
 <p>MAHAVITARAN Maharashtra State Electricity Distribution Co. Ltd. (A Govt. of Maharashtra Undertaking) CIN: U40109MH2005SGC153645</p>	<p>Maharashtra State Electricity Distribution Company Ltd. Office of Chief Engineer (Billing & Revenue) 5th Floor, Prakashgad, Plot no. G-9, A.K.Marg, Beside Bandra Court, Bandra (E), Mumbai 400 051 Email: cebillingho@gmail.com Phone no.: 022-26474211</p>	 <p>स्वातंत्र्याचा अमृत महालय</p>
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CE/B&R/Circular/Recovery Guidelines/ **No 3217.**

DATE: **30 JAN 2024**

CIRCULAR-02/2024

Subject: Role and Responsibilities of field offices in recovery of Consumer arrears.

Background:

Presently, MSEDCL is facing a critical financial situation due to challenges in recovering outstanding bills from consumers. The accumulated arrears have reached a staggering 83,406 Crs, posing a significant threat to the financial health of the company. This substantial sum is hindering crucial financial commitments such as debt servicing, loan repayment, power purchase bills, vendor and contractors' payments, and employee salaries. The recovery of these arrears is imperative to ensure the company's financial stability and operational efficiency.

Action Plan and Directives:

Collective Responsibility:

- This is to emphasize that, arrears recovery is a collective responsibility involving all officers and technical/non-technical employees.
- Fixation of recovery responsibilities on junior employees alone cannot be accepted; recovery is a team effort.

Responsibility of Supervisory Offices (Zone, Circle):

- Formulate recovery strategies tailored to the local challenges in each zone and circle.
- Understand consumer culture, financial conditions, and social challenges in each district.
- Collaborate with local authorities and community leaders to foster cooperation.
- Lead recovery drives in areas where collective resistance from consumers is observed.
- Allocate manpower resources effectively based on the severity of arrears.
- Encourage positive competition among employees and recognize exemplary performance.

Responsibilities Division Office:

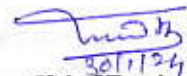
- Regularly conduct recovery drives leading from the front.
- Conduct cross-verification of consumers' premises with high arrears.
- Monitor Temporary Disconnection (TD) or Permanent Disconnection (PD) consumers regularly.
- Take immediate actions on TD/PD consumers to prevent illegal use of electricity.
- Coordinate with police and enforcement authorities when employee protection is required.
- Organize mass drives with special squads in areas with higher arrears.

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Responsibilities of Sub Division and Section Offices:

- Regularly conduct recovery drives leading from the front
- Ensure accurate billing and prompt resolution of billing-related complaints.
- Resolve billing disputes swiftly to avoid non-payment.
- Review dispute cases and address arrears blocked due to legal orders.
- Deploy billing staff for regular visits to resolve issues, especially in rural areas on market days.
- Organize special camps for billing complaints resolution.
- Establish teams for on-site meter testing and resolution of on-site billing disputes.
- Ensure arrears recovery before releasing new connections to PD sites.
- Prioritize disconnection for consumers with the highest and oldest arrears.
- Restrict electricity supply for consumers with outstanding recoverable arrears.

The recovery of arrears is of utmost priority for MSEDCL's financial well-being. The successful implementation of these guidelines requires the judicious utilization of all available resources. It is not only a duty but a collaborative team effort involving every officer and employee.



Chief Engineer (B&R)

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