

Electricity Bill and Payment Procedure

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1. PURPOSE:

To establish a uniform standard for issue and payment of electricity bills including appropriate guidance for consumers.

2. DEFINITION:

The words used in Code of practice connotes the same meaning as in the Electricity Act, 2003 and the OERC Distribution (Conditions of Supply) Code, 2004 and licences issued by OERC for Distribution activity.

3. PERIODICITY OF BILLS:

3.1 Bills shall be issued at a periodicity of not more than 2 months in respect of domestic and general purpose consumers. In respect of all other consumers, the bills may be issued monthly. In case of consumers covered under Spot billing, bills may be issued monthly.

3.2 Bills shall be issued within a period not exceeding 10 days of the end of the billing cycles.

3.3 Bills shall be sent to the consumer either by post or through courier or through the messenger well before the due date for the consumers not covered under Spot billing. There should be some form of acknowledgement for delivery of bills to ensure that consumer gets grace period of 7 days for payment of bills. Signature of the consumer/authorized agent with the date of receipt should be taken on delivery.

3.4 The CESU shall issue the first bill for all services before end of next billing cycle of energizing the connection. In case, the consumer does not receive the first bill before end of next billing cycle from date of energizing the connection, he may report the matter to the J.E./S.D.O./E.E. in charge of distribution of CESU who shall arrange for issue of the bill within next 2 weeks.

4. FORMAT OF THE BILL:

4.1 The bill shall contain consumer information as at p to u v and information regarding tariff in addition to information a to o as below on the main body of the bill ;

- a. Consumer No., name and address.
- b. Name of Division/ Sub-Division/Section.
- c. Connected load and/or contract demand of consumer.
- d. Types of supply (i.e. single phase, two phase, three phase L.T. or H.T. or EHT).
- e. Category of consumer (i.e. domestic, general purpose etc.).
- f. Status of meter (ok/defective/missing/no meter)
- g. Billing period/cycle
- h. Initial meter reading of the billing period/cycle with date.
- i. Final meter reading of the billing period/cycle with date.
- j. Number of units consumed during the billing period.
- k. Tariff applicable.
- l. Date of the bill / Due date of payment.
- m. Amount payable within due date.
- n. Amount payable after due date.
- o. Billing details:
 1. Electricity duty.
 2. Current electricity charges(How arrived at)
 3. Current miscellaneous charges
 4. Arrear Electricity charges.
 5. Arrear misc. charges.
 6. Delayed payment surcharge (Where applicable).
 7. Rebate allowed.
 8. Total amount due.

CONSUMER INFORMATION

- p. Current tariff rate and other charges as applicable.
- q. Collection centres
- r. Working hours of collection centres
- s. Mode of payment.
- t. Designation and address Or authorities with whom complaints/grievances shall be lodged (To be printed on the reverse of the bill)
- u. In case of cheques and bank drafts, the receiving authority in whose favour the amount should be drawn.
- v. Details about GRF & Ombudsman.

FORMAT OF THE SPOT BILL

- a. Service Connection No.
- b. Period of Bill
- c. Name and address of the consumer
- d. Bill No.
- e. Date of issue of the bill
- f. Tariff category
- g. Tariff, rate of electricity duty applicable
- h. Contracted/connected load/demand
- i. Single phase/three phase connection
- j. Reading date-past and present
- k. Meter reading-past and present

- l. Units assessed
- m. Basis of bill
- n. Meter rental
- o. Current months charges-Energy charges, fixed/demand charges, minimum charges Electricity duty meter rent, capacitor surcharge if any, rebate allowed.
- p. Arrear electricity charges, DPS arrears
- q. Total charges
- r. Delayed payment surcharge
- s. Due date of payment

Despite existing provisions of code, the requisite information is not provided on the back side of bills. Information on role & addresses of concerned GRFs/Ombudsman should statutorily be printed on bills.

4.2 Accordingly the bill for Domestic, General Purpose, and all other Consumers covered under single part tariff has to be in format-A as enclosed. In case of other category consumers appropriate information regarding tariff and additional information if any, may be included. The Spot billing format should contain the same item as in format-A.

4.3 Automatic compensation for violation of minimum standards should be built into billing system as per schedule in regulation. The same should be paid automatically by the licensees without waiting for claim.

5. PAYMENT OF BILL:

5.1 The payment of bill shall normally be made at the collection centers of the CESU or at the Customer Care Centre wherever available on any working day during prescribed hours as indicated in the bill.

5.2 The CESU may, however, specify any particular collection centre for making payment for a group of consumers.

5.3 If due date indicated in the bill for payment of amount is a Sunday or public holiday, succeeding working day shall be treated as the due date.

5.4 The billed amount shall be paid by the consumer either in cash or by Bank Draft or local cheque or Bankers cheque. However, where specifically allowed by the Licensee, the amount can be paid by account payee cheque or credit cards. The payment can also be received through ECS after proper cost benefit analysis.

