code* :			
Informant Details			
Informant Name* :		Informant Relation* :	Select
State :	ANDHRA PRADESH	District*:	Select
Mandal* :	Select	Village/Ward* :	Select
Pin code*:		Mobile No* :	
Delivery Type* :	At KIOSK	ID Proof*:	Select
Locality/Land Mark*:		Wiring Certificate Type*:	Select
Document List :			
(NOTE 1: All Upload Documents are in Pdf Format Only And All Documents Size Must Not Exceed 3MB)			
(NOTE 2: Please upload Application Form and Below Documents as a single file)			
<input type="checkbox"/> Application Form :	File Browse* :	Browse... No file selected.	
<input type="checkbox"/> ID Proof :	File Browse* :	Browse... No file selected.	
<input type="checkbox"/> Latest Bill and Receipt	File Browse* :	Browse... No file selected.	
<input type="checkbox"/> Wiring Certificate :	File Browse* :	Browse... No file selected.	
Show Payment			

Figure 5: Load Change Application Request Screen



- 6) Select Estimation Type either Addition with Estimation/Addition without Estimation/Deration, Load to be Changed and Reason for Load Change under Consumer Details as depicted in Figure 6.

Please Select Estimation Type memu pakkana			
Estimation Type*:		<input type="radio"/> Additional With Estimate <input checked="" type="radio"/> Additional Without Estimate <input type="radio"/> Deration	
Consumer Details :			
Application Number:	LDC011600001006	Category Type :	Domestic
Consumer SurName:	NA	Consumer Name:	BOGAVARAPU LAXMI
Contracted Load:	.2 Kilo Watts	Phase Type :	Phase-3
Govt. Type :	NON-GOVERNMENT	Consumer Status*:	INDIVIDUAL
Security Deposit(Available) :	108	Load to be Changed :	0.5 KW
Reason for Load Change*:	Due to Utilization		
Location of Premises:			
House No*:	SANJEEVAYYA NA109	Locality/Land Mark*:	NA
Circle*:	VIZIANAGARAM	Division*:	VIZIANAGARAM
SubDivision*:	VIZIANAGARAM	Pin Code*:	535001
Location Name :	NA	Location Type :	URBAN

Figure 6: Request Load Change Details Selection Screen

- 7) Enter all Address for Communication and Informant Details as depicted in figure 7.

Address for Communication			
<input type="checkbox"/> Communication Address is same as Location of Premises			
Door No*:	3/7	Locality/Land Mark*:	YSR CIRCLE
State*:	ANDHRA PRADESH	District*:	Vizianagaram
Mandal*:	Vizianagaram	Village/Ward*:	VIZIANAGARAM BIT-I
Pin Code*:	535001	Email ID:	prasanth@gmail.com
Informant Details			
Informant Name*:	PRASANTH	Informant Relation*:	Family Member
State:	ANDHRA PRADESH	District*:	Vizianagaram
Mandal*:	Vizianagaram	Village/Ward*:	VIZIANAGARAM BIT-I
Pin code*:	535001	Mobile No*:	7799992551
Delivery Type*:	At KIOSK	ID Proof*:	Aadhaar Card Coop 204126301351

Figure 7: Address for Communication and Informant Details Screen



- 8) Collect the necessary supporting documents as indicated in the Load Change Application request page scan the documents and upload into the system, as depicted in Figure 8.

Document List :

(NOTE 1: All Upload Documents are in Pdf Format Only And All Documents Size Must Not Exceed 3MB)

(NOTE 2: Please upload Application Form and Below Documents as a single file)

<input checked="" type="checkbox"/> Application Form :	File Browse :	<input type="button" value="Browse..."/> Information Security Awareness - Business Continuity Management(779350).pdf
<input checked="" type="checkbox"/> ID Proof :	File Browse*	<input type="button" value="Browse..."/> Information Security Awareness - Social Engineering(779350).pdf
<input checked="" type="checkbox"/> Latest Bill and Receipt	File Browse*	<input type="button" value="Browse..."/> Information Security Awareness - Business Continuity Management(779350).pdf
<input checked="" type="checkbox"/> Wiring Certificate :	File Browse :	<input type="button" value="Browse..."/> Information Security Awareness - Internet and E-mail Usage(779350).pdf

Figure 8: Upload Documents List

Note: All the mandatory fields have to be filled in; otherwise request will not be accepted by the system.

