

ANNEXURE-"A"

MODE WISE RECOMMENDATIONS :

A) ATP MACHINE :

- i) MSEDCL has installed ATP Machines for energy bill collection work mainly in urban areas across Maharashtra at 130 locations. Considering the response from the consumers it is decided to install new ATP Machines at Taluka level / Non District places / Sub Division Head Quarters in Rural areas also. The Field offices are hereby directed to identify such locations and inform CGM(CF) for further action.
- ii) In the existing arrangement with the Agency for installation of ATP Machine, the Agency shall install the ATP Machine in MSEDCL own premises only. It is reported by various Field offices that MSEDCL do not have our own premises in places of densely populated areas such as Market places, Housing Co-op Societies, etc. Further, at some places our offices are situated outside the city areas. Hence, it is directed to examine the possibility of installation of ATP Machine in the Rental premises of MSEDCL without any additional financial burden to the Agency. However, necessary security arrangement as existed shall be extended by MSEDCL in such places to ATP machines.
- iii) As per the request received from consumers & to provide Any Where Payment facility to the consumers necessary arrangements shall be made at each ATP location for acceptance of energy bills irrespective of the billing unit to which the consumers belongs.
- iv) In the existing arrangement only energy bill amount is accepted at each ATP location. To increase the scope, it is decided to allow other collection receipts such as Additional S.D., Re-connection charges, Theft cases, Under section 126 & 135, Meter burned charges, Processing Fees shall be accepted on ATP Machine. Necessary requirement for this purpose shall be taken care of by the concerned Division office.
- v) As per the rates offered by the Agency for transaction through ATP machines, the same are economical than other modes of collection such as private Cr. Co-op Societies/ Banks. In view of this, it is hereby directed to give first priority for ATP Machines whenever a demand for a new collection centre is received by the Field offices with sufficient number of consumers are available to justify installation of ATP Machine. Further, review of all the existing collection centres be taken by the Division office in consultation with Circle office for closure of the centres which are non-performing or not following the Agreement Clauses. In such case ATP Machine can be installed as alternative mode of collection.
- vi) For better monitoring of performance, each ATP Machine is connected to the centralized server of the Agency and individual login facility is provided to MSEDCL at various levels. The Division office shall ensure to avail the login facility as per the requirement.
- vii) To identify a particular ATP Machine a Collection Centre Code (CC Code) is required to be assigned to each individual ATP machine comprising of 2 digit of Category Code, 4 digit of Billing Unit no. and last 3 digit of Collection Centre no. This CC Code shall be quoted by the Field office in every correspondence/ information of ATP Machines.
- viii) **ATP Manager :** With a view to effectively monitor the performance of ATP Machines, the concerned Dy. Manager (F&A) shall act as ATP Manager of the Division he will be responsible for monitoring the day-to-day functioning of the ATP Machine and transfer of funds on daily basis collected through ATP Machine. He should verify the deposit of funds collected on a particular machine on daily basis by availing the view facility of the Bank account. Further a periodical review shall also be taken by the Dy. Manager (F&A) regarding number of transactions on the ATP Machine and should initiate the measures to increase the transactions on ATP Machines. Any downward trend in the transactions shall also be analyzed and corrective action shall be initiated accordingly.

- ix) At present amount towards energy bills is accepted at ATP Machines across the state. Necessary instructions for accepting reconnection charges are being issued to the Agency across all ATP Machines.

B) ONLINE :

- i) It has been observed that more and more consumers are opting for e-payment of electricity bills such as Credit/ Debit/ ECS/ Net Banking etc. However, considering the benefits of e-payment for both consumers and MSEDCL wide publicity of the e-payment modes needs to be given particularly in urban areas so that more and more consumers use these facilities for their bill payments. The actions to be taken for publicity campaigning in this regard are being circulated separately.
- ii) Due to increasing numbers of transactions the online payment related complaints are also on the rise and the nature of such complaints are as below which needs proper attention from field offices also:
- a) Bills not updated on website :
Field I.T. to ensure timely updation of bills on website.
- b) Despite online payment, consumer's supply is disconnected: It is to be ensured that timely effect of online payment is given to consumer's account and latest disconnection list shall be handed over to the line staff to avoid consumer's complaint.
- c) After making the Online payment an online receipt is generated by the system. However it is observed that due to lack of awareness, the line staff often disregard the online receipt and resort for disconnection of supply. Necessary instructions may be passed on to line staff to avoid consumer complaint in this regard.
- d) Arrears in bills despite making online payment: Field I.T. section to ensure timely updation of bill data (B-60).
- iii) After making the Online payment, SMS alert is forwarded on the registered mobile number of the consumer which should be considered as a valid proof of payment by the line staff before disconnection of supply.

