



Maharashtra State Electricity Distribution Co. Ltd.

Prakashgad, Plot No.G-9, Bandra (East), Mumbai – 400 051

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Ref. No PR-3/COS/ **No 25698**

Date : **16 SEP 2013**

Commercial Circular No. **210**

Subject: Redressal of cases where the bills are issued even after permanent disconnection.

Reference: 1. MERC Order dt. 20/08/2013 in Case No. 67 of 2013.
2. Office Note No. SE/TRC/M-168/828 dt. 10/09/2013.

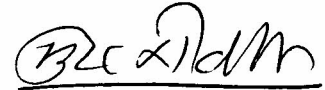
It is observed that there are many consumers who are actually permanently disconnected but still receiving electricity bills from MSEDCL. This is mainly due to not feeding the data of permanently disconnected consumers to IT System. The MERC in its order under reference has expressed utter displeasure in the matter & directed to dispose off such cases on immediate basis. The Competent Authority has taken serious note of the same and directed as under.

All field offices are hereby directed to strictly adhere to the following instructions.

- 1) All the Billing Offices are hereby instructed to feed the data of permanently disconnected consumers to IT system within next billing cycle from the date of issuance of this Circular. Further, in case of any permanent disconnection in future, the concerned officer will inform to billing section and IT section to take notice of the same before next billing cycle.
- 2) The Consumer Personal Ledger be maintained at every Sub-Division and the same be updated regularly.
- 3) MSEDCL will print request on the bills stating that in case the bill is received by the permanently disconnected consumer, it should be brought to the notice of concerned sub-division office, so that immediate action can be taken to avoid further inconvenience and billing shall be stopped of all permanently disconnected consumers forthwith.
- 4) There will be direct monitoring from Zone Office over all the offices regarding such cases & for rectification thereof. All the field offices are hereby instructed to expeditiously arrange for special camp for expediting such cases effectively.

- 5) The subject agenda will be the integral part of Zone/ Circle/ Division level review meetings.
- 6) The procedure for permanently disconnected consumers shall be followed as per the guidelines of Corporate Office.
- 7) Any negligence or delay will be dealt strictly with appropriate actions against concern officials.
- 8) All the field offices have to submit the monthly report of such cases & the action taken thereof to the Commercial Section/ Tariff Regulatory Cell in enclosed prescribed format.

All field offices are requested to follow the above instructions/guidelines strictly and take immediate necessary action so as to avoid such cases in future.



Chief Engineer (Commercial)

Copy s.w.r. to :

- 1) The Director (Operation) MSEDCL, Mumbai.
- 2) The Director (Finance) MSEDCL, Mumbai.
- 3) The Executive Director (Commercial), MSEDCL, Mumbai.
- 4) The Regional Executive Director-I/II/III, MSEDCL, Kalyan / Pune / Nagpur.

Copy f.w.c.s. to:

- 1) All Chief Engineer, O&M Zones, MSEDCL
- 2) The Chief General Manager (IT), MSEDCL, Mumbai.
- 3) The OSD to MD, MSEDCL, Mumbai

Copy to:

All Superintending Engineers, O&M Circles, MSEDCL.

Copy to: As per mailing list

