***Revised Questions and Answers for LT Customers of the Power Casting Chatbot***

**Advance Payment Information**

**1. How can I make an advance payment?**

* Visit the **"Quick Bill Pay"** section on our website.
* Select the **"Advance Payment"** option.
* Enter your **Customer ID**.
* Choose your preferred **payment mode** and **payment gateway**.
* Complete the advance payment.

**2. Is there any interest on the excess amount paid?**

* **Yes**, excess payments earn **6% interest per annum** (calculated on the reducing balance).

**3. Will I receive a statement for adjusted payments?**

* No separate statement is issued.
* Adjustment details are **clearly shown on your monthly electricity bill**.
* To view/download your **Advance Payment summary**, log in through **"My Account"**.

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**Online Payment**

**1. How to pay online on the website?**

You need to visit the **"Quick Bill Pay"** section on our corporate website and proceed by selecting the preferred mode of payment. To pay now, go to:  
<https://srvcs.cesc.co.in/ptriineins/mjpgav__payon/online__payment__options.php>

**2. What are the modes of Online Payment?**

a. You can pay through:

* E-wallets
* Net Banking
* Credit Card or Debit Card
* ECS & RTGS/NEFT
* UPI (PhonePe, Google Pay, Amazon Pay, etc.)
* BOR (QR code printed on our consumption bills)

b. You can pay through **WhatsApp** by sending **"Hi"** to **91677 77776** and following the steps.

c. You can pay from **non-smartphones** (no internet required) by dialing **08045471912** and following the steps.

**Note:** Paying **on or before the due date** gives you a **1% additional rebate**.

**3. How to generate the payment receipt?**

An **auto-generated transaction/payment confirmation** will be sent to your **registered email ID/mobile number**.

**4. What if the payment receipt has not been received?**

If the amount is debited but you don’t receive the receipt:

* Check the latest payment status here:  
  <https://srvcs.cesc.co.in/ptriineins/misclatst/conshome__dtl.php>
* **Wait 2 working days** before retrying payment.
* If the issue persists, contact your **bank/card issuer** for a refund. **CESC Limited is not responsible for refunds.**

**5. What if the amount is debited twice?**

* If your bank confirms a **double payment**, the excess amount will be **adjusted in your next bill**.

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**Installation of Air Conditioner**

**1. How can I install an AC at home?**

* Visit the **"Online AC Application"** section in the **Customer Zone** of our website.
* Submit an application for AC installation.
* **Eligibility:**
  + Maximum of **3 ACs** or **6 KW total load**.
  + Only for consumers under **Domestic and Commercial tariffs**.

**2. What if I need to install more than 3 ACs?**

* For **more than 3 ACs**, apply for **additional load** via:
  + **"New Connection / Addl. Load / Shifting"** section in the Customer Zone

**Know Your Security Deposit (SD)**

**1. How is Security Deposit calculated?**

* For **existing consumers**:
  + Equivalent to **3 times** the average bill value of the previous financial year.
* For **new applicants**:
  + Based on the **applied load**.

**2. When is additional SD required?**

* SD is **reviewed annually in April** based on the previous year’s consumption.
* The **"SD held"** and **"maintainable SD"** are shown in the **April bill**.
* If the maintainable SD > SD held, additional SD must be paid (if billed by the company).

**3. What if the SD held is more than required?**

* **Excess SD earns 10% annual interest** (credited in April bills).
* Excess amount can be:
  + **Refunded** upon application to the Regional Office.
  + **Adjusted** in future bills.
  + Applied for online here or via email: [**cesclimited@psg.in**](https://mailto:cesclimited@psg.in/).

**4. Interest rate on SD:**

* **6% per annum** if SD held ≤ maintainable SD for the year.

**Change of Tariff**

**1. How can I change my meter's tariff category?**

You have two options to request a tariff change:

1. **Online Application:**
   * Visit our website and go to the **"Complaints & Requests"** section.
2. **Email Request:**
   * Send your requirement to: [**cesclimited@rpsg.in**](https://mailto:cesclimited@rpsg.in/)

**Note:** Your request will be processed after necessary verification.

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**Change of Name (Transfer of Supply)**

**1. When is a Supply Transfer Required?**

A transfer of supply is necessary in these cases:  
✓ Change of property ownership  
✓ Change of tenancy/occupancy  
✓ Death of registered consumer (spouse requests name change)

**2. Transfer Procedure**

**Online Method:**

1. Visit the **"Online Name Change"** section in Customer Zone
2. Carefully review guidelines
3. Complete required forms
4. Upload necessary documents
5. Pay security deposit online (optional)