C) DISTRICT CENTRAL CO-OPERATIVE BANK (DCC):

- i) **Computerization of DCC Banks :** MSEDCL has entered into Agreement with various DCC Banks for energy bill collection work through their branches across Maharashtra. One of the important clause in the Agreement is relating to computerization of bill collection work by the DCC Banks. However, it is observed that there is no progress of computerization in DCC Banks and in most of the cases manual collection of energy bills is going on. All the Supdt. Engineer (O&M) Circles are hereby directed to assess the level of computerization with the respective DCC Banks and follow the matter with concerned DCC Bank authorities for effective computerization of collection work.
- ii) **Cheque transactions through DCC Banks :** It has been observed that cheques are accepted from consumers at various DCC bank branches against energy bills. However, the realization of such cheques takes long time. At some places, the DCC Bank show the amount in DCCR only after realization of the cheque and accordingly M.R. is issued to the consumer. Field Offices are directed to take review of the cheque transaction through DCC Banks to avoid any delay in realization of cheque amount.
- iii) **Installation and use of collection software developed by MSEDCL in DCC Banks :** It is observed that though the DCC Banks are computerized the collection software is not either install or used by the DCC Banks for various reasons. Further, necessary training for use of

the software is required to given the DCC Bank Staff. A review be taken by the Circle offices for non use of the software by DCC Bank and report be sent to H.O. with the analysis of reasons there for.

- iv) **Rationalization of rates of Commission payable to DCC Bank :** At present MSEDCL is paying higher rates than any other collection agencies to the District Central Co-op. Banks which are almost double as compared with other agencies. However, there is large scope for improvement in services provided by the DCC Banks. It is observed that though computerization has taken place in some DCC Banks, the benefits have not been passed on to MSEDCL. This needs to be highlighted while negotiating with DCC Banks at the time of next Agreement. The DCC Banks capable of providing value added services such as core banking solutions, web portal services etc. can be considered for a different rate of commission charges than the other remaining DCC Banks.

It is observed that though the regular business transactions of DCC Banks are computerized, the collection software of MSEDCL has not been utilized for computerized collection mechanism by the DCC Banks and manual receipts are issued to the consumers. Further, the DCCRs are also prepared manually. The MIS transfer is done in hard copy / manually.

- v) **Payment of Commission Bills of DCC Banks :** Instructions have already been issued for forwarding a separate requirement of funds for payment of Commission charges & Service Tax claims of the DCC Banks directly to Ways & Means Section, H.O., Mumbai so as to avoid delay in making these payments by the Field offices. However, the instructions have not been followed by the Field offices strictly resulting in accumulation on Commission charges and Service Tax on DCC Banks. It is to be noted here that, as per the Agreement Clause MSEDCL has to make the payment of the Commission bills of DCC Banks within 30 days of receipt of their claim. Beyond 30 days MSEDCL is liable to pay interest on delay in making the payment of claim of the DCC Banks. If the DCC Bank claims interest on delayed payment of their claims, such interest will be recovered from the concerned Dy.Manager (F&A) of the Division being responsible for not pursuing the matter for timely payment of claims of DCC Banks
- vi) **Deduction of Commission charges from amount collected by DCC Banks :** Inspite of specific Agreement Clause for payment of Commission charges of DCC Banks, it is observed that some of the DCC Banks are deducting the commission charges from the amount collected from consumers directly at their end. Such direct deduction of commission charges by DCC Banks shall not be allowed in any case. The concerned Dy. Manager (F&A) shall ensure timely payment of Commission charges of the DCC Banks and will be held responsible for any direct deduction by the DCC Banks from the amount collected.
- vii) **Reconciliation of amount collected by the branches of DCC Banks and transfer of the same to District Head Quarter :** As per the procedure laid down, the DCC Bank branches transfer the amount collected to their District Head Quarter as per the frequency mentioned in the Agreement. The concerned Circle office has to reconcile the amount collected by the DCC branches and amount transferred to the District H.O. for onwards remittance to MSEDCL. Any shortfall shall be analyzed for taking corrective action accordingly. The responsibility for ensuring this reconciliation will be with the Manager / Sr. Manager (F&A) of the concerned Circle office.

