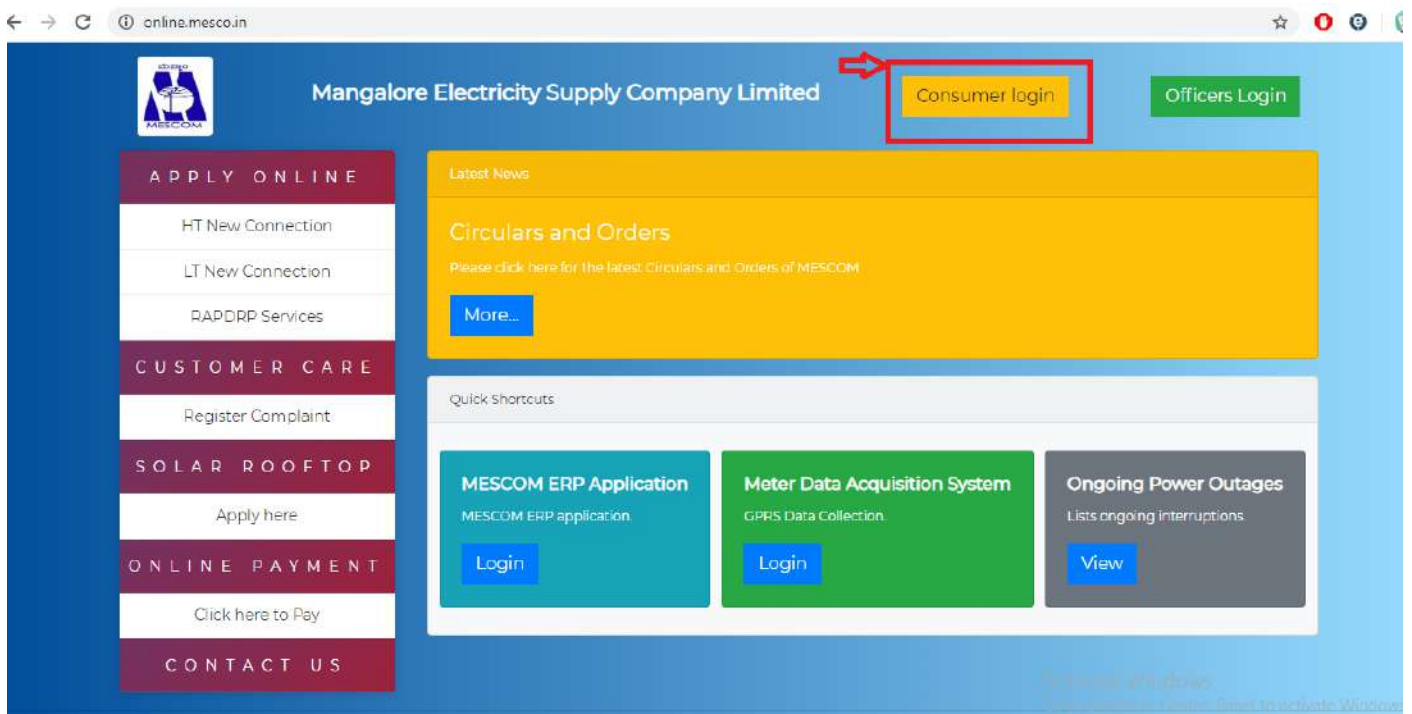


# CONSUMER MANUAL

## Prerequisites :

1. Consumer needs to register for LT/HT/EHT/SRTPV online services. After registration an email is sent to his email-id having password. Consumer can login using the password which he has entered during registration.
2. Mail is also sent in case of password reset if consumer has forgotten password.
3. Once consumer logs in, Consumer Home Page is having following options
  - >> **LT Supply** – For LT Connection related
  - >> **HT/EHT Supply** – For HT Connection related
  - >> **SRTPV** – For Solar Roof Top New Connection related

Following are the basic screens where the Consumer has to go to [www.online.mesco.in](http://www.online.mesco.in) portal and click on Consumer Login Link.



