



Dir(F)/MSEDCL/ No 03437

Date:- 7 FEB 2012

CIRCULAR

Sub:- Collection of Consumer's Energy bills through RTGS/NEFT
Ref:-1.Director(F)Circular No. Dir(F)/MSEDCL/25941 dtd 24.08.2011.
2.Director(F)Circular No. Director(F)/MSEDCL/141dtd.02/01/12.

Presently the consumers are allowed to pay the energy bills by various modes such as cheques, DD, Pay order, Cash etc. However, the credit for payments made by cheque/D.D./Pay order are usually received after 3-4 days time from the date of deposit. In order to avoid this delay in realization of revenue and blocking of funds at various locations in Maharashtra, instructions were issued to all the field offices vide Circular dtd. 24.08.2011 for introduction of RTGS/NEFT mode of payment, initially for HT consumers.

After the introduction of the scheme of payment through RTGS/NEFT for HT consumers, various field offices have reported the consumers grievances of delay in transfer of amount due to non availability of servers at the bankers end, lack of proper MIS from our bankers leading to non identification of consumer and linking with the amount received, manual mistakes on the part of bank staff (both from our bank as well as consumers' bank), delay in updating records at circle offices etc. This has resulted in denying the benefit of prompt payment discount/load factor incentive to the eligible consumers and in some cases charging of delayed payment charges.

To address the grievances a Circular No. Director (F)/MSEDCL/141 dtd. 02.01.2012 was issued and it was directed to forward such cases to Chief Engineer (Commercial), H.O. Mumbai. ***In partial modification to this, the Superintending Engineer of the respective Circle shall finalize the case at Circle office only as per guidelines indicated in "Annexure A".***

It may be further noted that, only those cases may be considered where in the consumer has made payment of bill through RTGS/NEFT prior to due date of prompt payment discount/ load factor incentive and the amount is received in MSEDCL account

1 of 2

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after the prescribed date and consumer is not at fault for this delay. In case the consumer has made the payment of energy bill through RTGS/NEFT on or before normal due date of the bill and the amount is credited to MSEDCL account after due date, due to which the consumer is liable for delayed payment charges, shall also be considered for withdrawal of delayed payment charges.

The Superintending Engineer shall ensure that such proposals are settled within 7 days from receipt. The Superintending Engineer shall inform the details of all cases to the concerned Zone offices fortnightly basis and the same will be informed to CE (Commercial), H.O., Mumbai on monthly basis i.e. before 10th of every month.

The circular is also available on Mahadiscom's website www.mahadiscom.in .

Encl:- As above.



Director (Finance)

To,

All Superintending Engineers (O&M) Circles, MSEDCL

Copy f.w.cs to:

Director (Operations), MSEDCL, Prakashgad, Mumbai

Copy to:

1. Executive Director (Commercial), MSEDCL, Mumbai
2. The Regional Executive Director (I)- Kalyan / (II)- Pune / (III) – Nagpur, MSEDCL
3. Chief Engineer (Commercial), MSEDCL, Mumbai.
4. All Chief Engineers (O&M) Zones, MSEDCL

Annexure A

Wavier of D.P.C., Crediting of Prompt Payment Discount and Load Factor Incentive for RTGS Payments

Sr.No.	Request for waiver of DPC from Consumer	Present norms for waiver of DPC followed by Commercial Section	Proposal for WAIVER OF D.P.C., Crediting of Prompt Payment Discount and Load Factor Incentive for RTGS Payments
1	Delay in receipt of bill a) Delay from MSEDCL Side b) Postal delay c) Delay from Consumers side	Recommended Not Recommended Not Recommended	Not Applicable
2	Delay in passing of bills of consumes by their respective Head Office.	Not Recommended	Not Applicable
3	Delay due to calamities a) Natural (Earthquake / Flood etc.) b) Unnatural (Accident/ Fire) c) Strike/ Lockout	Recommended Recommended Recommended	Recommended Recommended Recommended
4	Delay due to Economic problem	Recommended only if 36 months regular payment record proven by consumer. Documents regarding to be submitted by consumer.	Not Applicable
5 5A)	Delay due to rounding off the bill Wrong bill issued by MSEDCL	Recommended Recommended	Not Applicable Recommended
6	Signatory authority not available	Not Recommended	Not Applicable
7	Delay in clearing cheque a) From MSEDCL's side b) From Consumer's side	Not recommended till it is investigated and responsibility is fixed on employee. Not Recommended.	Not Applicable
8	Consumer was out of station	Not Recommended	Not Applicable
9	Stay from courts	Recommended provided the consumer subsequently succeeds in litigation.	Not Applicable
10	Govt./Semi Govt./NGO/Local Self-Govt Bodies.	Recommended on merit	Recommended on merit
11	Any universal Problem faced during RTGS payment mechanism, eg. Internet server problem, beneficiary name not matching etc. where the consumer is not at fault.		The proposal is to be duly scrutinized with respect to specific issue of each case and documentary evidence produced thereof in support of this. Recommendation will be on merit.