D) INDIA POST :

- i) **Reconciliation of amount collected by the Field Post Offices and amount transferred to MSEDCL by GPO, Mumbai :** The India Post collects the energy bill amount from the consumers at branch post offices and sub post offices. The amount collected is transferred to GPO, Mumbai through the respective Head Post Offices. The GPO, Mumbai remits the amount with the W.M. Section at H.O., Mumbai. It has been observed that there is delay in transfer of amount by the India Post at Field level and at H.O. level. Hence timely reconciliation of amount collected and amount repatriated needs to be done at Division/ Circle level. In many of the Field offices the reconciliation is lagging for substantial period and amount blocked in transit is not identified properly.

The concerned Dy. Manager (F&A) of the Division and Sr. Manager / Manager (F&A) Circle office shall take a review of the reconciliation position and they will be held responsible for improper monitoring for any delay in transfer of amount collected by India Post from the consumers.

- ii) **Mapping of branch & sub post offices with Respective Division and Circle offices of MSEDCL :** It has been observed that due to improper mapping of branch & sub post offices with Respective Division and Circle offices of MSEDCL has resulted in incorrect accounting of the amounts received by the respective Division / Circle offices. This leads to reflection of adverse balances in some of the accounting units. It is to be noted that, it will be the responsibility of the concerned Dy. Manager (F&A) of the Division and Sr. Manager / Manager (F&A) of the Circle to properly match the amounts shown in "C" Form [Monthly abstract of amount transferred by Head Post Office to GPO, Mumbai] with the amounts reflected in "B" Form forwarded by the Head Post Office to the concerned Division.

In this regard the concerned Dy. Manager (F&A) of the Division shall approach to the respective Head Post Office with the list of branch post offices and sub post offices under the jurisdiction of the concerned Division so that the "C" Form can be obtained from the Head Post Office for each Division individually. This mapping is only one time exercise.

The WM Section raises the credit IBA's separately for e-collection & manual collection by India Post every month to concerned Circle offices. However, it is observed that the same are not reconciled with "C" Form received from the Head Post Offices. The concerned Circle shall carry out this reconciliation every month to identify the amounts not transferred by the post office to WM Section.

- iii) Further, separate "C" Form be insisted from the Head Post Office for manual collection and e-collection (Computerized)

E) CREDIT CO-OP SOCIETIES & URBAN CO-OP BANKS :

ELIGIBILITY CRITERIA FOR PRIVATE BILL COLLECTION AGENCIES

The following entities are permitted to take up the LT Energy Bill collection work of MSEDCL:-

- 1) Co-operative Societies registered with Registrar of Co-operatives.
- 2) Charitable Trust/Institutions registered as Public Trust with charity Commissioner.
- 3) Any other Govt. nominated agency like Setu.
- 4) The Agency should be registered club like Lions, Rotary, Giants, Jaycee, etc.

The above entities shall comply with the following criteria :-

- 1) The Agency should have suitable accommodation for the collection work.

- 2) The Agency should register under Shop & Establishment Act.
- 3) The Agency should possess a PAN Number and Service Tax Registration under Central Excise.
- 4) The Agency should submit resolution of its Board of Directors regarding undertaking such bill collection work.
- 5) The Agency should have a minimum 100 members.
- 6) The Agency should fulfill the financial parameters such as Credit worthiness, Financial Soundness and antecedents, etc.
- 7) The Agency should have Audit class "A" or "B" continuously for last three financial years.
- 8) The bye-laws of the Society/Agency shall have specific mention of bill collection activities to be carried out by the Society / Agency.
- 9) The Credit Co-op. Society must have its branch duly registered where the collection centres is proposed.