## Select Non-RAPDRP Consumer Login

MESCOM Online Portal Officer Login Admin

**ಮಂಗಳೂರು ವಿದ್ಯುಚ್ಛಕ್ತಿ ಸರಬರಾಜು ಕಂಪನಿ ನಿಯಮಿತ**  
(ಕರ್ನಾಟಕ ಸರ್ಕಾರದ ಸಂಪೂರ್ಣ ಸ್ವಾಮ್ಯಕ್ಕೆ ಒಳಪಟ್ಟಿದೆ)  
**Mangalore Electricity Supply Company Limited**

**RAPDRP CONSUMERS LOGIN**

**NON-RAPDRP CONSUMERS LOGIN**

If your premises located in following **RAPDRP AREA** :  
MANGALURU-TOWN,PUTTUR-TOWN,BANTWAL-TOWN,UDUPI-TOWN,SHIVAMOGGA-TOWN,BHADRAVATHI-TOWN,SAGARA-TOWN,SHIKARIPURA-TOWN, CHIKKAMAGALURU-TOWN, KADUR-TOWN,TARKERE-TOWN [Click Here](#)

MESCOM's Consumer Service Portal provides the online services for NON-RAPDRP consumers to apply for New Connection/other services. Consumer needs to register and login to submit application.  
**New User [Click Here](#)**

For Accessing the Onli

Activate Windows  
Go to System in Control Panel to activate Windows.

online.mesco.in/consumer/consumer\_login.jsp Copyright © MESCOM 3:57 PM 4/4/2020

## Register and Login

Home LT/HT Application Status

**ಮಂಗಳೂರು ವಿದ್ಯುಚ್ಛಕ್ತಿ ಸರಬರಾಜು ಕಂಪನಿ ನಿಯಮಿತ**  
(ಕರ್ನಾಟಕ ಸರ್ಕಾರದ ಸಂಪೂರ್ಣ ಸ್ವಾಮ್ಯಕ್ಕೆ ಒಳಪಟ್ಟಿದೆ)  
**Mangalore Electricity Supply Company Limited**

**CONSUMERS**

**Login Here To Apply For LT/HT Connection**

User Name

Password

[Reset](#) [Login](#) [Forgot Password?](#)

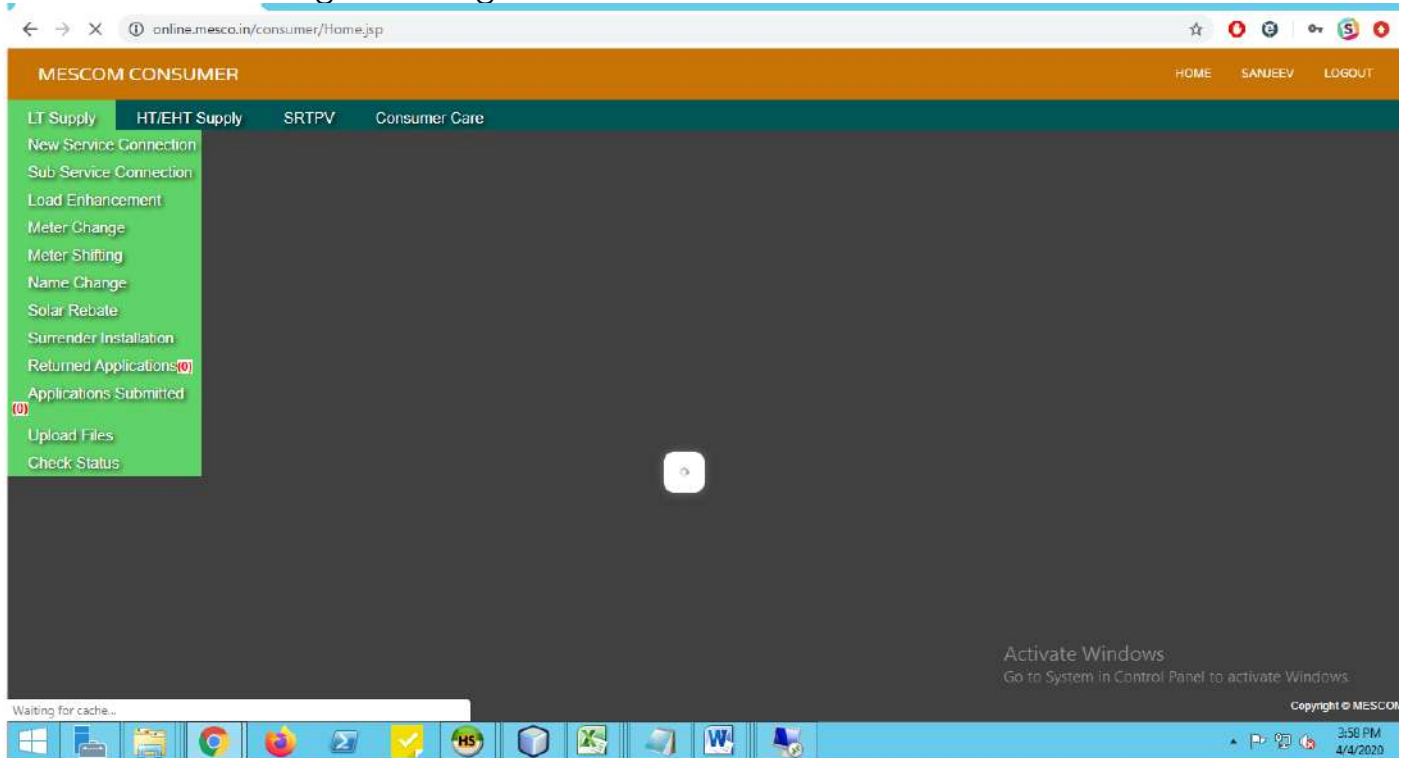
**New User? [Click Here](#) for registration.**

