

**BEFORE THE ELECTRICITY OMBUDSMAN (MUMBAI)**

(Appointed by the Maharashtra Electricity Regulatory Commission  
under Section 42(6) of the Electricity Act, 2003)

**REPRESENTATION NO. 90 OF 2025**

In the matter of prompt payment discount

Suprabha Polymers & Engineers.....Appellant  
(C. No. 155931622777)

V/s.

Maharashtra State Electricity Distribution Co. Ltd., Sangamner Dn. ....Respondent  
(MSEDCL)

Appearances:

Appellant : Ranjeet Nanasaheb Varpe

Respondent: 1. Yogesh Chavan, Executive Engineer (Addl. Charge), Sangamner Dn  
2. M. P. Khadtale, Dy. Manager, Sangamner Dn


**Coram: Vandana Krishna (Retd. I.A.S.)**

Date of hearing: 18<sup>th</sup> November 2025

Date of Order: 3<sup>rd</sup> December 2025

**ORDER**

This Representation was filed on 22<sup>nd</sup> August 2025 under Regulation 19.1 of the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2020 (CGRF & EO Regulations 2020) against the Order dated 28<sup>th</sup> April 2025 in Case No. 265 of 2024 passed by the Consumer Grievance Redressal Forum, MSEDCL, Nashik (the Forum). The Forum, by its order, rejected the grievance application of the Appellant.

  
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Secretary  
Electricity Ombudsman Mumbai



2. The Appellant has filed the present Representation challenging the order passed by the Forum. An e-hearing was conducted on 18.11.2025 through video conference. Both parties were heard at length. The Appellant's submissions and arguments are stated as below. *[The Electricity Ombudsman's observations and comments are recorded under 'Notes' where needed.]*


- (i) The Appellant is an industrial consumer (No.155931622777) from 18.06.2019 with sanctioned load of 133.99 HP. The relevant particulars of the connection and the details of the Jan.2024 bill are tabulated as below:


Table 1:

Name of Consumer	Address on Bill	Sanc.Load /Contract Demand	Date of Supply	Jan. 2024 Bill			
				Bill Date	Amt / Due Date	Amt / If Paid Upto	Special Discount/Incentive
Suprabha Polymers & Engineers	Plot No. 104, SR No. 51/2, Sangamner Co - Operative Industrial Estate, Gunjal wadi, Sangamner, Ahmednagar	133.99 HP /125 KVA	18.06.2019	15.02.2024	Rs. 2,21,660/- on 06.03.2024	Rs. 1,96,640/- on 21.02.2024	Rs.25,020/- (=2,21,660 -1,96,640) for prompt payment

- (ii) The Appellant is engaged in the manufacturing of LD granules, nursery bags, folding pipes, irrigation pipes, and HDPE bottles at his factory. He also holds two additional electricity connections at separate premises within the Sangamner Co-operative Industrial Estate. The Appellant has been regular in availing the prompt payment discount on all three connections since the month in which these connections were released.
- (iii) The Appellant received a system-generated email from MSEDCL on 21.02.2024 at 11:56:08 PM for the above Connection No. 155931622777. A screenshot of the said email is reproduced below:

Table 2:


  
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 Secretary  
 Electricity Ombudsman Mumbai



Mail Screen Shot		
Mahadiscom.in	WED, Feb 21, 2024, 11.56 PM	
Dear SUPRABHA POLYMERS & ENGINEERS		
The Energy Bill Details are as below:		
Bill Month: Jan. 2024		
Consumer Number:- 155931622777	Date	Rs.
Due Date:	06-Mar-24	2,21,660.00
If paid by this date:	21-Feb-24	1,96,640.00
If paid After this date:	06-Mar-24	2,24,630.00
VIEW/ PAY BiLL		

*[Note: Verified with the Appellant that the email in question was received at 11:56 PM. on 21.02.2025]*

- (iv) The Appellant made a payment of Rs. 1,96,640/- on the next day, 22.02.2024. The Appellant was under the bona fide impression that the system would *suo motu* apply the Prompt Payment Discount (PPD). However, the system failed to grant the PPD automatically. Instead, the Appellant was required to pay an additional amount of Rs. 27,990/- in the next billing cycle. The Appellant subsequently paid the next bill, including the outstanding dues of Rs. 27,990/-, total amounting to Rs.1,27,140/- on 21.03.2024, and availed the prompt payment discount for March 2024.
- (v) As per the SMS/email screenshot, the prompt payment date was up to 21.02.2024. The Appellant did not get a reasonable opportunity to make the payment within the stipulated prompt payment period ending on 21.02.2024.
- (vi) The Appellant immediately made a verbal complaint to the Sub-Division Office. The Respondent advised the Appellant to avail the “Go Green” facility on 23.02.2024. Thereafter, the Appellant has been receiving advance messages and bill copies on email in a timely manner. The Appellant is now availing this facility without any further inconvenience.
- (vii) The Appellant relied upon Regulation 16.1.2 of the Maharashtra Electricity Regulatory Commission (Electricity Supply Code and Standards of Performance