The above criteria is applicable to all the Credit Co-operative Societies including Employee Credit Co-operative Societies

The Urban Co-op. Banks shall fulfill the following eligibility criteria for bill Collection work:

- 1) The Urban Co-op. Bank shall have valid registration under Co-op. Societies Act and shall possess valid license as per RBI Regulations.
- 2) The Urban Co-op Bank should have been established before 5 years.
- 3) The Banks working capital should be more than Rs. 5 Crs.
- 4) The Banks should possess a PAN Number and Service Tax Registration under Central Excise.
- 5) The Bank shall submit resolution of its Directors regarding undertaking such bill collection work.
- 6) The Banks should have "A" or "B" Audit Classification continuously for last three years.
- 7) The Banks should have suitable accommodation for the collection work.
- 8) The bye-laws of the Bank shall have specific mention of bill collection activities to be carried out by the Bank.

A review of all the existing Banks/ Cr.Co.op. Societies be taken to ensure that they comply with the eligibility criteria as mentioned above. If, it is observed that any of the existing Bank / Societies does not fulfill the above criteria they should be immediately informed to take necessary steps for fulfillment of the criteria within a period of one month. Failure to comply the with criteria will lead to discontinuation of the bill collection work after due intimation to Banks/ Cr.Co.op. Societies.

SECURITY DEPOSIT :

As per the existing norms, every Co-op Societies / Bank has to deposit Rs. 1.00 Lakh per collection counter towards INITIAL Security Deposit. The said amount has been revised to Rs. 2.00 Lakh per collection counter which shall be deposited in the form of Cash/D.D. The Agency shall deposit this amount before execution of the Agreement. Review of the Security Deposit shall be taken every six month as per the requirements of the guidelines issued in this regard. It has been observed that in many cases no review of the additional Security Deposit is taken by the Field offices as prescribed.

FUND TRANSFER MECHANISM :

The amount collected in cash from the consumers by the Society / Bank shall be deposited into MSEDCL's Bank Account in the form of Cash or the same can be transferred to MSEDCL's Account by way of RTGS / NEFT or by Net Banking. No additional charges will be borne by MSEDCL for such transfer of amount. In no case Society / Bank shall be allowed to issue cheque against the amount collected in cash from the consumers.

The cheques collected from consumers shall be deposited in MSEDCL's designated Bank account as prescribed. The cheques shall be invariably in the name of MSEDCL and the same shall be deposited into MSEDCL's designated Bank Account directly.

The Society / Bank shall deposit Cash /Cheques collected from consumers within 24 Hrs./ next working day without fail.

It has been observed that some of the Societies / Banks are collecting the amount from consumers on holidays such as Saturday / Sunday / local holiday/ National holiday etc. as per the instruction of MSEDCL's authorities. In such cases while depositing the amount in MSEDCL's Bank Account, a separate datewise pay-in-slip shall be prepared by the Society/Bank and forwarded to MSEDCL's for reconciliation of the amount with DCCR.

In respect of collection towards other charges such as Reconnection charges, Meter Testing charges, Meter burned charges, Processing Fees etc. The concerned Ex. Engineer of the Division should decide as to whether allow the particular Society / Bank for such collection as per the local requirements. However, if the Society / Bank is allow to collect the other collection charges as above, it shall be ensure that proper receipt type code is mentioned in the receipt by the Society / Bank.

MIS :

The Society / Bank shall submit the MIS of the amount collected in the prescribe file formats as desired by MSEDCL in soft form only. The frequency of the submission of MIS is mentioned in the Agreement. The Field staff shall ensure that no additional punching work is required to be done in respect of Money Receipt data received from Society / Bank from any outsourced Agencies. The soft copy received from the Society / Bank duly validated shall be directly forwarded to I.T. for updation of the consumers ledger.

