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ED/S&E/ZSEU/CIRCULAR/ No 00377.

Dt. 14 MAY 2026

CIRCULAR

Subject: Diversification and Strengthening of Functions of Zonal S&E Units in MSedCL.

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At present, the Zonal S&E Units (ZSEU) are primarily engaged in proactive enforcement activities such as detection of billing anomalies (including wrong credits, unbilled units, NSC billing issues, PD verification, etc.) and conducting preliminary inquiries in cases of theft of energy.

While these functions are important, it is observed that ZSEU performance is mainly measured in numbers, with little focus on quality. There is no proper system to verify the accuracy of reported work. Also, there is overlap of work with O&M and Flying Squad (FS), making it difficult to clearly assess the effectiveness of ZSEU. Additionally, with the introduction of smart metering and proposed prepaid billing, the occurrence of such billing anomalies is expected to reduce significantly in future.

In view of the above, the role of ZSEU needs to be redefined and expanded to include enforcement support, monitoring, and coordination, instead of focusing only on detection. Accordingly, the following directions are hereby issued for redefining and expanding the scope of work of ZSEUs with effect from FY 2026-27:

1. Inquiry Work

No change is proposed in the existing inquiry related responsibilities of Zonal S&E Unit. There has been no change in the monthly reporting format for the inquiry related work.

2. FIR and allied matters follow-up

ZSEU shall coordinate closely with the concerned police authorities regarding the follow up of police investigation, filing of charge sheets, and progress of legal proceedings in theft of energy cases detected by FS. Moreover, follow up to be taken regarding closure reports in compounded theft cases. This will strengthen support to the Flying Squad by enabling ZSEU to handle legal documentation and related processes, thereby allowing the Flying Squad to focus on its core inspection work and perform its duties more effectively. Such follow-up shall be undertaken in respect of FIRs lodged on or after 01st April 2026.

3. Ensuring timely billing in cases detected by FS

In many cases detected by the Flying Squad, timely billing action is not taken by the concerned billing units, leading to delays in bill generation and blockage of revenue. This also results in attempts by

consumers to delay or avoid payment. Therefore, ZSEU shall regularly follow up to ensure that proper billing action is taken within the stipulated time.

4. Monitoring of under observation cases and pending for Assessment cases detected by FS

Some cases are kept under observation by the Flying Squad for prolonged period. Such delay may lead to irregularities or future legal complications. ZSEU shall monitor and take follow up to ensure timely closure of such cases. Inordinate and unreasonable delay must be reported to the higher authority. Furthermore, Assessment (Provisional/Final) in the cases detected by FS is expected to be submitted within a stipulated time. Concerned ZSEU will hereafter monitor and follow up to ensure to complete the Assessment activity in a time bound manner. Any inordinate delay, lacking reasonable justification, must be reported to higher authority.

5. Unpaid Theft Case Inspection

In some cases detected by the Flying Squad, even when theft dues remain unpaid, supply is not disconnected or new connections are given at the same premises under different names. This adversely affects recovery efforts and reduces the impact of theft detection. Therefore, in such cases, ZSEU along with authorized O&M officers shall conduct joint inspections and surprise visits to verify the status of such installations. If any irregularities are found, appropriate action shall be taken. This will help improving surveillance and will act as an effective deterrent. The monthly target for such joint inspection will be provided by HO.

6. PD Monitoring

ZSEU shall regularly verify permanently disconnected (PD) consumers (including Auto TD/PD Connections) to check for any unauthorized reconnections or power theft or illegal extensions. Appropriate action to be initiated in co-ordination with the local O&M authorized officer. Moreover, shifting of arrears in cases where another/new connection is found in same premises. Regular verification shall be carried out to ensure that such consumers do not resume electricity usage without payment of dues. In case of any irregularities, necessary action shall be taken as per rules to protect revenue and prevent misuse. The lists of PD consumers are made available to every office of ZSEU which He/she can access through their mobile app. Provision for verification and further submission is also provided. While visiting the PD premises, members of the S&E Unit shall make efforts to encourage the consumer to clear the outstanding dues. A proper record shall be maintained of the arrears amount recovered due to the efforts of the S&E Unit.

7. Quarterly Inspection of Flying Squads

Quarterly inspections of Flying Squad activities shall be carried out by Assistant Director (S&E) of ZSEU. The format for such inspection is already circulated. Assistant Director (S&E) shall submit the report of such inspections directly to ED (S&E) with a copy to the concerned Dy. Director (S&E). The inspection must be carried out by the officer not below the rank of Assistant Director (S&E). Dy. Director (S&E) will conduct annual inspection of Flying Squads as well as ZSEU and submit their report directly to Executive Director (S&E).

8. Routine Proactive Enforcement Activity

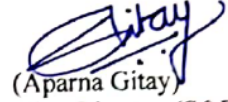
In addition to the jobs and responsibilities mentioned above, ZSEU shall continue to carry out their proactive enforcement activity work as usual but with a revised target of 40 involved cases per month. Parameters in which such activity are to be continued includes, Unbilled due to NSC, Wrong Credit, Accumulation due to improper billing, U.S.126/135 cases, change of tariff cases etc. The monthly reporting of this activity is to be continued as earlier.

The formats for reporting the action taken in the aforementioned activities (Sr. No. 2 to 7) to the Corporate Office will be intimated separately.

All concerned officers shall ensure strict compliance of the above instructions.

This circular shall come into effect from 01st April 2026.

This circular has been made available on Company's website.



(Aparna Gitay)
Executive Director (S&E)
MSEDCL.

Copy sent to:

1. Director (Operations), MSEDCL, Mumbai.
2. Director (Finance), MSEDCL, Mumbai.
3. Director (Commercial), MSEDCL, Mumbai.
4. Director (Human Resource), MSEDCL, Mumbai.

Copy for information to:

1. Joint Managing Director, MSEDCL, (Kokan)/ (Chh.Sambhaji Nagar).
2. Regional Director, MSEDCL, (Nagpur)/(Pune).
3. Executive Director (Billing), MSEDCL, Mumbai.
4. Executive Director (Dist.), MSEDCL, Mumbai.
5. Executive Director (Finance), MSEDCL, Mumbai.
6. Executive Director (Commercial), MSEDCL, Mumbai.

Copy to:

1. All Chief Engineers in the field, MSEDCL.
2. All Superintending Engineers in the field, MSEDCL.
3. OSD to Hon. Chairman & Managing Director, MSEDCL, Mumbai.
4. Deputy Director (S&E), MSEDCL, Kokan/ Nagpur/ Pune/ Chh. Sambhaji Nagar.
5. Asst. Director (S&E), MSEDCL, Kalyan/ Bhandup/ Nagpur/ Akola/ Pune/ Kolhapur/ CSN/ Nanded.