Note: Ensure that the Location of Premises Details of the Consumer is accurate as the concerned officials visit Premises Location during the verification of his/her New Connection particulars.

- 9) Click **Show Payment**. Another window appears requesting to **Confirm Payment** as depicted in figure 13.

<input checked="" type="checkbox"/> Application Form :	File Browse :	<input type="button" value="Browse..."/> No file selected.
<input checked="" type="checkbox"/> ID Proof :	File Browse*	<input type="button" value="Browse..."/> No file selected.
<input checked="" type="checkbox"/> Latest Bill and Receipt	File Browse*	<input type="button" value="Browse..."/> No file selected.
<input checked="" type="checkbox"/> Wiring Certificate :	File Browse :	<input type="button" value="Browse..."/> No file selected.

Uploaded Documents

[ApplicationForm](#)

[Aadhaar Card Copy](#)

[Latest Bill and Receipt](#)

[Wiring Certificate](#)

Charges Details

Application Fees :	25	Development Charges :	600
Security Deposit :	192	Inspection Charges :	0

Receive Payment

Inspection Amount :	0.00	User Charges :	35.00
Courier Charges :	0.00	Service Charges :	817
Total Amount :	852.00		

Figure 9: Show Payment Section



Note: - Here Charges are varies based on Load Type.

10) Collect the amount from the Citizen and click **Confirm Payment** to submit the request as depicted in figure 14.

Charges Details			
Application Fees :	<input type="text" value="25"/>	Development Charges :	<input type="text" value="600"/>
Security Deposit :	<input type="text" value="192"/>	Inspection Charges :	<input type="text" value="0"/>
Receive Payment			
Inspection Amount :	<input type="text" value="0.00"/>	User Charges :	<input type="text" value="35.00"/>
Courier Charges :	<input type="text" value="0.00"/>	Service Charges :	<input type="text" value="817"/>
Total Amount :	<input type="text" value="852.00"/>		
<div>Confirm Payment</div>			

Figure 10: Payment Confirmation Section

Note: Ensure that you have sufficient balance with your service provider (SCA), else the system will not accept the request.

11) On confirmation, a receipt will be generated as depicted in the following figure. The receipt will contain the Certificate delivery date.



Date :10/11/2016

Time :4:50 PM

Load Change Service Receipt			
Discom Name :	EPDCL	Date of Payment :11/10/2016	
Authorized Agent Name:	APO-ADI-AKT	Informant Name :	PRASANTH
Transaction Id:	TALDC011600001006	Application No:	LDC011600001006
Circle:	VIZIANAGARAM	Division:	VIZIANAGARAM
Sub Division:	VIZIANAGARAM	Consumer Name :	BOGAVARAPU LAXMI
Connected Load :	.2 Kilo Watts	Changed Load :	0.5 Kilo Watts
Delivered in:	Within 7 working days from requested date .	Amount Paid (in Rs.) :	852
EPDCL Registration No	ALPCREG008050		

TCS TEST CHANNEL

The Transaction Id should be kept for further correspondence.

Print	List of Services	Category Load Change Application
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Figure 11: Receipt

Note: - On submission of the request, Citizen Receives Message. Like your Request for Load Change has been entered vide Application Number, Transaction Id and sent to Dept.

12) On submission, the request will be sent to the work flow of the respective Department for further processing.

13) Once the request is approved by Department, then the citizen need to collect the Load Certificate from franchisee where he/she applied for the Certificate.