**Offline Method:**

• Apply in-person at Regional Offices  
• Complete all formalities

**Security Deposit Handling**

• Existing deposit will be:

* Adjusted against any outstanding dues
* Refunded to original consumer (after deductions)

**Reconnection of Electricity Supply**

**1. How to Restore Disconnected Supply?**

**Eligibility Conditions:**

* Supply was disconnected for:
  + Non-payment of bills **OR**
  + Voluntary disconnection request
* Application must be made **within 6 months** of disconnection date

**Process:**

1. Visit the **"Reconnection of Supply"** section in Customer Zone
2. Submit online application for reconnection

**2. Required Payments for Restoration**

You must clear:

1. **Outstanding Bill** (up-to-date amount)
2. **Additional Security Deposit** (if applicable)
3. **Reconnection Charges** (standard fee)

**Correction of Name/Address**

**How to Update Your Details**

**Required Information:**

✓ **Consumer Number/Customer ID**  
✓ **Supporting Documents:**

* Photo identity proof
* Address proof

**Submission Methods:**

**1. Online Request:**

* Visit our website
* Navigate to **"Complaints & Requests"** section
* Submit your correction request

**2. Email Request:**

* Send to: [**cesclimited@rpsg.in**](https://mailto:cesclimited@rpsg.in/)
* Include:
  + Your consumer number
  + Required documents (scanned/attached)

**Load Enhancement & Shifting of Supply**

**Application Process**

**How to Apply:**

1. Visit our website
2. Navigate to:  
   **Customer Zone → "New Connection / Addl. Load / Shifting"**
3. Complete the online application

**Meter Reading Information**

**1. Standard Meter Reading Cycle**

* **Normal reading interval:** 28 to 32 days from last reading date
* Ensures accurate monthly billing cycles

**2. Rental/Average Bill Explanation**

**When You Might Receive One:**

✓ If current meter reading shows unusual variance from historical consumption patterns

**Meter Testing & Complaints**

**How to Report Meter Issues**

**Complaint Channels**

1. **Online:**
   * Company website
   * Mobile app
2. **Phone:**
   * Customer Care:
     + 033 35011912
     + 033 44031912
     + 18605001912
     + 1912 (short code)
3. **Email:**
   * [cesclimited@rpsg.in](https://mailto:cesclimited@rpsg.in/)

**Process:**

✓ Your complaint will be investigated  
✓ Findings will be communicated to you

Billing, Dispatch and Payment

1. Are the Tariff Slab and Government Duty Adjustments given in case of a consolidated bill?

Yes. Appropriate adjustments for Rate and Government Duty are given in the bill itself in such cases.

2. How can I be sure that no average bills will be sent to me during the period I will remain out of station?

Kindly communicate this by clicking the link "Complaints & Requests" on our website or write to us at cesclimited@rpsg.in. However, you are requested to ensure free access to our meter board regularly during your absence.

3. Are we required to inform CESC if there is a possibility of variation in my consumption?

Yes, you are required to share this information. Kindly write a mail to cesclimited@rpsg.in sharing this information.

4. Does the Notice Bill include all arrears up to date?

Yes, the current bill includes all arrears of previous months.

5. How bills are delivered?

The monthly electricity consumption bills are being dispatched through courier service to ensure delivery before the due date. The contact details of the concerned courier are also communicated to the consumers through SMS after handing over the bills to the courier.

6. How can I get a Copy Bill?

If your e-mail ID is registered with us, you would receive e-bills every month, which can also be paid online. To receive e-bills, kindly register on this website at the "Customer Login" section. You can also download a copy bill from the "Customer Zone" on this website, under the category of "View/Print Bill."

7. If the bill is paid twice, how will the same be adjusted/refunded?

Any double/excess payment will automatically be adjusted in the subsequent bill.

Know Your Bill

Bills can be of 2 types:

- Ordinary Bill

- Notice Bill

To know more about your electricity bill, visit:

[https://www.cesc.co.in/storage/uploads/booklet/Understanding%20your%20Monthly%20Bill.pdf](https://www.cesc.co.in/storage/uploads/booklet/Understanding%20your%20Monthly%20Bill.pdf)

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### Components of the Bill

- Energy Charge – Category-wise, slab-wise, rate as per Tariff Order.

- Fixed Charge – @Rate specified in Tariff Order per KVA of sanctioned load:

- Rate G: Rs. 15/-

- Rate M: Rs. 24/-

- Rate K: Rs. 50/-

- FPPAS (Fuel and Power Purchase Adjustment Surcharge) – Currently 8.2%.

- Timely Payment Rebate – 1% on (Energy Charge + Fixed Charge + FPPAS).

