



## Maharashtra State Electricity Distribution Co. Ltd.

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Ref. No P-Com/Accts/31133

Date : 10.10.2016

### Commercial Circular No. 270

Sub: - “ Guidelines for implementation of Amnesty Scheme for PD Consumers 2016-17”

Ref :- Circular No. 269.dt. 27.09.2016

The MSEDCL has announced “Amnesty Scheme for PD Consumers 2016-17” vide circular referred above. Now for smooth implementation of scheme and to make scheme more consumer friendly following modification and guidelines are issued :-

- 1) Consumer participating in scheme need not pay any **Upfront Payment** i.e. 2 % as mentioned in above circular.
- 2) After adjustment of security deposit, if consumer’s principal arrears become nil, then his arrears payable is to be treated as nil and no dues certificate will be given to such consumer through system. Further, even if any consumers principal arrears are nil and arrears appearing in system on account of interest then such interest arrears shall be withdrawn through system and no dues certificate can be given to such consumer through system.
- 3) As the amount of interest payable after three months to six months is to be readily kept available in system. The system will keep ready calculation of 25% interest upto end of respective month for last three months of scheme.
- 4) All consumers reconnected under the scheme will be reconnected with old existing consumer number, even if released in new consumer’s name after payment of PD arrears and applied for new connection.
- 5) All PD consumers willing to participate in scheme can get the details of amount payable under scheme duly calculated by IT from MSEDCL’s web site. The link will blink as “**Amnesty Scheme 2016-17**” on MSEDCL’s website.
- 6) The amount paid by consumers under above scheme will be accepted under **receipt type ‘30’** so the amount collected under scheme can be monitored separately.
- 7) As the consumers under dispute, court case are eligible under above scheme after making payment of legal charges, dispute tag of all PD consumers to be fed by field offices in system during the period from 1<sup>st</sup> Oct to 31<sup>st</sup> October 2016 alongwith details of legal charge amount incurred by MSEDCL against that consumer. The IT system will compute the payable amount along-with legal charges in respect of such cases. **However, the cases where decree has been passed in favor of MSEDCL shall not be entertained under this scheme, as these cases will be separately dealt by MSEDCL. All field offices will have to submit the consumer name and details of decree passed cases to Local IT Centre so these consumer’s PD bill is not inadvertently generated.**
- 8) During the period of scheme one dedicated person will be assign for the work of scheme at each billing office for giving the printout of bill and assisting consumer for making payment.

- 9) Similarly, helpdesk of at Corporate Office will attend and assist HT PD consumers and one dedicated person will be deputed at Circle office for HT PD Consumers during the period of above scheme.
- 10) The consumer can make the payment of bill through net payment/cash payment/cheque payment. (If amount is paid by cheque payment then the date of realization will be treated as date of payment)
- 11) The consumer making payment of dues in first month will have to pay 95% of principal amount and no cheque payment will be accepted from a consumer who is willing to avail 5 % early bird incentive after 24<sup>th</sup> Nov.2016. To avail this 5% discount, consumer can pay 95% through cheque upto 24<sup>th</sup> Nov. 2016 and by cash/DD/ Electronic transfer upto 30 Nov.2016.
- 12) If any consumer pays the principal amount payable under scheme in installments as per his request during the first three months of scheme last and final installment amount should be paid on or before 31<sup>st</sup> January 2017 by way of cash or DD/ Electronic mode. If paid by cheque then amount paid by 25<sup>th</sup> Jan 2017 will be considered for 100% interest waiver under scheme. PD consumer opting for installment will have to use same mode of payment in which he has made payment of first installment till full payment of entire payable under scheme.
- 13) Similarly, if consumer participates after three months and pays eligible amount in installments, then last installment to be paid on or before 30<sup>th</sup> April by way of cash or DD. If amount is paid by cheque then same need to be paid by 25<sup>th</sup> April 2017. Failing which he will be converted to existing OTS scheme. And will have to pay remaining amount as per OTS scheme.
- 14) After making the Payment of arrears as per scheme, the payment receipt will be treated as no dues certificate. There will be mention of "no dues" on the receipt.
- 15) Facility for providing the information of PD amount payable will be made available to consumer on MSEDCL's Website, Consumer Facility Center, Centralized Customer Care Center's toll free number of MSEDCL, through SMS or concerned office of MSEDCL.
- 16) If any consumer has any other dispute in principal amount then he may get it solved by concerned billing unit. (All MSEDCL offices are instructed to resolve genuine disputes on top priority).
- 17) The consumer need not apply for participation in the scheme. The bill issued to consumer will itself be treated as an application. There will mention of consumers consent for participation in the scheme.
- 18) This Scheme will be also applicable to PD consumers under Distribution Franchisee area of Bhiwandi & Nagpur for recovery of PD arrears.

All filed offices are requested to follow above instructions and guidelines scrupulously and ensure efforts to make above scheme more successful.

*10/10/16*  
Chief Engineer (Commercial)

Copy : As per mailing list.