



Standard Operating Procedure (SOP)

for Online Name Transfer/Change in Electricity Connection

MSEB (Mahavitaran): Standard Operating Procedure (SOP) for Online Name Transfer/Change in Electricity Connection

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Subject: Procedure for Requesting Change of Name (Succession/Transfer) for Electricity Connection.

Purpose: To guide customers through the seamless process of transferring an electricity connection to a new name (due to property purchase, inheritance, etc.) via the online portal.

Important Note: This process is for **intra-state transfers within Maharashtra**. For new connections or complete disconnections, a different procedure applies.

Step 1: Prerequisites - MUST DO Before Starting Online Application

Before you click "Apply," ensure these two critical steps are completed. Missing this will cause rejection of your application.

1. Update Your Registered Mobile Number & Email ID: * The entire process is OTP (One-Time Password) and email-driven. * **If your mobile number and/or email ID are NOT updated** in our current records, you **cannot proceed online**. *

Action Required: You must **visit your nearest MSEB facilitation center** to update these details first. * **Find your nearest center here:**

<https://share.google.com/8tde2uMZ0wXzdT1ui> (Locate center near our society).

2. Obtain the Mandatory Documents: Form X (Consent Letter for SD Transfer) & NOC * This is the most crucial document for name transfer. * **What is Form X?** It is the official **Consent Letter for Service Division (SD) Transfer**, a declaration-cum-indemnity form. * **How to get it?** a. **Contact our Facility Manager (FM)** assigned to our building. b. **Carry the recent paid electricity bill** (of the existing connection holder) for identification. c. The **FM will provide you with the signed Form X and a No Objection Certificate (NOC)** upon verification. d. You will need a **clear scanned copy (PDF/JPEG) of this signed Form X & NOC** to upload during the online application.

Step 2: Initiate the Online Request

1. Go to the official Mahavitaran/MSEDCL portal:
[https://wss.mahadiscom.in/wss/wss?
uiActionName=getHome&Lang=English](https://wss.mahadiscom.in/wss/wss?uiActionName=getHome&Lang=English)
2. **New Users:** Click on '**New User Registration**' and create your account using your Consumer Number and registered mobile number. **Existing Users:** Log in to your "**Consumer Portal**" using your credentials.
3. After logging in, navigate to the "**Services**" or "**Request for Services**" section.
4. Select the option: "**Change of Name – Succession/Transfer.**"

Step 3: Fill the Online Application Form

Carefully fill in all required details: * **Existing Account Details:** Consumer Number, Name, Address (auto-populated, verify). * **Applicant Details (New Owner):** * Full name, contact details. * **For two Co-applicants:** Enter names in this exact format: "**First Co-applicant Name**" & "**Second Co-applicant Name**" or just enter the First Co-applicant Name * **Reason for Transfer:** Select from dropdown (e.g., **Change of Ownership**, Property Sale, Inheritance, Gift Deed, Partnership Transfer). * **Date of Ownership Transfer:** As per your Sale Deed or **Index 2**.

Step 4: Upload Required Documents (Clear Scanned Copies)

You will be prompted to upload the following mandatory documents. Ensure files are clear and readable.

* **Mandatory for All:**

- * **Proof of Title Change (Any ONE): Index 2** / Registered Sale Deed / Inheritance Certificate / Gift Deed.
- * **Consent Letter for SD Transfer (Any ONE): Signed Form X** (from FM) / Legal Heir Certificate / Affidavit.
- * **Identity Proof of New Applicant:** Aadhaar Card / PAN Card / Passport / Driving License.

- **keep handy Supporting Document:**
 - Recent Paid Electricity Bill.

Step 4: Review, Declaration, Payment & Submission

1. Review all entered information and uploaded documents thoroughly.
2. Check the declaration box.
3. **Processing Fee:** A fixed fee of **₹130 only** is payable online. **Do not pay any extra amount to anyone.**
4. Click "**Submit**" and complete the secure online payment.
5. Note down the generated **Service Request Number (SRN)** or **Application Reference Number** for future tracking. You will also receive an SMS/Email confirmation.

Step 5: Application Processing & Verification

- Our office will verify the submitted documents and application.
- You may receive a call or visit from a **Meter Reader/Field Officer** for physical verification at the connection address.
- Please keep all **original documents** handy for this verification.

Step 6: Approval & Issuance of New Bill

- Upon successful verification, the name change will be approved in our system.
- You will receive an **SMS and Email notification** of the approval.
- The next electricity bill will be generated in the **new consumer's name**.

- You can download the updated electricity bill from the consumer portal as confirmation.
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Important Points to Remember:

- **No Dues Certificate:** Ensure there are **no pending dues** on the electricity connection. Clear all outstanding bills before or during this process.
 - **Original Documents:** Keep all original documents (Index 2, Sale Deed, Form X, IDs) safe. They must be produced for field verification if demanded.
 - **Timeline:** The entire process typically takes **7 to 15 working days** from submission of a complete and correct application.
 - **Track Your Application:** Use the **SRN/Reference Number** to track your application status online under the "Track Request" section of the portal.
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Key Improvements Made: 1. Integrated the exact portal URL you provided. 2. Added clear **New User Registration** step in Step 1. 3. Specified the **exact co-applicant name format** as per your instruction. 4. Listed "**Change of Ownership**" first in the reason dropdown. 5. Clearly specified **Index 2** as the primary Proof of Title. 6. Formally defined **Form X as the "Consent Letter for SD Transfer"**. 7. Highlighted the **₹130 fixed fee** and warning against extra payments. 8. Ensured all terminology matches official MSEB/Mahavitaran standards.

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