



WEST BENGAL STATE ELECTRICITY DISTRIBUTION COMPANY LIMITED

(A GOVERNMENT OF WEST BENGAL ENTERPRISE)

Guideline for NACH

WE OFFER:

1. Provide you an option to pay Electricity Bill through your Bank Account by automated transfer.
2. Your Bank Account will be debited for the amount of bills on the due date of respective Bill/Bills.
3. The debit entry will be suitably incorporated in your Pass Book/Statement of Accounts.
4. You will continue to receive the Bills as before. It will, however, contain a specific message that "NACH ACTIVE DON'T PAY AT COUNTER".
5. You will be able to download payment receipt from WBSEDCL portal (wbsedcl.in).
6. The NACH facility of payment will be available to the L&MV consumers of WBSEDCL who have not registered for EBPP mode of payment.
7. Consumers under monthly billing system will have to pay on monthly due date basis and consumers under quarterly billing system will have to pay entire bill within first due date availing all the rebates including e-payment rebate in both the cases.

YOU GAIN:

1. This service is absolutely free of charge. All expenses shall be borne by WBSEDCL.
2. No hassles of standing in the queue.
3. No risk of carrying the cash.
4. No question of late payment and hence no loss of rebate and no penalty in the form of late payment surcharge.
5. The information furnished by you will be kept confidential and will be used only for the purpose of effecting payment against your electricity bill(s).
6. In case of any dispute, you can stop automatic adjustment of your NACH by preferring a complaint to this effect to the respective Customer Care Center within first due date of the respective bill(s). On receipt of your complaint, it will be examined and disposed of within a reasonable time and decision will be communicated to you accordingly.
7. If you desire, you can de-activate NACH process.
8. You can set NACH limit for deduction as per your requirement.
9. 1% discount on the Energy Charge as per existing guideline of WBERC.
10. If your bill exceeds the upper limit (as per your option) NACH deduction will be stopped automatically for that Bill. You will have to settle that particular bill by cash/cheque or through other e-payment option.

YOUR ACTION:

1. To facilitate mandate submission you have to log in into WBSEDCL's web portal (wbsedcl.in). After providing certain information you can download the physical form for putting signature. This form is to be submitted either to respective CCC or directly to **Addl. General Manager (F&A)-Revenue, Distribution Head Quarter, Vidyut Bhawan, 1st Floor, B-Block, Bidhannagar, Block-DJ, Salt Lake, Kolkata-700091** after incorporating signature (as per bank records) in appropriate place provided in the Mandate form. The deduction limit can be set with an amount multiple of ` 500 as per your requirement.
2. You can cancel your application before acceptance of the Physical application at Distribution HQ for processing towards allotment of UMRN. After start of processing or after allotment of UMRN you will not be able to cancel the application.
If an application is not received at Distribution HQ (in hard copy) within one month from the application date, it will be cancelled automatically. So to avoid such automated cancellation you are requested to submit the physical Mandate form (all three parts) at the above mentioned locations at the earliest.
3. After successful allotment of UMRN if you don't want to continue with NACH system you should make an online request for deactivation of mandate through our web portal and the deactivation process will be done accordingly.

GENERAL INSTRUCTION:

1. Application made by you must be submitted well in advance to the above mentioned locations for further processing towards allotment of UMRN by the NPCI, as in case of non submission the application will be automatically cancelled after expiry of 30 days from the date of such application.
2. You can apply only once for one Consumer ID and repeat application can be done only after expiry of 30 days from previous application date or on receipt of cancellation request of Mandate through web portal of WBSEDCL.

CONSUMER SERVICE:

1. For any consumer complaint, please report us at crmcell@wbsedcl.in.
2. Consumer complaint & queries may also be forwarded to Distribution HQ directly on mail id ecscomplaints@wbsedcl.in.