




MAHAVITARAN
Maharashtra State Electricity Distribution Co. Ltd.
(A Govt. of Maharashtra Undertaking)
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CE/B&R/06627

DATE: 29.02.2024

To
The Secretary,
Maharashtra Electricity Regulatory Commission,
13th Floor, World Trade Center,
Mumbai.

Sub: Compliance of the directive regarding delay in Billing

Ref: Hon. MERC order case no-226 of 2022

Respected Sir,

Hon. MERC has Directed MSEDCL to prepare zone wise process flow starting from meter reading upto handing over of bill in the order case no 226 of 2022 (ref 1). The Commission's ruling (8.3.9) is as below –

“8.3.9 During public consultation exercise, MSEDCL submitted various measures undertaken by it in improvement in billing and efficacy of its centralised billing system. Apart from above one of the objector Shri Mahaveer Jain pointed out that billing delay (time elapsed between date of meter reading and date of issuance of bill) is increased to 10-20 days. The Commission re-iterates directions specified in Para 2.9.5 of the Order that exercise of preparation of zone wise process flow diagram (Start from Meter reading up to handing over of bills) needs to be done along with standardising timelines for effective billing management. The Commission will overview the said exercise during next MYT filing.”

In this regard it is respectfully submitted that MSEDCL has taken all the efforts to issue bills to all consumers in time without any delay.

Compliance:

MSEDCL has started Centralized Billing for HT & LT non Ag consumers in 2019. In Centralized Billing all the LT non-Ag consumers are equally divided in fixed A to Y groups called “clusters” for meter reading. The clusters starts from date 1 (cluster A) & lasts till date 25 (cluster Y) each month. Every cluster has fixed reading date; hence reading of the consumer is taken on the fixed date every month. If due to unavoidable circumstance meter reading is not available in stipulated time period; the consumer is billed on the average basis as per the directives of Hon. MERC. Reading is taken through the mobile app on real time basis & is immediately submitted to the centralized server of MSEDCL. Following are the features & benefits of Centralized Billing.

For HT & LT consumers having load above 20 Kw the reading is done through AMR/MRI. In the circumstances if reading is not available through AMR/MRI manual reading is done. The meter reading schedule for HT consumers is from Date 1 to 10 of every month & that of LT consumers having load above 20 Kw is from Date 1 to 12 of every month.

Features of Centralized Billing

- Centralized Meter Reading Schedule
- Meter Reading submission through Mobile App to Central Server
- Meter Data Management at central level
- Pre-Bill & Post-Bill Validation of meter reading
- Online Bill Revision
- Online Cash Collection System

Benefits of Centralized Billing

- Fixed meter reading date for every consumer hence fixed bill days
- Consumers are equally divided in cluster; hence proper utilization of manpower for meter reading, bill printing & bill distribution
- Daily meter reading hence easy exceptional reading validation
- Daily Bill dates made easy the billing complaints handling & resolution
- Billing at Central level hence no delay in billing
- Communication with consumers centrally via SMS regarding reading date, Consumption, Bill amount, due date etc.
- Bill data analysis at Corporate Level is possible

Day wise complete billing cycle of typical LT consumer:

- Meter reading job – 1 day prior to reading date
- Meter reading – **Day 1**
- Systemic validation & reading validation by Meter Reading Agency– **Day 2**
- Field validation of exceptional reading – **Day 3 + Day 4**
- Bill processing– **Day 5**
- Post bill validation – **Day 5**
- Final Bill generation, printing of bills, Convey to consumers through SMS and handing over to Bill distributor – **Day 6**
- Physical bill delivery to consumer – **Day 7 & Day 8**

Day wise Consumer Billing

Sr. No.	CLUSTER	CONSUMER COUNT	READING DATE FOR MONTH FROM
1	A	1134215	Day 1
2	B	1076104	Day 2
3	C	1130368	Day 3
4	D	1066838	Day 4
5	E	1074115	Day 5
6	F	987819	Day 6
7	G	1208489	Day 7
8	H	1219871	Day 8
9	I	1160762	Day 9
10	J	1140081	Day 10
11	K	1195874	Day 11
12	L	1104143	Day 12
13	M	1168850	Day 13
14	N	1082334	Day 14
15	O	1002123	Day 15
16	P	969054	Day 16
17	Q	1017215	Day 17
18	R	992943	Day 18
19	S	970109	Day 19
20	T	871637	Day 20
21	U	815054	Day 21
22	V	752793	Day 22
23	W	598497	Day 23
24	X	461624	Day 24
25	Y	282071	Day 25
MSEDCL TOTAL		24482983	

Day wise complete billing cycle of HT consumer & above 20kw LT consumers:

