

Co-ord cell/ HT/Help Desk/4273

Date: 06/02/2016

Commercial Circular No. 259

Sub: Revival of Help Desk for HT consumers

As per MERC Regulation, it is the responsibility of the MSEDCL to provide different services related to distribution of electricity to various category of consumers in given time. The MSEDCL has been trying to provide these services in stipulated time. Further, for ease of doing business, MSEDCL has rationalized procedure and time period required in giving supply/connection to the consumer.

It has come to notice that large number of complaints are received from HT consumers, which are not attended on time. There also have been cases where recovery from HT consumers has not been done timely, thereby resulting in accumulation of outstandings against them, though as per our procedure, concerned Superintending Engineer in the Circle Office is directly responsible for collecting tariff timely from HT consumers. Because of accumulated outstandings, when MSEDCL disconnects the connection, then HT consumer starts making representations that he is not able to pay such high outstanding in a month and plead against disconnection. In many cases, it is seen that HT consumer make part payment in each month and since our system fails to identify this as defaulter, outstanding against such consumers increases every month. Had we taken timely action, such unpleasant situation would not arise. It is difficult to engage with the HT consumers from Head Office. Previously Head Office was having a help desk for HT consumers but for some reason, it got discontinued.

In view of the above, it is decided to revive help desk for HT consumers with following specific works:

1. To attend complaints of HT consumer on top priority by taking immediate steps to resolve them and communicate to HT consumers.
2. To monitor the paid pending list of HT consumers and assist Circle Office to provide them speedy supply.
3. Proactively engage with HT consumers on random basis by communicating them through email/phone to understand their issues in general and provide comfort from Head Office.
4. To monitor the recovery of pending bills of HT consumers.
5. To monitor PD consumers and to help them for re-connection of their supply as per MSEDCL policy. Also monitor cases of "One Time Settlement" filed by HT consumers.
6. To assist them in implementing "Roof Top" Solar Generation in their premises.
7. The e-mail ID for Help Desk to register their grievances is htconsumer@mahadiscom.in which is printed on the bill of HT consumers.

The complaints lodged by HT consumers on HT-Helpdesk will be attended by H.O. Help Desk Team & same will be immediately forwarded to the concerned Circle & Zonal office. The concerned Circle office will immediately take necessary action to resolve the complaint & to reply the consumer under intimation HO Help-Desk.

Chief General Manager (IT) office will provide IT services in terms of required MIS. All complaints, applications for new connection, one time settlement of PD consumers, status of PD connections, payment of bill, etc. should be provided to this help desk through IT system. The work will be reviewed by Chief Engineer (Commercial) at every week and the report will be submitted to the Hon'ble CMD through Director (Operations).

1 Copy
Chief Engineer (Commercial)

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