

Electronic Clearing Service (Debit clearing)
Information and instruction to consumers

- 1) ECS is system introduced by Reserve Bank of India, which provides you an option to pay your electricity bills directly through your bank account.
- 2) You do not have to open any new bank account for the purpose.
- 3) Remarks: "Payment through ECS. Bill for information" will appear on your bill from the month ECS becomes operative. Your bank account will be debited for the month mention on the bill on or before due date as per your discretion.
- 4) You have the option to indicate the upper limit for your mandate.
If in any month your electricity bill amount exceeds the mandate, the bill amount will not be debited to your bank account. In such cases, a message "Bill amount exceeds limit. Please pay by cash/cheque /DD and increase the limit by giving fresh ECS mandate" will be printed on our bill and you will have to pay that bill in normal manner at our collection centers.
- 5) You will continue to receive our bill in the usual manner. You would have the right to withdraw from this mode of payment by giving an advance one month notice to your nearest Customer Care Ward Office.
- 6) If agreeable to participate in the new payment mechanism, you are requested to fill in the mandate form attach here with. The information to be supplied should be accurate, complete in all respect and duly certified by your bank or you can attach one cancelled blank cheque.
- 7) You are requested to submit mandate form in triplicate along with xerox copy of electricity bill.
- 8) Consumers opting for ECS payment facility are eligible for 0.5% incentive on Electricity Bill amount excluding electricity duty and Maharashtra Tax subject to maximum of Rs 250/-per bill which ever is less.
- 9) Incentive on ECS will be reflected in the subsequent month's bill after successful ECS operation.
- 10) Tariff provides for prompt payment discount, consumer can avail 1% on energy bill (excluding taxes & duties) by opting for the scheme. Under the scheme, deduction of monthly bill amount by ECS will take place on 7th day of the date of the bill. This discount will be reflected in the subsequent month's bill after successful ECS operation.
- 11) If you want to change your bank account number and/or bank/branch with us, new mandate form duly certified by the bank or you can attach one cancelled blank cheque has to be submitted at your nearest Customer Care Ward Office.
- 12) In case you apply for change of name, please inform your new contact number to your nearest Customer Care Ward Office.
- 13) MICR code of the bank should begin with 400.

FOR ANY CLARIFICATION OR QUERIES, CONTACT YOUR RESPECTIVE Customer Care Ward Office.

Customer Care Ward Office Telephone Numbers :

- 1) Administrative Office Customer Care ("A"- Ward) : 22049722
- 2) Administrative Office Customer Care ("B"- Ward) : 22049721
- 3) Administrative Office Customer Care ("C"- Ward) : 22030846
- 4) Administrative Office Customer Care ("D"- Ward) : 23026761
- 5) Administrative Office Customer Care ("F/S"- Ward) : 24127599 Extn.764
- 6) Administrative Office Customer Care ("F/N"- Ward) : 24173599 Extn.619
- 7) Administrative Office Customer Care ("G/S"- Ward) : 24146262 Extn.551
- 8) Administrative Office Customer Care ("G/N"- Ward) : 24146262 Extn.515
- 9) Administrative Office Customer Care ("E"- Ward) : 24160337 Extn.745