In no case manual receipt be issued to the consumers or acknowledgement of the money received in the form of stamp on the energy bill be allowed. The Society / Bank shall issue only computerized receipt for all the amounts collected from the consumer.

MAINTENANCE OF SOFTWARE AND UP GRADATION BILLING DATA :

MSEDCL has developed customized software for collection of energy bills which shall be provided to Society / Bank free of cost. The Society /Bank shall be responsible for maintaining the software with any modification thereto and only latest version shall be used for collection purpose. Loading/reloading of the software and maintenance thereof will be the responsibility of the Society / Bank and no additional cost for this purpose will be borne by MSEDCL.

The Society / Bank shall update the billing data from time to time by loading CPLM file provided by concerned I.T. section, so as to ensure proper Money Receipt is issued to the consumer.

PAYMENT OF COMMISSION & INTEREST ON SECURITY DEPOSIT :

As per the Agreement Clauses the Society / Bank shall submit the monthly invoice to the Division Office in the prescribed proforma alongwith the statement showing details of amount collected and amount deposited into MSEDCL Bank Account. The payment of the commission bills will be as per the time schedule mentioned in the Agreement.

The concerned Dy.Manager (F&A) of the Division shall ensure timely payments of the Commission charges of the Societies / Banks. In no case the Society/ Bank shall be allowed to deduct the amount of Commission charges from the amount collected from consumers.

The interest on Security Deposit collected from the Society / Bank in the form of Cash shall be paid quarterly as per the prevailing rates time to time. Necessary TDS on interest paid to the Society / Bank shall be deducted as per the I.T. Rules. Currently the rate of interest payable is 6% p.a. [Circle no. AD/MSEDCL/IF/25416 dtd. 13/06/2007].

SERVICE TAX PAYABLE TO THE COLLECTION AGENCIES :

As per the Agreement Clauses the Service Tax shall be reimbursed to the Society / Bank by MSEDCL. This implies that the Society / Bank shall first pay the amount of Service Tax to the Govt. and claim the same amount from MSEDCL by providing the documentary evidence i.e. challan copy showing the payment of the Service Tax.

It has been observed that there are confusions in the Field offices regarding applicability of Service Tax to energy bill collection activities. It is to be noted that the energy bill collection activities are not covered under the reverse charge mechanism applicable from July, 2012. Hence, the Service Tax provisions as applicable earlier for bill collection activities remain same after July, 2012 also.

It is likely that some of the Societies / Banks might be eligible for threshold limit as per the Service Tax provisions and might be exempt from paying the Service Tax. Further, some of the Societies / Banks might not have Service Tax registration also.

It is to be noted here that since MSEDCL has agreed for reimbursement of the Service Tax, the above issues need not be considered by MSEDCL. The liability of MSEDCL is limited to the amount of Service Tax already deposited by the Society / Bank with the Govt.

Since the energy bill collection activity does not fall under reverse charge mechanism, 100% of the Service Tax claimed stands payable to the Society / Bank by MSEDCL immediately. Further, no deduction on account of Service Tax shall be made from the amount claimed the Society / Bank towards commission.

The above clarification regarding applicability of Service Tax for energy bill collection activities is applicable to all the collection Agencies such as Society, Bank, DCC Banks, ATP Machines, Mahaonline, India Post and other collection Agencies.

TRANSIT & FIDELITY INSURANCE :

The Society / Bank shall comply with the provisions as per the Agreement Clauses in respect of Transit & Fidelity Insurance.

RENT FOR COLLECTION CENTRES IN MSEDCL'S PREMISES :

MSEDECL has allowed various Co-op Societies to start their collection centres in MSEDCL's premises for which rent is required to be recovered at the prescribed rate from the Societies. Since this activity under the purview of Service Tax Regulation, necessary Service Tax shall be recovered from the Societies over and above the rent charged.

UP-GRADATION OF INFRASTRUCTURE :

There has been continues changes in the Field of information technology & banking technologies. The concerned Society / Bank should be able to meet the requirements of MSEDCL to adopt the

new technological initiatives for which the Society / Bank shall have to upgrade their infrastructure from time to time.