5.5 The CESU shall issue a receipt to the consumer for the payment received.

5.6 The consumer shall pay the bill amount by the due date indicated on the bill. Provision should be made for collection of cheque on the spot from senior citizens in case of spot billing.

5.7 To avoid long queues in busy Bill Collection Centres multiple windows should be opened and seating facility/overhead covering should be provided for convenience for consumers.

6. REBATE:

6.1 Payment of the billed amount within the prescribed date entitles the specified categories of consumers to a rebate. Every bill shall indicate the amount payable

- a. if payment is made within the prescribed due date, or
- b. if payment is made after the due date.

7. DELAYED PAYMENT SURCHARGE:

7.1 Delayed payment surcharge as per tariff order shall apply in case of default in payment by due date. There shall be no surcharge over surcharge.

8. ADJUSTMENT OF THE BILL AMOUNT:

8.1 The amount paid by the consumer shall first be adjusted towards electricity duty. In case of part payment by the consumer, the proportionate share of duty from the total collection shall be adjusted first. Out of the balance the adjustment shall be made in the following order of priority:

- i. Current Electricity Charges
- ii. Current Miscellaneous Charges
- iii. Arrear Electricity Charges
- iv. Arrear Miscellaneous Charges
- v. Delayed Payment Surcharge.

9. INSTALLMENT FACILITIES:

9.1 CESU may grant the facility of payment of bills by instalments to senior citizens and disabled persons in the domestic category on request and on production of proof. In respect of others, the facility may be granted only if the CESU is satisfied regarding deserving nature of request for instalment.

9.2 Grant of instalment facility shall not affect the liability of the consumers to pay delayed payment surcharge till full clearance of arrears. Consumer availing instalment facility shall not be eligible to avail rebate.

9.3 The CESU shall designate the authorities who may grant instalment facilities to different categories of consumers from time to time.

9.4 The number of installments in case of arrear payment for different categories of consumers should be fixed.

10. ERRONEOUS / DISPUTED BILLS:

10.1 In the event of any dispute in the billed amount, the consumer may lodge a complaint before the designated officer of the licensee. The consumer has to make the payment of average of last 6 months consumption or the billed amount whichever is less even if he raises a dispute.

10.2 The CESU shall normally resolve the dispute within a maximum period of one month as per OERC Distribution (Conditions of Supply) Code, 2004.

10.3 On examination of the complaint, if the CESU finds the bill to be erroneous, a revised bill shall be given to the consumer indicating the revised due date for payment, which should be fixed not earlier than seven days from the date of delivery of the same to the consumer. If the consumer has paid any excess amount, it shall be refunded by way of adjustment in the subsequent bills. The CESU should pay to the consumer interest charges at 1% per month on the excess amount outstanding.

10.4 If the CESU finds the bills to be correct, the consumer shall be intimated accordingly and notified to pay the amount with additional charges within 15 days with interest @ 1% per month from the due date. If the dispute is not resolved within the time period, the consumer will not be liable to pay interest on the balanced amount.

10.5 Random checking of bills may be conducted by Commission from time to time and penalty imposed for infraction in

following provisions of code.

11. DISCONNECTION DUE TO NON-PAYMENT:

11.1 Where a consumer neglects to pay the charges or any other amounts due from him to the licensee, by the due date mentioned in the bill, in respect of supply of energy to him, the CESU shall serve a 15 clear days notice to the consumer for disconnection of power supply as indicated in Regulation 100 of OERC Distribution (Conditions of Supply) Code, 2004. Supply of energy may be restored if the consumer pays all his dues and charges for disconnection and reconnection of supply. Such suspension of supply of energy shall not relieve the consumer of any of his obligations under the provision of the Electricity Supply Agreement.

12. TERMINATION OF AGREEMENT:

12.1 If power supply to any consumer remains disconnected for a period of two months for non-payment of charges or dues or non-compliance of any direction issued under this code, and no effective steps are taken by the consumer for removing the cause of disconnection and for restoration of consumer for removing the cause of disconnection and for restoration of power supply, the agreement of the CESU with the consumer for power supply shall be deemed to have been terminated on expiry of the said period of two months, without notice, provided the initial period of agreement is over.

13. The CESU shall be entitled to all legal modes of recovery including taking recourse to proceedings under Orissa Public Demand Recovery Act, 1962 (Act 1 of 1963) for realization of the Licensee's dues if such dues are treated as public demand.

Prepared and submitted by CESU under licence Condition No. 19.3 of Orissa Distribution License issued vide Commission's order dt.27.10.2006 in Case No.21/2006 and approved by Orissa Electricity Regulatory Commission vide it's letter no. OERC/Engg/25/2006/2239 dt. 13.12.2007.

Note :- Where ever the words "the Licensee" is there, it has to be replaced by the name of respective Licensee.

