

**Maharashtra State Electricity Distribution Co. Ltd.**  
**(A Govt. of Maharashtra Undertaking)**

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Ref. No. CE/Comm/Refund Policy/

No 18076

Date: 28 JUN 2019

Commercial Circular No. No - 0319

**Subject:** Policy for refund of tariff difference amount to consumers through RTGS/ NEFT in their bank account, instead of adjusting the refund amount in their electricity bills.

**Reference:** Board Resolution No. 1671.

As per present practice followed for refund of extra amount collected from consumers because of change of tariff or tariff category or any other reasons the amount is adjusted in coming monthly bills only. However, some of consumers contended that amount to be refunded is high and consumers are requesting to refund their amount through RTGS / NEFT in their Bank Account, instead of adjusting the refundable amount against the upcoming electricity bills.

Accordingly, it has been decided to revise the present procedure of refund of amount of tariff difference cases as below.

- 1) Refund In case of Live Consumer,
  - i. To retain 12 months average monthly amount and adjusting through bills for next 12 months and refund of balance amount over and above 12 months average bill amount through direct payment transfer mechanism to live consumer.
- 2) Refund In case of PD Consumer;
  - ii. If a sister concern/company/legal entity of the entity whose amount with MSEDCL is to be refunded has live connection/connections with MSEDCL then before refunding tariff difference dues of such company / companies would be adjusted and balance amount if any should be refunded through RTGS or NEFT.
  - iii. For this purpose, sister company is defined as legal entity where promoters of the company to whom refund is done owns equal to or more than 50% of share.
- 3) Refund to be initiated on receipt of Consumers application to concerned Billing Authority i.e. Subdivision or Circle Office only.
- 4) After due verification of Consumer (Both for PD as well as live consumer) refund and any recovery thereof from concerned billing authority as delegated time to time, the refund should be done through RTGS / NEFT in the Bank Account of Consumer only.
- 5) Zone wise quarterly audited report of all such refund cases need to be submitted to Corporate Office.

  
**Chief Engineer (Commercial)**

**Copy swr's to:**

- 1) Director (Finance)/ (Commercial)/ (Operations), MSEDCL, Mumbai.
- 2) Jt. MD/ Regional Director, MSEDCL, Aurangabad/ Konkan/Nagpur/Pune region.
- 3) Executive Director (Billing), MSEDCL, Mumbai.
- 4) OSD to Hon'ble Chairman & Managing Director, MSEDCL, Mumbai.

**Copy w.c's to:** All Chief Engineers (O&M Zone), MSEDCL.