With a view to faster transfer of MIS necessary internet connectivity should be made available at the respective collection counter by the Society / Bank. Further, MSEDCL is in the process of development of portal mechanism for collection Agencies for which the Society / Bank should have appropriate facilities for integration with MSEDCL System.

For early realization of the revenue, the Society / Bank shall use the new banking technologies such as internet banking, electronic fund transfer i.e. NEFT, RTGS, ECS, Core-banking solution and other value added services.

The Society / Bank shall keep abreast of the changes in I.T. and Banking technologies so as to meet the requirement of MSEDCL and failure to comply the requirements may likely to result in withdrawal of bill collection work.

PENALTY :

It has been observed that the Money Receipt data submitted by the Society / Bank is often found having mistakes such as wrong consumer number, wrong receipt type code, wrong bill amount entered on receipt etc. This results in mismatch of the data and also leads to avoidable consumers complaints such as wrong credit / no credit given to the consumer inspite of the payment received

To avoid delay in processing of the bills and consumer complaints, it has been decided to charge an amount of Rs.50/- per incidence of mistake observed in the data received from the Society/ Bank. The amount shall be recovered from the Commission bill payable by MSEDCL.

MISCELLANEOUS :

It has been observed that after receipt of approval for proposal to start the bill collection work by the Society /Bank, the concerned Society/ Bank immediately starts the bill collection work. It is to be noted that no such permission shall be granted to the Society / Bank for starting the bill collection work unless requisite Agreement in the prescribed proforma is executed by the authorized signatories from both the sides. Further, the Agreement should not be executed unless the Society / Bank pays the requisite Security Deposit. No Money Receipt stationery shall be handed over to the Society / Bank unless Agreement is executed.

F) MSEDCL EMPLOYEE CREDIT CO-OP SOCIETY :

At present the Employee Credit Co-op Societies are exempted from paying the Security Deposit and an irrevocable letter of authority for adjustment of dues if any from the amount of contribution deducted from the salary of employee members of the Society is obtained in lieu of Security Deposit from such societies. [Circular No. AD/IF/BC/S.D./2005/33457 dtd. 17/10/2005]

In the recent past number of instances of misappropriation of companies money by the representatives of Employee Credit Co-Op Societies have been observed. Hence, it is now decided to ask the Employee Credit Co-Op Societies to pay the Security Deposit at par with private Credit Co-op Societies / Banks so as to avoid probable risk of defalcations.

All Supdt. Engineers are hereby directed to immediately take necessary action for recovery of Security Deposit from the MSEDCL Employees Co-op Societies as per the criteria / quantum applicable for other Societies / Banks. The exercise shall be completed before 31st March, 2014.

If any of the Employee Credit Co-Op Societies refuse to pay the Security Deposit for each counter as desired, the energy bill collection work shall be immediately withdrawn from such Societies.

It has been observed that in some of the Field offices the claims received from the Employee Credit Co-Op Societies towards Commission charges are admitted without verifying as to whether the amount collected by the Society during the period of the invoice is deposited into MSEDCL's Bank account as per Agreement Clause on daily basis or not. While auditing such claims, a certificate from the concerned Dy.Manager (F&A) be insisted by the Audit Section for daily deposited amount collected by the Society before admitting the claim.

The above procedure shall also be followed for auditing the commission bills of all the collection Agencies such as Credit Co-op Societies, Banks, DCC Banks, ATP Machines etc.

AGREEMENT RELATED ISSUES :

- 1) At present, the Agreements with Credit Co-op Societies / Banks are executed by the concerned authority of MSEDCL as per the delegation of the powers in the prescribed format of Agreement. As per the recommendation of the Committee the format of Agreement has now been revised, a draft copy of which is **enclosed herewith**. All the existing collection Agencies shall be asked to execute fresh Agreement into revised format. This exercise execution of new Agreements shall be completed before 31/03/2014.

- 2) **EXECUTION OF AGREEMENT :**

After receipt of approval for awarding the energy bill collection work from H.O. level as above, all the Agreements for bill collection work with the Society / Bank shall be executed by the concerned Ex. Engineer of the O&M Division in whose jurisdiction the collection centre is located.