- Meter Rent – Fixed rates depending on the type of meter:

- Rate G: Rs. 10/- (1-phase) & Rs. 30/- (3-phase)

- Rate M: Rs. 15/- (1-phase) & Rs. 50/- (3-phase)

- Rate K: Rs. 15/- (1-phase) & Rs. 50/- (3-phase)

- Government Duty – Category-wise, slab-wise rates levied on behalf of the Government.

- Adjustments – Includes DPS, Debit/Credit adjustments, etc.

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### Example of Bill Calculation

- Tariff Category: Domestic (G)

- Sanctioned Load: 2.7 KVA

- Meter Type: Single Phase

- Monthly Consumption: 376 units

- Energy Charge: Rs. 2703.07

(Calculated as: 25×4.89 + 35×5.4 + 40×6.41 + 50×7.16 + 50×7.33 + 100×7.33 + 76×8.92)

- Fixed Charge (@Rs. 15/KVA): Rs. 40.50

- MVCA (@29p/unit): Rs. 109.04

- Timely Payment Rebate: Rs. 27.44

(1% of Energy Charge + Fixed Charge)

- Government Duty: Rs. 282.52

(10% of [Energy Charge + Fixed Charge + MVCA – Timely Payment Rebate])

- Meter Rent: Rs. 10/-

- Gross Amount: $117.69

- Net Amount: $090.25

- Net Amount (For e-payment): $062.81

To understand the tariff in detail, visit:

[https://www.cesc.co.in/tariff](<https://www.cesc.co.in/tariff>)

ECS (Electronic Clearing Service)

1. What is Electronic Clearing Service (ECS)?

ECS is an electronic mode of payment/receipt for repetitive and periodic transactions. Institutions use ECS for:

- Bulk payments (dividends, interest, salary, pension, etc.).

- Bulk collections (electricity/water bills, loan EMIs, mutual fund investments, insurance premiums, etc.).

ECS enables bulk money transfers between one bank account and multiple accounts (or vice versa).

2. How is ECS Debit Scheme useful?

- Enables auto-payment of electricity dues directly from your bank account on due dates.

- 1% additional e-rebate for using this payment mode.

- No need to track due dates manually.

- If payment fails on the due date, it will be processed on the next available clearing day.

3. How to activate ECS Debit Scheme?

1. Download the ECS mandate form from the "ECS" tab under "Quick Bill Pay" on CESC’s website.

2. Fill, sign, and submit it along with:

- A cancelled cheque of the mandated bank account.

- A copy of the current electricity bill.

3. Send the documents to:

Indialdeas.com Limited

7th Floor (East), Mira Towers, DN-27, Sector V, Salt Lake, Kolkata – 700091.

4. Is doorstep ECS registration available?

- Yes, call 7044471644 (Express ECS Helpline) for doorstep assistance.

- A representative will help fill and submit the form at your convenience.

- You’ll receive confirmation once registration is complete.

5. Is it mandatory to provide mobile no. & email in the ECS form?

- No (as per RBI guidelines), but providing contact details helps CESC communicate updates.

6. Can the ECS mandate be withdrawn or stopped?

- Yes, send a deactivation request to cesclimited@rpsg.in.

- Processing takes 25-30 days; post-deactivation, "ECS" will no longer appear on bills.

7. Can the bank account for ECS Debit be changed?

- No, you cannot modify an existing mandate.

- Solution: Deactivate the current ECS and submit a fresh mandate with new bank details (refer to Q3).

8. How long will it take to activate the process?

- ECS activation takes 30–45 days after submitting the duly filled mandate form and required documents.

- Once activated, “ECS” will reflect on your electricity bill.

9. What happens if ECS payment fails due to insufficient funds or technical issues?

- Technical failure (e.g., server problem): The bill will be re-sent for ECS collection on the next working day.

- Non-technical failure (e.g., insufficient funds): You must pay through alternative online payment modes.

10. What is the refund process if a bill is paid twice (via ECS + another method)?

- Excess payments are treated as advance payments and credited to your Advance Payment Account.

- The amount will be adjusted against future bills with 6% p.a. interest until fully adjusted.

11. What happens to ECS mandate if the electricity supply is disconnected/transferred?

- The ECS mandate linked to the consumer number is automatically cancelled upon disconnection/transfer.

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Contact for ECS Queries

Address for written communications:

Indialdeas.com Limited

7th Floor (East), Mira Towers, DN-27,

Sector V, Salt Lake,

Kolkata – 700091.

Phone: 7044471644

Email: cesc.op@rpsg.in

For further clarifications or assistance, reach out via the above contact details.