Activate Windows  
Go to System in Control Panel to activate Windows.

User Manual Copyright © MESCOM 3:58 PM 4/4/2020



Consumer Home Page after login.



## >> LT Supply

1. LT Supply is having following submenu

- A. New Service Connection** – Consumer can apply for New Service Connection.
- B. Application Resubmission** – Consumer can edit Submitted application only whenever it is returned by MESCOM officers. Here consumer is allowed to upload the files.

**C. Applications Submitted** – Here listing of all applications submitted by consumer is done. If the consumer has done partial application submission, it can be continued. Consumer can view the status of the application by clicking on the **status** button. Consumer can view the uploaded files as well as approved files by clicking on the **Files** button.

**D. Upload Files** – Here Consumer is allowed to upload the files. Please note that photos and signatures are not allowed.

**E. Check Status** – Check status of the application submitted.

## **A. New Service Connection**

Consumer should select New Service Connection in LT Supply. Application form will be displayed for LT Supply. The Application will contain following fields.

**Applicant Type** - **Individual** or **Company/Trust/Partnership**

Consumer should select any of these two options. Based on the selection Applicant's information is collected.

**Application Type** - **Regular** or **Tatkal**

Consumer should select any of these two options. In case of Regular Service New Service Connection will be given within 45 days. In case of Tatkal Service New Service Connection will be given in 7 days charging Rs.1000 extra per connection.

**Load** is limited to 5kW/6.7HP for Tatkal (MSB not applicable)

Tatkal Multiple Connections application is allowed.

Only few tariffs (LT2 and LT3) are allowed in Tatkal connections.

Company/Trust/Partnership are allowed for Tatkal connections.

**Application Details** – Consumer Should enter Full Name, Email ID, Phone Number, Mobile Number, Identity Proof type and its number in case of Individual Applicant Type. And in case of Company/Partnership firms consumer should enter Company Name, Authorized Signatory, Email ID, Mobile Number, Phone Number, Identity Proof type and its number.

**Power Supply Required at** – Consumer needs enter Detailed address.

**Correspondence Address** - Consumer needs enter address for Communication.

**Connection Details** – Consumer needs to select Division, SubDivision, Section office, Connection Type, Power Type, Tariff Required from the dropdown menus.

**Connection Type** – Consumer needs to select whether Connection Type is Single Connection

/Multiple Connection/MSB Connection. Kindly note that as of Multiple Connection/MSB Connection are not enabled.

Please go through the following table for description.