- 3) **PERIOD OF AGREEMENT :**

It has now been decided that the initial Agreement period shall be of Three years. The period for the Agreement shall be counted 1st October to 30th September in all the cases and should not exceed period of Three years.

The period of Agreement shall be calculated as follows.

- a) If the initial Agreement is executed in the month of January 2014, the validity of the initial Agreement shall be upto 30 September 2016.
- b) If the Agreement is executed in November 2014, the validity of the Agreement shall be upto 30 September 2017.

Though the Agreement period is of Three years as above there will be performance review every year based on the parameters mentioned in the **Annexure- X** of the Draft Agreement. The necessary performance review certificate as per the draft enclosed with the Agreement shall be kept on record and will form a part of the Agreement. The performance review shall be taken at the end of September every year based on the parameters mentioned in the Agreement and the annual financial reports pertaining to latest / preceding financial year alongwith audit classification awarded.

- 4) It is observed that the permission for energy bill collection work to the existing Societies/ Banks has been given long back and inspite of instructions, no subsequent review has been taken by the Field offices for renewal of such old Agreements. It is likely that a particular Society / Bank might have complied the eligibility criteria at the time of initial Agreement. However, the same may not hold good in the present situation. The Society / Bank must comply with the eligibility criteria for

all the time period during the currency of the Agreement. Any deviation shall result in withdrawal of the bill collection work.

In view of the above, it is directed to forward all the Agreements entered with the Society / Banks before 31/03/2013 for renewal / extension from H.O. level. While forwarding such proposals to H.O. all the necessary information and documents as mentioned in Circular no. 2303 dtd 22/01/2014 shall be forwarded after due scrutiny and recommendation by the concerned Division / Circle.

5) **APPROVAL OF THE PROPOSAL RECEIVED FROM SOCIETY / BANK :**

As per the instructions issued vide Circular No. Director(Finance)/007221 dtd.11/03/2013 the powers for according approval to award energy bill collection work are vested with Director (Finance) H.O. level. Accordingly all the new proposals received at Field offices shall be forwarded to H.O. as per the requirements mentioned in the Circular no. 2303 dtd 22/01/2014.

ANNEXURE "B"

Sr. No.	Eligibility Criteria	Employee Credit Co-op. Societies	Credit Co-op. Society & Other Societies/Agencies	Urban Co-op. Banks
1	The Credit Co-op. Societies/Agencies/Banks should have Audit class "A" or "B" for last three financial years.	Yes	Yes	Yes
2	The Credit Co-op. Society/Agency/Bank should submit the Board Resolution of its Board of Directors to MSEDCL regarding undertaking such bill collection work.	Yes	Yes	Yes
3	The Credit Co-op. Societies/Agencies/Banks should possess a PAN Number and Service Tax Registration under Central Excise.	Yes	Yes	Yes
4	The Credit Co-op. Societies/Agencies/Banks should have suitable accommodation for bill collection work.	Yes	Yes	Yes
5	The Credit Co-op. Societies/Agencies/Banks should be registered under Co-operative Societies Act with relevant authority.	Yes	Yes	Yes
6	The Credit Co-op. Societies/Agencies/Banks should be registered under Charitable Trust/Institutions registered as Public Trust with Charity Commissioner.	N.A.	Yes	N.A.
7	The Credit Co-op. Societies/Agencies/Banks should be any Government nominated agency like Setu.	N.A.	Yes	N.A.
8	The Credit Co-op. Societies/Agencies/Banks should be registered club like Lions, Rotary, Giants, Jaycee, etc.	N.A.	Yes	N.A.
9	The Agency/ Credit Co-op. Society should have registration under Shop & Establishment Act.	Yes	Yes	Yes
10	The Credit Co-op. Societies/Agencies/Banks should have a minimum 100 members.	Yes	Yes	N.A.
11	The Credit Co-op. Societies/Agencies/Banks should fulfill the financial parameters such as Credit worthiness, Financial Soundness and antecedents, etc. as per the MSEDCL criteria.	N.A.	N.A.	Yes
12	The Credit Co-op. Societies/Agencies/Banks shall have valid registration under Co-op. Societies Act and shall possess valid license as per RBI Regulations.	N.A.	N.A.	Yes
13	The Credit Co-op. Societies/Agencies/Banks should have been established before 5 years.	N.A.	N.A.	Yes
14	The Credit Co-op. Societies/Agencies/Banks working capital should be more than Rs. 5 Crs.	N.A.	N.A.	Yes
15	The Credit Co-op. Societies/Agencies/Banks should be registered with appropriate authorities necessary to carry out the works (As applicable).	N.A.	N.A.	Yes
16	The Credit Co-op. Societies/Agencies/Banks should have availability of own Premises	Yes	Yes	Yes