  
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of Distribution Licensees including Power Quality) Regulations, 2021 relating to delivery of electricity bills. The said Regulation provides as under:


*16.1.2: The Distribution Licensee shall prepare the bill for every billing cycle based on actual meter reading and the bill shall be delivered to the Consumer by hand or post or courier within five (5) days of the date of the bill, unless the Consumer has opted for digital mode of communication only:*

*Provided that the bill shall be sent through email or any other digital mode of communication on the same day of bill generation.*

- (viii) The Appellant filed a grievance application before the Forum on 24.12.2024. The Forum, by its order dated 28.04.2025, rejected the grievance. The Forum failed to understand the core issue that the Appellant did not receive the bill in time. The email screenshot itself clearly indicates that **although the bill was generated on time, it was not delivered to the Appellant promptly, either digitally or in physical form, thereby depriving the Appellant of the opportunity to avail the Prompt Payment Discount.**
- (ix) The Appellant has been regular in availing the Prompt Payment Facility for its other two consumer connections located in the same industrial estate. The Appellant is a bona-fide consumer and has consistently availed the Prompt Payment Discount for every other billing cycle.
- (x) In view of the above facts and grounds, the Appellant prays that the Respondent be directed to refund Rs. 27,990/-, which had to be additionally paid by the Appellant in its subsequent billing cycle.

3. The Respondent's submissions and arguments are as below:

- (i) The Appellant is an industrial consumer (No.155931622777) since 18.06.2019, with a sanctioned load of 133.99 HP. The relevant particulars of the electricity connection and the details of the January 2024 bill are provided in Table 1.

  
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- (ii) It is submitted that MSEDCL follows a centralized billing system, under which bill generation, SMS/email notifications, and application of the Prompt Payment Discount (PPD) are entirely system (software)-driven. In such a framework, timely delivery of bills is crucial for consumers to avail of statutory benefits, including the Prompt Payment Discount.
- (iii) The Appellant had not opted for the “Go Green” facility for receiving monthly bills to his e-mail from the date of connection until the January 2024 billing cycle. The Respondent advised the Appellant on 23.02.2024 to activate the Go Green facility. Until then, **the Appellant’s bills were delivered through the conventional physical mode.** Considering the large volume of bills handled by the Distribution Licensee, there is no mechanism to obtain or record consumers’ acknowledgments for physical bill delivery.
- (iv) In the Sangamner Division, around 2000 industrial consumers are billed within 4 – 5 days based on the meter reading data submitted for each consumer. The Appellant’s bill was processed on 15.02.2024 upon receipt of the field officer’s reading. On that date, 268 bills were processed by the Corporate Office, printed locally at Sangamner, and delivered as per the routine schedule. The system does not permit printing any backdated bill. The abstract of consumers processed on 15.02.2024 is provided below.

Table 3:

Billing Cycle	Bill Date	Prompt Payment Date	Bill Due Date	No. of Consumers	Count Of Prompt Payment Facility Aailed
8	15-02-2024	21-02-2024	06-03-2024	268	74

The Appellant’s Jan.2024 bill was a part of this batch, hence there is no merit in the Appellant’s grievance.

- (v) The Appellant’s bill was available for download through the Web Self Service (WSS) Portal of MSEDCL, as the Appellant had registered an email ID and mobile number. However, the Appellant did not download the bill to avail the Prompt

  
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Payment Discount. Under the Go Green system, monthly bills are sent directly to the consumer's registered email and need not be accessed through the WSS Portal.

- (vi) Three system-generated messages were sent to the Appellant:
1. After bill generation,
  2. Reminding about the Prompt Payment Discount (PPD) due date, and
  3. Reminding about the bill due date.
- (vii) As this messaging process is fully automated, there is no possibility of malfunction or omission. The Executive Engineer, Sangamner sent a sample of the system-generated message. The formats are as shown below.

<b>SMS Type</b>	<b>Contents of Messages</b>	<b>When Sent</b>
Bill Alert SMS	Energy Bill for cons. .... of Rs ..... is due on .....View and pay bill at <a href="https://rpp.mahadiscom.in/MH_RPP?k=2CBE9D7289ADF">https://rpp.mahadiscom.in/MH_RPP?k=2CBE9D7289ADF</a> .Ignore if paid.MSEDCL	After Bill Generation
Before Due Date SMS	Pay Energy Bill for cons ..... of Rs..... before due date..... click <a href="https://rpp.mahadiscom.in/MH_RPP?k=2CBE9D7289ADF">https://rpp.mahadiscom.in/MH_RPP?k=2CBE9D7289ADF</a> .Ignore if paid.MSEDCL	Bef Bill Due Date
After Due Date SMS	Energy Bill FOR cons. .... of Rs. ....was due on .....You can pay online via <a href="https://rpp.mahadiscom.in/MH_RPP?k=17F3F173CFF879">https://rpp.mahadiscom.in/MH_RPP?k=17F3F173CFF879</a> IGNORE IF paid.MSEDCL	After Bill Due Date
Disconnection Notice	Bill for Cons no..... of Rs..... was due on .....Treat this as Disconnection notice u/s 56 of EA2003. Pay within 15 days.Ignore,if paid.MSEDCL	Bill not Paid