Sr No	Connection Type	Description
1	Single Connection	<ul style="list-style-type: none"><li>▪ Consumer is able to apply for LT Single connection for All the tariffs.</li><li>▪ Based on the selected tariff, mandatory documents to be uploaded will be decided.</li><li>▪ Based on the entered load required phase will be decided.</li><li>▪ Built In area is accepted for all tariffs except LT1 and validated for MSB.</li></ul>
2	Multiple Connection	<ul style="list-style-type: none"><li>▪ Excel Sheet is made to be uploaded by Consumer which is downloaded as template.</li><li>▪ Excel sheet is validated for Load and Area and is displayed in the browser to consumer.</li><li>▪ Other details for Single/MSB connections are disabled.</li></ul>
3	MSB Connection	<ul style="list-style-type: none"><li>▪ Excel Sheet is made to be uploaded by Consumer which is downloaded as template.</li><li>▪ Excel sheet is validated for Load and Area and is displayed in the browser to consumer.</li><li>▪ Other details for Single/Multiple connections are disabled.</li></ul>

**LEC (Licensed Electrical Contractor) Details** - Consumer needs to enter Contractor

Details. These fields are kept Optional.

**Other Owned Installations** - Consumer needs to enter RR Number/Account ID if consumer is having any other owned installations.

**Other Details** - Consumer Needs to Enter Adjacent Account ID/RR Number -Mandatory

**Documents** - Photo and Signatures are Mandatory for all Consumers.

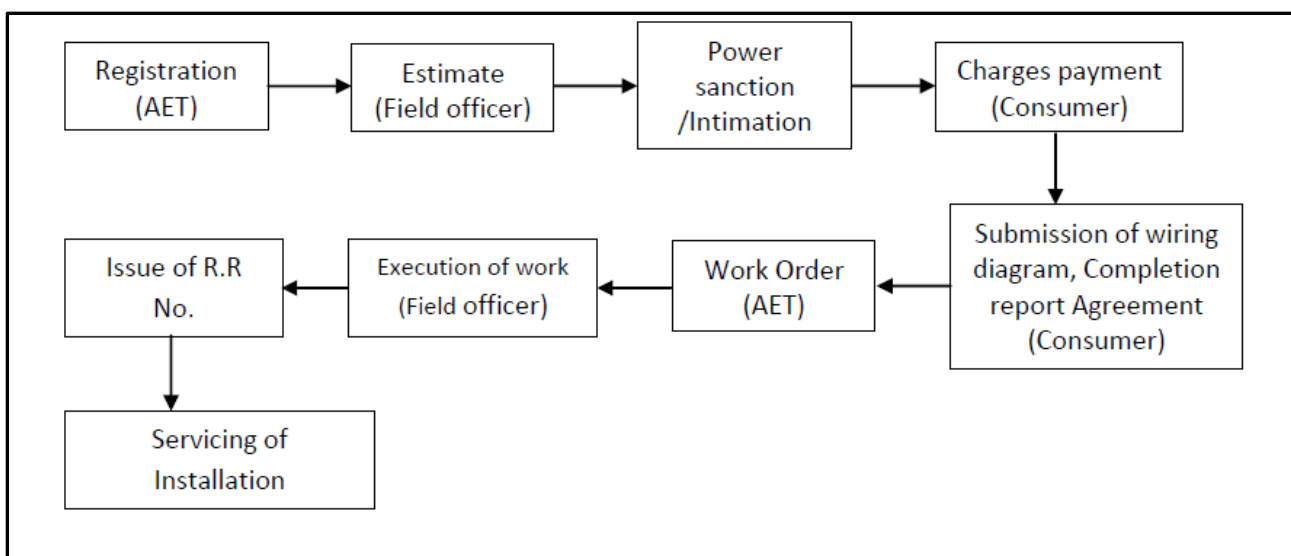
- Consumer needs to upload Photo and Signature of size less than 500kb in JPEG/PNG formats only.
- Other Documents are Collected based on the tariff selected by the consumer.The size limit of other all other documents except Photo and Signature is 5000kb.The formats can be PEG/PNG/PDF/XLS/DOC.
- LT1- BPL card is mandatory.
- LT2-LT7 - ID proof,Ownership Proof are mandatory.Architect Plan,Trade License documents are optional.

After Submitting the Application Unique Service Request Number is generated and mail will be sent to the consumer.