- MSEDCL is currently having 23125 Live HT & 119811 Live LTIP above 20KW consumers spread all over Maharashtra having average monthly demand of Rs.4300 Crs. in FY 2023-24
- The HT consumer reading receives through AMR & MRI & reading data is collected on MDAS. Almost 100% consumers read through AMR/MRI & for the above 20Kw consumer almost 92% consumers read through AMR/MRI.
- The consumers having AMR facility are scheduled to read after 00:00 Hrs of last day of the month. The schedules programmed for fetching reading data by MDAS System. However due to network constraints reading of all 100% consumer is not possible to collect in single attempt. Those meters having failed AMR status after several schedule run are read through MRI by concerned sub divisions after 5th day of the month. Currently 47 % of HT consumer meters & 37% of above 20KW consumers are read through AMR.
- The Non AMR consumers are read through MRI by field engineers the MRI count for HT & LT above 20KW consumers is 53% and 55% respectively.
- In rural area due to network issues required signal strength is not available due to which fetching reading becomes difficult.
- MSEDCL is taking all the efforts & billed the HT consumers within 10th of every month. It is to be appreciated that average 60% bills are generated within 5th of every month & 37% bills are generated with 5th to 10th of every month. Only 3% bills are generated after 10th of every month where the bill validation is required for the reasons like STOA /MTOA permission, faulty CT/PT, change of CD, single shift operation, bill revision etc.
- The bills are dispatched to all consumers through E-mail/SMS on same day.
- There some consumers having billing issues raised due to variation in LF Incentives / delayed government subsidy permission which needs bill corrective action via bill revision.
- The following summarized info clears the status of HT & above 20KW LTIP consumers billing for the FY 2023-24.

AVERAGE DAYWISE HT CONSUMERS BILLED FY 2023-24	
PERIOD	% CONSUMERS
FROM 1 TO 5	59.94%
FROM 6 TO 10	36.79%
11 AND AFTER	3.27%
AVG	23125 Nos.
AVERAGE DAYWISE LT ABOVE 20KW- CONSUMERS BILLED FY 2023-24.	
From 1 to 5	34.15%
From 6 to 10	45.16%
From 11 and 15	14.54%
From 15 and after	6.15%
AVG	119811 Nos.

- MSEDCL ensures that due dates are maintained in the same month of bill issued and 100 % revenue is realized from these HT consumers.

- MSEDCL has planned to install SMART Meters to all the consumers under RDSS scheme & till the MODEM replacement will boost the AMR count. With implementation of SMART metering solution all the consumers will be billed promptly

Submitted please.



**Chief Engineer
(Billing & Revenue)**

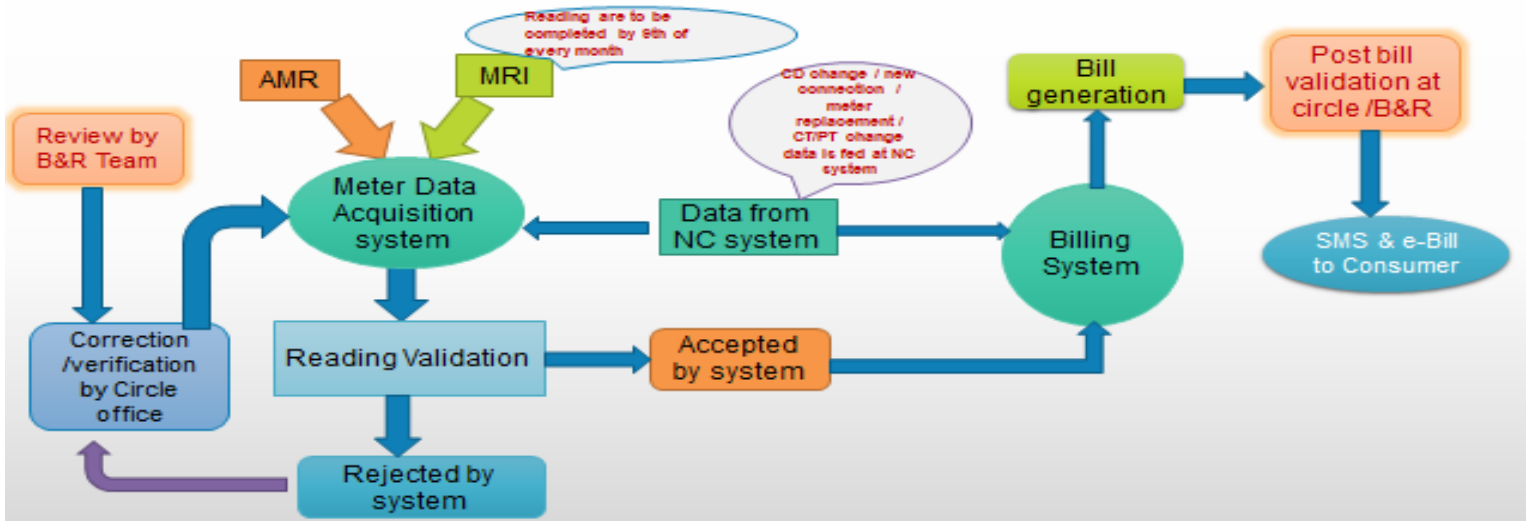
Copy s.w.r.to.

- 1) The Chairman & Managing Director, MSEDCL, Corporate Office, Mumbai.
- 2) Director (Operations)/(Commercial), MSEDCL, Corporate Office, Mumbai.

Copy to:

Superintending Engineer (TRC), MSEDCL, Corporate Office, Mumbai.

HT AND LT ABOVE 20KW CONSUMER BILLING PROCESS FLOW



LT CONSUMERS BILLING PROCESS FLOW

