

**CIRCULAR**

**Sub : Implementation of Recommendations of the Committee appointed for review of Energy Bill Collection Mechanism.**

As per the approval accorded by Managing Director, Mahavitaran a Committee consisting of Senior officials from Finance and Account Wing, Technical Wing and I.T. Wing was appointed for review of the existing energy bill collection mechanism in respect of L.T. and H.T. consumers. The committee has suggested various measures for strengthening and improving the bill collection mechanism. Based on the major recommendations of the Committee, following instructions are hereby issued.

**1) Implementation of RTGS / NEFT for L.T. Industrial consumers.**

At present HT consumers are paying their energy bills through RTGS / NEFT instead of cheque/DD/P.O. As per the request received from various Field offices / Consumers Association, it is decided to allow LT Industrial/ High value Commercial consumers to pay their energy bills through RTGS / NEFT. However, care should be taken for timely updation of consumer records in line with HT consumers.

**2) Monitoring of cheque dishonour cases :**

The detail guidelines regarding monitoring of dishonour of cheques have been issued vide various circulars issued earlier. The Reserve Bank of India have introduced a new methodology of Cheque Truncation System (CTS) under which no physical cheques are sent for clearing, only Digital Images are considered for cheque clearance. All Field Offices are requested to ensure timely clearance of cheques under the new system to minimise the cheque dishonour cases. It is to be ensured that proper B-80 (Type-11) for cheque dishonour cases should be feeded to the system. Further, no collection centre shall be allowed to accept cheque for next six months from such consumers whose cheque is dishonoured.

**3) Out Sourcing of Activities :**

The instructions to control the expenditures on outsourced activities are issued vide circular No. संचालक (वित्त)/१९३३/१०३६५ dtd २९/०३/२०१४ From 01/07/2014 outsourcing activities in following areas shall be discontinued.

- a) FABC Data Punching
- b) Taxation Matters -- Hiring of Consultant Services for Filing TDS/ Service Tax Returns, Preparation of MVAT information etc.
- c) Bank Reconciliation
- d) Hiring of Manpower such as Office Assistants, Peons in Accounts / GAD & Technical Section.

Cntd.../-



**4) Multiple Collection Centres at one location :**

It has been observed that multiple collection centres are located in the same premises particularly in our own offices. Immediate steps should be taken to install ATP Machine at such places and action for Shifting/ Closing down of the existing collection centre should be initiated for convenience of the consumers.

**5) Audit of claims by collection Agency towards Commission charges :**

While Passing /Auditing claims received from the collection Agencies towards Commission charges / interest on S.D., it shall be ensured that the claim should be accompanied with a statement of date-wise collection and deposit thereof in MSEDCL's Bank Account [For the period to which the claim relates] prepared by the concerned Agency and verified by Sub-division office be insisted before passing the claim.

**6) Monitoring of Funds Transfer by Nationalised Banks through Non-operative Bank Accounts:**

Instructions for monitoring the fund transfer through Non operative Bank Accounts by the Nationalised Bank on day-to-day basis have been already given from time to time. Further, it was also instructed to avail the view facility by the concerned Division / Circle Authorities for day-to-day monitoring of the Bank transactions. However, it has been observed that the instructions have not been implemented by some of the Field offices and instances of delay in transfer of funds have been observed resulting in blockage of huge amounts. It is once again instructed that whenever such instances are observed in future, the interest for delay in transfer of funds by the Banks will be recovered from the person responsible for non monitoring the day-to-day transfer of funds.

To avoid the blockage of funds in Bank Accounts, all the Field offices were asked to ensure auto-sweep facility for the Non-operative Bank Accounts. However, some of the Banks have still not been able to implement the auto sweep facility resulting in delay in transfer of funds by the Bank. It is once again instructed to review the position for corrective action wherever necessary.

The concerned officers / employees in F&A Wing shall closely monitor the submission of BCDCR by the collection agencies and remittances in our bank account on real time basis with the help of view and SMS facility.:

**7) Any Where Payment Facility :**

As per the demand from the consumers MSEDCL as introduced the Any Where Payment concept for LT consumers vide Circulars No. Dir(Finance)/MSEDCL/12667 dtd. 05/05/2012 & Dir(Finance)/MSEDCL/33831 dtd. 03/11/2010. However, it is observed that the instructions have not been implemented at many places. It is once again reiterated to follow the guidelines issued for implementation of Any Where Payment Concept so that the consumer is credited with the amount of bill paid timely.

**8) Frequency of Cash Tally :**

In Urban areas most of the collection is routed through computerized collection mechanism and the Agencies are equipped with advance technology such as Internet facilities etc. thereby facilitating data transfer smoothly. Further, IT Section as initiated the process of



online cash tally. In view of this daily cash tally shall be ensured in the areas where there is no collection through DCC Banks & Post Offices.

**9) AGENCY SPECIFIC DIRECTIVES.**

The Agency/Mode specific directives & modalities are attached herewith as Annexure "A".

**10) ELIGIBILITY CRITERION FOR ENGAGING AGENCIES IN BILL COLLECTION WORK.**

The Agency / mode specific criterion for engaging bill collection work by agencies is attached herewith as Annexure "B".

**11) RELATED CIRCULARS :**

The list of related circulars regarding bill collection work, responsibility centres and other general instructions issued from time to time are also attached herewith as Annexure "C".

These guidelines were circulated to all the Chief Engineer (O&M) Zones & Supdt. Engineer (O&M) Circles vide this office Circular No. CGM(CF)/MSEDCL/1166 dtd 20/03/2014 for suggestions if any and the same are incorporated herein.

All the concerned officials / employees shall go through the Annexures "A" To "C" & Draft Agreement attached herewith so as to implement the same from 01/04/2014. The concerned Divisional Heads and Supervisory Officers will be held responsible for failure to implement the instructions as above.

The circular is made available on company's website i.e. [www.mahadiscom.in](http://www.mahadiscom.in).

Encl : As above.

**Director (Finance)**

**Copy f.w.cs. to :**

The Director (operations), MSEDCL, H.O., Mumbai.

**Copy to :**

The Executive Director (Comm.), MSEDCL, H.O., Mumbai.

The Regional Executive Director I/II/III, Kalyan/Pune /Nagpur, MSEDCL.

The Chief General Manager (I.A.) / (I.T.), MSEDCL, H.O., Mumbai

**To :**

All The Chief Engineer, MSEDCL (O&M) Zones as per mailing list

All the Supdt. Engineer, MSEDCL (O&M) Circles as per mailing list

All the Executive Engineer, MSEDCL (O&M) Divisions as per mailing list