- (viii) A Bill is always issued in time as per System Programme, and can be viewed on the portal. In this case, the bill was generated on 15.02.2024. The email sent is a secondary issue, it was not compulsory to send the bill by email. A practice is adopted to send by a copy of the bill by email to realise more collection. The said email might have been sent during office working hours, but delivery got delayed. There is a possibility that due to non-availability or slowness of internet connectivity, or some technical reason, the email may have been delivered to the Appellant in the odd hours of 21.02.2025. However, it was upto the Appellant to view the bill much earlier on the portal. This bill is also downloadable.
- (ix) The Appellant was not enrolled under the “Go Green” Billing facility till Jan. 2024, therefore, the question of the screenshot produced by the Appellant does not arise.

  
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- (x) In view of the above, the Appellant prays that the representation of the Appellant be rejected.

### **Analysis and Ruling**

4. Heard the parties and perused the documents on record. The Appellant is an industrial consumer (Consumer No.155931622777) since 18.06.2019. The relevant particulars are tabulated in Table-1. The activity of the Appellant is manufacturing of products based on polymer technology.

5. The Respondent contended that the Appellant is billed under MSEDCL's centralized billing system, where bill generation, application of the Prompt Payment Discount (PPD) date, due date, SMS alerts are fully automated. The Appellant had not opted for the Go Green facility until January 2024 and was therefore receiving only physical bills, for which no acknowledgment mechanism exists. In the Sangamner Division, around 2000 industrial consumers are billed within 4–5 days; the Appellant's bill was processed on 15.02.2024 along with 267 others, printed locally, and delivered as scheduled, with no scope for backdated printing date. The bill was also available on the WSS Portal on downloaded facility, but the Appellant did not download it to avail PPD. As the Appellant had not enrolled in Go Green facility during the relevant period, the email screenshot relied upon is impossible. Therefore, the Respondent argued that the Appellant's representation deserves rejection.

6. The Appellant contended that he manufactures LD granules, nursery bags, folding pipes, irrigation pipes, and HDPE bottles and holds two other connections in the same industrial estate, and regularly avails PPD facility for all these connections. For the said connection No.155931622777, a system email was received late at 11:56 PM on 21.02.2024. Believing that PPD would apply automatically, the Appellant paid Rs. 1,96,640/- on 22.02.2024; however, PPD was not granted, leading to an additional charge of Rs.27,990/- in the subsequent bill, paid on 21.03.2024. As the PPD date was only up to 21.02.2024, the Appellant claims he did not have sufficient opportunity to pay in time. After raising a verbal complaint, he was

  
(Dilip Dumbre)  
Secretary  
Electricity Ombudsman Mumbai





advised on 23.02.2024 to opt for “Go Green” facility, after which bills and messages were received promptly. Relying on Regulation 16.1.2 of the MERC Supply Code, he argued that delayed delivery of the bill deprived him of PPD. The Forum rejected the grievance on 28.04.2025 without considering the delay in bill delivery, despite his consistent PPD record. He seeks a refund of Rs. 27,990/-.

7. Upon considering the pleadings of both parties, the following issue arises for determination:


**Issue: Whether the Appellant is entitled to the Prompt Payment Discount when the bill was paid on 22.02.2024 instead of 21.02.2024, as the bill was not received within the stipulated time?**

**The Issue is answered in the NEGATIVE.**

Bills under MSEDCL’s centralized system are generated at the Corporate Office based on monthly meter readings and dispatched either through the conventional mode or via the Go Green facility, supported by system-generated messages. On 15.02.2024, bills were processed across the State based on field officers’ readings, including those of 268 industrial consumers in the Sangamner Division, among whom the Appellant’s bill was included. The bill date was 15.02.2024, the PPD (Prompt Payment Date) was 21.02.2024 (within the prescribed seven days), and the due date was 06.03.2024 (within 21 days). All 268 bills were printed locally at Sangamner and delivered to the consumers’ doorsteps under the conventional mode. Both the PPD date and due date were system generated.

MSEDCL also provides a bill download facility on the WSS Portal with OTP verification for secure access. The Appellant’s bill dated 15.02.2024 was available on the WSS portal on the same day, but he did not avail the download facility. The Appellant could have accessed his bill in time through the WSS Portal.

**In view of the above, we find that the Appellant not entitled to the Prompt Payment Discount.**

  
(Dilip Dumbre)  
Secretary  
Electricity Ombudsman Mumbai






Accordingly, the issue stands answered in the **NEGATIVE**.

8. The Forum's conclusion upholding the Respondent's action is correct. The Appellant's representation is rejected and disposed of accordingly.

Sd/  
(Vandana Krishna)  
Electricity Ombudsman (Mumbai)

  
(Dilip Dumbre)  
Secretary  
Electricity Ombudsman Mumbai

