


MAHARASHTRA STATE ELECTRICITY DISTRIBUTION COMPANY LIMITED CORPORATE OFFICE, BANDRA		
Office of the Executive Director- (Billing), Plot No. G-9, "Prakashgadh", Fifth Floor, Bandra(E), Mumbai-400 051	 MAHAVITARAN <small>Maharashtra State Electricity Distribution Co. Ltd.</small> (A Govt. of Maharashtra Undertaking) CIN : U40109MH2005SGC153645	Tel(O): 022- 26474211 Fax: 022 26478544, Email ID: edbillingho@gmail.com

Ref. No.: ED (Billing)/No. **01 2001**

Date: **25 MAY 2018**

Commercial Circular No. 305

Subject: Revised Online Bill correction procedure for immediate implementation.

Numerous complaints are received from consumers regarding undue delay in the correction of wrong energy bill. There is general complaint about the energy bills not getting corrected and consumer has to visit frequently to concerned sub-division and section office for resolving the complaint.

On dated 16/05/2018, Hon.CMD has taken detail review regarding existing bill correction procedure and directed to establish full proof on-line procedure so that wrong bills of consumer will get corrected in time and they need not have to ply to the office frequently for bill correction.

In view of above, after careful examination of existing procedure and IT system provided for bill correction, following procedure is worked out, which shall be followed scrupulously without any deviation. In the new procedure, complaint received at any office of MSEDCL will be assigned to concern sub division through CRM system and there will be single point responsibility for resolving complaint.

A) Receipt of complaint :-

Consumers have been given liberty to submit billing complaint in any office of MSEDCL as per his convenience. This fact should be brought to the notice of consumers through all available media means. The consumer may submit written application or send complaint via electronic media (Mobile

App, email, twitter) to any office of MSEDCL (Section, Subdivision, Division, Circle, Zone, Region, Head Office, CFC, CCCC)

All such complaints received shall be entered in CRM. The responsibility center for entering the complaints in CRM will be as below,

Sr. No.	Office	Responsibility Centre
1	If billing complaint received in Head office	CCCC operator will enter in CRM
2	If billing complaint received in Region, Zone, Circle, Division.	Assigned person in respective office will enter in CRM
3	If billing complaint received in Sub-division	AA/UDC (Billing) will enter in CRM
4	If billing complaint received in Section Office	Section Officer will enter in CRM

For Region / Zone / Circle / Division office, one person shall be made responsible for entering the complaint in CRM. Once the complaint is entered in CRM, consumer will be sent auto generated SMS acknowledging his/her complaint on registered mobile number.

Resolution of complaint:-

All the complaint received in CRM will be auto assigned to concern sub-division. AA / UDC (Billing) of sub division shall be responsible for resolving billing complaint. It will be his responsibility to open CRM daily in the morning at 10:30 am & check the complaints received.

After initial study, if it is found that bill does not require any correction then concern person will enter the details in CRM and auto generated SMS will be sent to consumer mentioning that bill is not subjected to any revision and it is requested to pay the Energy Bill immediately.

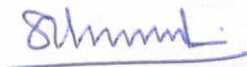
The details of probable nature of complaints and procedure to be followed thereof is enclosed herewith as per **annexure "A"** and it is directed to take action as per given procedure only with no deviation.

In the cases where spot inspection is required then such complaints shall be assigned through CRM to concerned Section officer. Section officer shall arrange spot inspection either personally or through his staff and feed spot inspection report through Mobile App or directly through CRM within TWO days. The draft spot inspection report is enclosed herewith as per **annexure "B"** and same will be made available on Mobile App application & in CRM in the form of template.

As soon as final Bill Revision is approved, auto generated SMS will be sent by system on consumer mobile number about corrected bill. This SMS is allowed for making payment of revised bill on cash collection centre. IT department to make necessary arrangement in the online Bill Revision System.

Accordingly CRM complaint will be resolved either by feeding resolution in CRM or auto resolution through Online Bill Revision module (OBR).