Consumer can take the print of the application using **Print Application** link and can upload the documents in case needed using **Upload Documents** Link.

Now the application is forwarded to AET of the concerned Subdivision.

The Application will be processed according to the following flow chart



## **B. Application Resubmission**

Application Resubmission is only possible if it is returned by concerned subdivision office for any modifications/corrections..It is decided by AET.Here AET will comment for the wrong inputs or the changes to be made in the application submitted.This application will be reverted to consumer.Consumer will receive mail alert for this reverted application.Now consumer needs to Edit the application according to the comments observed from AET and resubmit it.

Now it will be submitted to Subdivision AET for reconsideration.

### **C. Applications Submitted**

Here listing of all applications submitted by consumer is done. If the consumer has done partial application submission, it can be continued. Consumer can view the status of the application by clicking on the **status** button. Consumer can view the uploaded files as well as approved files by clicking on the **Files** button.

### **D. Upload Files**

Consumer can Upload the files after submitting LT application. This option will help consumer if he has forgotten any documents uploading during registration. These uploaded documents can be viewed/downloaded by MESCOM officers.

### **E. Check Status**

Consumer can check the status of the application by clicking on **Check Status** link. This will work only after submission of the application.

## **>> HT/EHT Supply**

1. HT/EHT Supply is having following submenu

**A. New Service Connection** - Consumer can apply for New Service Connection. Consumer should select New Service Connection in HT/EHT Supply. Application form will be displayed for HT Supply. The Application will contain following fields.

#### **Applicant Type - Individual or Company/Trust/Partnership**

Consumer should select any of these two options. Based on the selection Applicants information is collected.

#### **Application Type - Temporary or Permanent**

Consumer should select any of these two options.

**Application Details** – Consumer Should enter Full Name, Email ID, Phone Number, Mobile Number, Identity Proof type and it's number in case of Individual Applicant Type. And in case of Company/Partnership firms consumer should enter Company Name, Authorized Signatory, Email ID, Mobile Number, Phone Number, Identity Proof type and it's number.

**Power Supply Required at** – Consumer needs enter Detailed address.

**Correspondence Address** - Consumer needs enter address for Communication.

**Connection Details** – Consumer needs to select Division , Tariff Required from the dropdown menus.

**LEC (Licensed Electrical Contractor) Details** - Consumer needs to enter Contractor

Details. These fields are kept Mandatory.

**Other Owned Installations** - Consumer needs to enter RR Number/Account ID If consumer is having any other owned Installations.

**Other Details** - Consumer Needs to Enter Adjacent Account ID/RR Number -Mandatory

**Documents** - Photo and Signatures are Optional.

- Consumer needs to upload Photo and Signature of size less than 500kb in JPEG/PNG formats only.
- Other Documents are Collected based on the tariff selected by the consumer. As of now only two type documents are made mandatory- Proof of Identity and Proof of Ownership/Occupancies. The size limit of other all other documents except Photo and Signature is 5000kb. The formats can be PEG/PNG/PDF/XLS/DOC.

After Submitting the Application Unique Service Request Number is generated and mail will be sent to the consumer.

Consumer can take the print of the application using **Print Application** link.

**B. Check Status** – Consumer can check the status of all applications submitted. And approved files can be downloaded here.

**C. Edit Application** – Editing of application is currently under developing and it is made available very soon.

## >> **SRTPV**

**A. New SRTPV Connection** – On clicking this menu a new window will open for application of solar roof top. Here consumer will select Category Type such as Domestic / Residential, Hospital, Educational Institutions, Industrial, Commercial etc. Consumer needs to enter address, RR Number/Account ID, Sanctioned Load, SDO office, Solar Roof top related information such as – Type of Metering, Shadow area, Proposed Capacity, MNRE Subsidy etc. On submission of the application acknowledgment number(application id) is generated and application is generated.

**B. Application Status** – Consumer needs to enter application id and mobile number to view the status of their application. If both application id and mobile number doesn't match it will not show the details.

**C. Upload Documents** – Consumer needs to enter application id and mobile number to upload the documents. Here already approved/ uploaded documents from the office are visible to consumer for download.



