



**ORDER  
OF THE  
WEST BENGAL ELECTRICITY REGULATORY COMMISSION**

**IN THE MATTER OF  
CASE NO. OA- 473/ 23 – 24**

**IN RE APPLICATION SUBMITTED BY CESC LIMITED FOR  
ALLOWING PAYMENT OF BILLS OF MORE THAN  
SPECIFIED LIMIT ONLY THROUGH ONLINE MODE**

**PRESENT:**

**DR. MALLELA VENKATESWARA RAO, CHAIRPERSON  
SRI PULAK KUMAR TEWARI, MEMBER**

**DATE: 03.09.2024**



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### **CASE IN BRIEF**

- 1.0 CESC Limited (CESC) has submitted this petition under regulation 12.0 of the West Bengal Regulatory Commission (Electricity Supply Code) Regulations, 2013 (in short "Supply Code Regulations") to remove the difficulties faced by them with respect to payment of bills by the consumers.
- 2.0 In their petition CESC submits that they have been pursuing its initiatives to significantly enhance digital payment. As a part of such initiatives, they have been introducing easy and user friendly methods of online bill payments with an array of options such as Multiple Mobile Wallets along with payments using Debit/Credit cards, Net Banking, ECS, NEFT/RTGS, Auto Pay, Bharat QR & UPI. CESC has also integrated with Bangla Sahayata Kendras (BSKs) opened by the Government of West Bengal. Consumer can also make advance payment from the website and App.
- 3.0 CESC also submits that maintaining its current level of activities is a critical challenge for them. Over the years, the cost associated with payment through offline method is increasing. CESC is exploring various ways to contain the cost at a manageable level and they practice cost control and economy to the best of its endeavors and abilities.
- 4.0 CESC further submits that they operate a number of cash offices for collection of payment from its consumers against electricity bills and other bills. They also provide advance payment options and has arranged for cheque drop boxes at different locations across the licensed area. Card swiping machines are also available in many of their cash offices. Additionally a number of Payment Kiosks are in place at various locations where the consumers can pay their electricity bills.
- 5.0 CESC has now prayed that the Commission may allow them to receive payment of bills equal to or above Rs. 1000.00 through online mode only to contain the increasing cost and to further the cause of Digital India mission. This will also increase number of consumers availing the benefit of e-payment prescribed by the



Commission. Payment through online mode for bills lower than Rs. 1000.00 may be made optional.

### OBSERVATION

- 6.0 It is observed from the submission of CESC that at present 77% of their total number of consumers are making payments through non cash mode and remaining 23% of their consumers are making payment in cash. It is also observed that out of this 23% of consumers making payment in cash around 60% of such consumers having bill value within Rs. 1000.00. This means 40% of 23% i.e. 9% of their consumers making payment in cash will come under online payment if the proposal of CESC is accepted. . So there will be no significant changes as proposed by CESC.
- 7.0 In terms of regulation 3.3.4 of the Supply Code Regulations, many more options has been provided for payment through online mode by the consumers which is an optional method and 77% of their payments is made by the consumers through online mode as submitted by CESC. Commission in the tariff orders has also provided for additional 1% rebate for online payment made by the consumers within due date so that more and more the consumers opt for on line payment. In view of above Commission finds that there is no merit on the submission of CESC to allow them to introduce online payment mandatorily for the consumers where bill value is Rs. 1000.00 or more. However, CESC may take initiative for awareness of the consumers to come under the purview on online mode to avail hassle free payment as well as to get additional rebate for online payment.
- 8.0 The proposal of CESC is violative of the provision under Article 21 of the Indian Constitution wherein it is entailed that no person shall be deprived of life and personal liberty.

### ORDER

- 9.0 With the above observation, the petition of CESC is disposed of in negative.



Application submitted by the CESC Limited for allowing payment of bills of more than specified limit only through online mode



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- 10.0 A copy of the order shall be posted in the website of the Commission.
- 11.0 CESC shall download the copy of the order from the website of the Commission.

**Sd/-**

**(PULAK KUMAR TEWARI)  
MEMBER**

**Sd/-**

**(MALLELA VENKATESWARA RAO)  
CHAIRPERSON**

**Dated: 03.09.2024**

**Sd/-**

**(SECRETARY)**