All offices where complaint is received shall ensure that it is entered in CRM system within TWO working days. After receipt of complaint to subdivision office, it must be resolved within SEVEN working days. It is pertinent to mention here that there is an escalation matrix for approval of Bill Revision cases. Therefore it is essential that appropriate authority (RD / CE / SE / EE) to decide the case (approval / rejection) within TWO days from the date of assignment.



Executive Director (Billing)

Copy to: as per mailing List

Annexure "A"

1) BILL IS NOT AS PER READING OR CONSUMPTION:

There can be following Sub Types:

a) Meter Fast / Slow Case :

- i) Check the meter with accucheck and find out the percentage error.
- ii) If the error observed in the accucheck is beyond permissible limit of +/- 2%, calculate consumption based on the error showing by the accucheck and feed in Online Bill Revision System (OBR).

b) Meter Faulty Case :

Clause 15.4 of Electricity Supply Code and Conditions of Supply, 2005 provides for billing in the event of defective meter. Ensure that average charge for the month is as per provision produced below.

"in case the meter has stopped recording, the consumer will be billed for the period for which the meter has stopped recording, up to a maximum period of three months, based on the average metered consumption for twelve months immediately preceding the three months in which the billing is contemplated."

As per letter No. ED (Billing) / 09544 dtd 25.04.2018 , from 01.04.2018 Faulty status is permitted for one month only and all faulty meters to be replaced before 30.06.2018. Hence, on receipt of complaint of faulty meter, arrange meter replacement within 48 hours and feed meter replacement data immediately after verification of complaint.

c) Reading not matching with photo :

- i) Check the Photo reading and reading punched actually.
- ii) Correct reading as per photo in OBR if not matching.

d) Average Billing Case:

As per letter No ED/Billing/10466 dt. 08/05/2018 there are only two statuses namely LOCK and INACC (Inaccessible) for average billing. If consumer complaints about the average billing and submit his reading then arrange for Spot Inspection Report (SIR) and correct reading in OBR as per reading brought in SIR.

Remove the cause of average reading by installing meter at an accessible location.

2) SLAB BENEFIT CASE :

The date from which slab benefit is to be given will be captured by system. The date will be fixed from where consumption has reduced by 20% or more. Enter correct reading and date of reading and OBR will automatically calculate / generate bill for giving slab benefit.

3) TARIFF CHANGE CASE:

Clause 9.2 of MERC (Standard of Performance of Distribution Licensees, Period for Giving Supply and Determination of Compensation) Regulations, 2005, provides for other services like change of name or change of tariff category which is produced below.

"Any change of name or change of tariff category shall be effected by the Distribution Licensee before the expiry of the second billing cycle after the date of receipt of application."

- i) Get correct information of activity through Spot Inspection Report (SIR).
- ii) Feed correct activity code in OBR system which will apply correct tariff automatically.

4) WRONG LOAD:

- i) Get the information of correct load through Spot Inspection Report (SIR).
- ii) Verify load on new service connection application / CPL record.
- iii) Feed correct load in OBR system for correcting load.

5) MISTAKE IN DEFINING SINGLE OR THREE PHASE CONNECTION (1Ø / 3Ø) :

- i) Carry out Spot Inspection.
- ii) Ascertain the phases of connection.
- iii) Make correction in OBR system.

6) WRONG MULTIPLYING FACTOR (MF) CASE:

- i) Carry out Spot Inspection. Check out CT/PT ratio and Meter Scale Factor. Ascertain the period for applying new MF (as per new meter installation date, CT / PT installation date).
- ii) Feed units through OBR System.
- iii) Carry out necessary revision in OBR system for correcting MF.



Annexure - "B"

Spot Inspection Report

Date:-

1) Name of consumer:-

2) Consumer No: -

Consumer Mobile No:-

3) Address: -

Activity Observed:-

4) Consumer Complaint Id No: -

dtd:-

5) Meter details:-

a) Meter Sr. No:-

b) Make: -

Meter reading:-

c) Type- Single phase/Three phase

d) Meter body seals: - Intact/Tampered

e) Connected Load: - KW

f) Meter Conditions :- 1)Working 2) Non Working

g) % error with substandard meter (If accucheck done):- _____ %

Specific Remark with respect to revision of bill:-

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