

CONSUMER GUIDANCE

Registration on National Portal

For registration at NP, the applicant will need electricity bill, an active 10-digit Mobile number and an active E-mail ID. The consumer will also be required to download SANDES app on his mobile. First, the applicant has to visit the registration page of national portal and select the state and the concerned DISCOM. Then the applicant has to enter consumer account no. mentioned in the electricity bill, mobile number and mail id. After entering these details, an OTP will be sent through SANDES app for mobile number verification. On successful verification of the mobile number, an account activation link will be received on the mail-id provided. The activation link will also include the details of the simplified procedure. After clicking on the activation link received in the email, the account would be activated and the beneficiary will be redirected to NP for submission of application. The activation link is valid for 24 hours only. In case, the activation link is not clicked by the applicant within 24 hours of receipt, the registration will be automatically deleted and the applicant will have to register again.

Application fee for applying on NP

No, there is no application fee for submission for application on national portal. However, there is a fees for net-metering which is charged by the TANGEDCO.

Apply for net-metering through NP

Applicant can apply for net-metering and inspection through the national portal. The application process of NP has been uploaded on the portal.

Following bank details are required for the release of subsidy through NP

After receipt of the online commissioning/completion report from TANGEDCO, the applicant will have to enter following details for claiming subsidy/CFA:

- ★ Name of the beneficiary
- ★ Account number
- ★ Bank Name
- ★ IFSC Code
- ★ Copy of cancelled cheque to be uploaded on the portal

The consumer shall make sure that the account details are clearly visible in the copy of cancelled cheque uploaded on the National portal. Claims having distorted/illegible/mutilated copy of cheques will be outrightly rejected.

In case of non-receipt of subsidy amount in a given time
You need to raise a complaint under the grievance section on NP.

The consumer-vendor agreement

The consumer vendor agreement shall be signed on a non-judicial stamp paper of minimum Rs. 50 values.

When an applicant does not get activation link on mail due to incorrect entry of mail id or mobile number

The activation link is valid for 24 hours only and if the account is not activated within that period, the registration will get automatically cancelled and the applicant will have to reinitiate the registration. Hence, if an applicant has entered wrong mail id, he/she shall wait for around 24-48 hours and then apply for registration again.

The registration is incomplete on the National Portal till the mobile number is verified through OTP. If an applicant enters wrong mobile number during registration, he/she will not be able to verify the mobile number through OTP and the registration will not happen. In such cases, the applicant can immediately re-apply for registration.

The registration/application on the National Portal

The registration/application on the National Portal shall be invariably done only by the consumer having the ownership of the premise and name in the electricity bill. As per MNRE norms the vendors shall not register/apply on the National Portal in the name of the consumer, under any circumstances.

When an applicant has registered an account with wrong consumer electricity account number

In case an applicant has entered a wrong consumer account number, he/she should try to register again using his/her other mobile number and e-mail id. However, if the applicant is not having other mobile number and mail-id, a mail shall be sent to the Technical Support of MNRE for deletion of the account.