Sr. No.	Eligibility Criteria	Employee Credit Co-op. Societies	Credit Co-op. Society & Other Societies/Agencies	Urban Co-op. Banks
17	The Credit Co-op. Societies/Agencies/Banks should be mentioned in bylaws /constituents regarding bill collection work of utilities.	Yes	Yes	N.A.
18	The Credit Co-op. Societies/Agencies/Banks shall submit Transit Risk Insurance policy of Rs. 1 lakh initially and after review, the same shall be revised for amount equivalent to the highest amount of one day cash collection in the review period.	Yes	Yes	Yes
19	in case of 1 st instance of delay in repatriation, interest at the rate of 18% per annum shall be charge. For subsequent instances in the same month, interest @24% per annum will be charged to the Agencies.	Yes	Yes	Yes
20	initially the Credit Co-op. Societies/Agencies/Banks should have to pay an amount of rupees Two lakhs per collection centre towards Security Deposit in the form of Cash / D.D. And recouped the additional S.D. will be equivalent to 3 times the average daily cash collection for last quarter .	Yes	Yes	Yes
21	The Credit Co-op. Societies/Agencies/Banks should have computerised.	Yes	Yes	Yes
22	The Credit Co-op. Societies/Agencies/Banks should have remittance the collected the amount T+1	Yes	Yes	Yes

Note : "Yes" denotes required AND "N.A." denotes Not Applicable.

ANNEXURE "C"

Sr. No.	Circular No.	Date	Subject	
1	मुमव्य(सांवि)/मराविविकं/002303	22/01/2014	नवीन विज बिल भरणा केंद्र मंजूरीसाठी मार्गदर्शक तत्वे	
2	Director(Finance)/007221	11/03/2013	Energy bill collection work by Credit Co-operative Societies including MSEB/MSEDCL Employees Credit Co-op Societies & Urban Co-op. Banks.	
3	MSEDCL/Dir(F)/26	03/01/2013	ATP Machines to be wall mounted for consumers' convenience	
4	Dir(Finance)/MSEDCL/12667	05/05/2012	Anywhere Payment of Electricity Bills by L.T. Consumers	
5	Dir(Finance)/MSEDCL/33831	03/11/2010	Anywhere Payment of Electricity Bills by L.T. Consumers	
6	Dir(Finance)/MSEDCL/3407/27850	03/09/2010	Activity analysis and responsibility centres under Online Payment Mechanism.	
7	Dir(Finance)/3562/33897	23/10/2009	Duties & Responsibilities of billing staff in Sub-division offices and of Jr. Manager (F&A)/ (Revenue) in Division Office.	
8	AD/MSEDCL/IF/25416	13/06/2007	Interest to be paid on Security Deposits to Private Bill Collection Agencies / Urban Co-op Banks.	
9	CGM(F&A)/MAHAVITARAN/1563	19/09/2006	Monitoring the procedure for dishonour of cheques received from consumers.	
10	AD/IF/BC/S.D./2005/33457	17/10/2005	Energy bill collection through MSEB Employees Co-op Societies --Exemption in Security Deposit	
11	संचालक (वित्त)/१९३३/१०३६५	28/03/2014	बाह्यस्त्रोत कर्मचारी व सल्लागार यांच्यावर होणा-या खर्चाबाबत नियंत्रणाबाबत	