

 <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 Executive Director (Billing & Revenue) 4th Floor, Prakashgad, Plot no. G-9, A.K.Marg, Beside Bandra Court, Bandra (E), Mumbai 400 051 Email: edbillingho@gmail.com Phone no.: 022-26474211</p>	 <p>स्वातंत्र्याचा अमृत महोत्सव</p>
---	---	--

Ref:ED(B&R)/CBIS/Guidelines No 0 5 8 8 7

Date: 22 FEB 2023

Billing & Revenue Circular 2 of 2023

Subject: Monitoring of Meter Reading Agency performance & processing of bills thereof.

Meter Reading Agencies are important stakeholders of MSEDCL in process of issuing correct electricity bills to the consumers. The performance of these agencies directly affects the MSEDCL revenue & consumer services. MSEDCL has adopted zero tolerance & zero compromise policy on both issues. Hence Corporate Office is monitoring the Meter Reading Agency performance scrupulously. It has been instructed time and again that SDO & Executive Engineer O&M should monitor the billing reports on daily basis; similarly Superintending Engineer O&M Circle should review the performance & ensure the quality of billing.

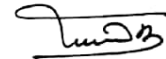
Hon. CMD has directed all Superintending Engineer O&M to submit the performance certificate for every Meter Reading Agency working under their jurisdiction on monthly basis & payment of these agencies is linked to their performance. Accordingly the provisions are done in the IT system to review all billing parameters & submit the performance certificate. The instructions regarding the same are also given through various VCs from the Corporate Office.

However, it is observed that instructions are not followed & there is delay in submitting the Meter Reading Agency performance certificate by the field offices. In the view of above, it is to reiterate that following dates for invoice processing must be strictly followed by the concern field authority and monitored by the concern Superintending Engineer in every month.

- 1) All Invoice of preceding month will be generated on 10th of every month by HO IT.
e.g.- Invoice of reading month Aug-22 will be generated on 10th Sept-22
- 2) Meter Reading Agency to submit their invoice in the system upto 17th of every month.
e.g.- Invoice of reading month Aug-22 to be submitted by Meter Reading Agency in the system upto 17th Sept-22.

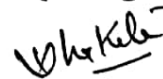
- 3) The field authorities (SDO/EE/SE) to submit the performance certificate of Meter reading agency from **10th to the 20th of every month**.
e.g.- Performance certificate of Meter Reading Agency for the reading month Aug-22 to be submitted by concern field authorities from 10th Sept-22 to 20th Sept-22
(Note- Performance Certificate can be submitted once invoice is generated.)
- 4) After successful generation of SES; generation MIRO and Clearing document by HO IT from **20th to 25th of every month**. Error in SES generation to be rectified by concern field employee within next 2 days to follow the above schedule.
e.g.- SES, MIRO & Clearing document for reading month Aug-22 will be generated from 20th Sept-22 to 25th Sept-22.
(Note- SES will not be generated by the system if performance certificate is not submitted by concern SE O&M)
- 5) The action of payment block clearing must be taken by DyM. (F&A) of concern O&M Division from **25th to 30th of every month**.
e.g.- The action of payment block clearing for reading month Aug-22 must be taken from 25th Sept-22 to 30th Sept-22
- 6) Circle offices will submit the list of the Meter Reading Agencies (whose payment blocks are removed) to the central payment section of Corporate Office in the **first week** (up to 7th) of every month.
e.g.- List of reading month Aug-22 to be submitted to central payment in the first week of Oct-22 (upto 7th Oct-22)

The invoices against which certificates are pending or payment block not removed by 7th of next month (i.e. 7th Oct-22 for reading month Aug-22) will not be considered for payment in that month (i.e. Oct-22) and the concern SE O&M will be held accountable for non-submission of certificate & other process as directed above.



**Chief Engineer
(Billing & Revenue)**

/c



Copy s.w.r.to:

- 1) Director (Operation), MSEDCL, Corporate Office, Prakashgad, Mumbai.
- 2) Director (Finance), MSEDCL, Corporate Office, Prakashgad, Mumbai.
- 3) Joint Managing Director, MSEDCL, Aurangabad / Kokan Region.
- 4) Executive Director (B&R), MSEDCL, Corporate Office, Prakashgad, Mumbai.
- 5) Regional Director, MSEDCL, Nagpur/Pune Region.

Copy f.w.c.to:

All Chief Engineers, O&M Zone, MSEDCL.

Copy to:

All Superintending Engineers, O&M Circle, MSEDCL.