

## **MAHARASHTRA STATE ELECTRICITY DISTRIBUTION CO. LTD.**

Prakashgad, 6th Floor, Plot G-9, Bandra (E), Mumbai-400 051.

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No. Director (Finance)/MSEDCL/3407/27850

Date: 03.09.2010

### **CIRCULAR**

**Sub.: - Activity analysis and responsibility centres under Online Payment Mechanism.**

MSEDCL is collecting the LT energy bills through various modes, independently or through various collection agencies. One of the modes of collection is through Electronic / Online Payment mechanism. The online collection mechanism was facilitated by Aggregator (viz. Bill Desk) who had provided a platform to our consumers for bill payment through use of Credit Card / Debit Card, ECS, Net Banking and off line mode of Cash Cards. In this system, Aggregator i.e. Bill Desk separately made the arrangement with various banks for utilizing their Gateways for net banking, card payment and payment through ECS facility. This in turn was offered to MSEDCL under a single platform by Bill Desk for online collection of energy bills from consumers.

In addition to this in order to increase the coverage to more and more consumers for online payment has not been satisfactory. To motivate the consumers for online payments, it was decided to avail the services of HDFC bank payment gateway.

Accordingly, the functioning of two separate gateways viz. one from HDFC Bank for Credit/debit card transactions of VISA/MasterCard and the other of Bill Desk for transactions of ECS, Net Banking and offline modes of Cash Cards started functioning from 01.07.2010. In the earlier mechanism only consumers under limited no. of billing units were provided the payment gateway services of Bill Desk. Now, all the consumers across Maharashtra can pay their electricity bills online through the payment gateway launched since 01.07.2010.

To co-ordinate the activities involved in the Online Payment mechanism, a separate HelpDesk is established centrally at Corporate Office. consisting of persons from Finance, IT wing and outsource agency. The overall responsibility for monitoring of timely transfer of funds from amount collected by Bill Desk and HDFC Bank to MSEDCLs' account as well as receipt of the required MIS from these two agencies and onward transfer to field offices is with HelpDesk.

In this new mechanism of Online Payment of Energy Bill by consumers, an activity schedule in respect of activities to be performed along with responsibility centres have been

identified and is enclosed herewith as **Annexure “I”**. The major activities to be performed by field offices are as below:

1. Timely uploading of consumers' bills on MSEDCL website.
2. Updation of consumers records on receipt of B 60 and B 80 Files from HelpDesk.
3. Attending the consumers billing complaints timely.
4. Feedback on various issues related with Online Payment to be provided to HelpDesk by the field offices.
5. Acceptance and accounting of IBA's received from HelpDesk for Online Payment.

All the concerned in field offices and Corporate Office are requested to take the note of activities to be performed at each level along with the time limit for performing the activities by the concerned responsibility centres. Any failure to adhere the time limits will result in consumer complaint and may likely to cause unwarranted hardships to the consumers such as disconnection of supply even after payment of the bill by the consumers online.

Further, all the billing unit in-charge and accounting unit in-charge officers are requested to educate the field office staff about the online payment mechanism so that they will be able to answer the consumer queries and avoid their complaints.

It is requested to make aware the billing staff of the online payment mechanism and ensure that there is no failure to attend the activities as per the activity scheduled attached herewith. Any deviation will lead to fixing of responsibility on the concerned.

**Encl.:** As above.

**Director (Finance)**

**To,**

All up to sub-division level, O&M Sub-divisions

**Copy to:**

1. The Regional Executive Director I, II, III, Kalyan, Pune & Nagpur.
2. All Chief Engineers, O&M Zones.
3. All General Manager/Manager/Dy. Managers (F&A), O&M Zones.
4. All Superintending Engineers, O&M Circles.
5. All IT centre Heads, O&M Circles.
6. All Executive Engineers, O&M Circles.

**Copy f.w.cs. to:**

1. Director (Operations), MSEDCL, Mumbai.