Format-A

**CENTRAL ELECTRICITY SUPPLY UTILITY OF ODISHA
IDCO TOWER, 2nd Floor, Janpath, Bhubaneswar -751022. Odisha .
Phone: 0674-2545681 , 2541727, Fax: 0674-2543125**

ELECTRICITY BILL FOR THE PERIOD: _____

DIVISION: _____ **SUB-DIVISION:** _____ **SECTION:** _____

CONSUMER NO.	CON. LOAD (KW)	CATEGORY	BASIS OF BILLING
BILL DATE	(Name and Address of the Consumer)		DUE DATE
BILL NO.			METER SL.NO
SUPPLY VOLTAGE			STATUS OF METER
MAXIMUM DEMAND			ACTUAL VOLTAGE
Previous Reading KWH:- Date			Current reading KWH:- Date:-
(I) CUSTOMER CHARGE FOR THE MONTH			Rs.
(II) MONTHLY MINIMUM FIXED CHARGE			Rs.
(III) ENERGY CHARGE			
Rs. _____ x _____ Units			Rs.
Rs. _____ x _____ Units			Rs.
Rs. _____ x _____ Units			Rs.

(IV) TOTAL	Rs.
(V) E.D.Rs. _____ x _____ Units	Rs.
(VI) METER RENT	Rs.
(VII) REBATE: Rs. _____ x _____ Units	Rs.
(VIII) ARREAR ENERGY CHARGES	Rs.
(IX) ARREAR ELECTRICITY DUES	Rs.
(X) ARREAR MISC. CHARGES	Rs.
(XI) DELAYED PAYMENT SURCHARGE	Rs.
(XII) TOTAL PAYABLE WITHIN DUE DATE	Rs.
(XIII) TOTAL PAYABLE AFTER DUE DATE	Rs.
(XIV) M.R.NO./DATE OF LAST PAYMENT	

SIGNATURE OF THE OFFICER

----- CUT HERE -----

DIVISION: _____ SUB-DIVISION: _____ SECTION: _____

CONSUMER NO: _____ BILL NO: _____ DUE DATE: _____

AMOUNT PAYABLE BY DUE DATE: _____ AMOUNT PAYABLE AFTER DUE

DATE: _____ PAYMENT RECEIPT NO: _____ PAYMENT DATE _____

AMOUNT PAID _____.

SIGNATURE OF THE OFFICER

INFORMATION

COLLECTION CENTRE/CENTRES : _____

WORKING HOURS OF COLLECTION
CENTRE/CENTRES : _____INCASE OF CHEQUE/DRAFT, PAYMENT MAY BE
DRAWN IN FAVOUR OF : _____

PAYABLE AT (PLACE) : _____

INCASE OF WRONG BILLING OR ANY OTHER
DIFFICULTY, PLEASE CONTACT: _____

DESIGNATION OF AUTHORITY : _____

ADDRESS: _____

TELEPHONE NO. : _____

NEXT HIGHER AUTHORITY: _____

ADDRESS: _____

TELEPHONE NUMBER: _____

In case of non-redressal of grievance by the CESU within 15 days, please approach GRF (CESU is to write the name, address & telephone no.)

If the CESU does not comply to the order of GRF within 30 days, please approach the Ombudsman (CESU is to write the name, address & telephone no.)

TARIFF APPLICABLE

(w.e.f _____)

SL.No.	CATEGORY OF CONSUMERS & SLABS	RATE (PAISE/KWH)	MFC	METER RENT (Rs/Month)
1.	DOMESTIC (a) Kutir Jyoti Consumers (b) Other than Kutir Jyoti Monthly Consumption (I) First 100 units (II) Next 100 units (III) Balance units (IV) Rebate for timely Payment			1 Phase- 3 Phase- 3 Phase- (Trivector)
2.	GENERAL PURPOSE Monthly Consumption (I) First 100 units (II) Next 200 units (III) Balance units (IV) Rebate for timely payment			1 Phase- 3 Phase- 3 Phase- (Trivector)

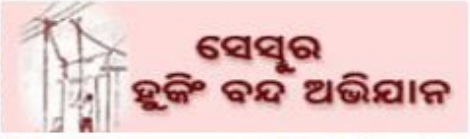
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CENTRAL ELECTRICITY SUPPLY UTILITY OF ODISHA

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Step 1 : Click on this link



Atal Rooftop Solar User

precious time Brief About CESU

The name of CESCO's utility has been changed to Central Electricity Supply Utility of Orissa (CESU). The OERC vide its notification dated 16.09.2006 has vested all the assets, rights, liabilities and the power of administration and general superintendence including control of finance and manpower of CESCO's utility with CESU. [Read More...](#)

Our Vision

- To ensure uninterrupted quality and reliable power supply to its consumers.
- To be the best distribution utility of India.
- To make every work place a safe working place.
- To be Socially responsible for employees and society.

Our Mission

- Be a corporate responsible to care for human beings.
- To adopt a profitable policy to create a happy workforce & adopt best work culture & practices.
- To Follow fair labour welfare practices & by eliminating fear of redundancy from the mind of people through proper training.
- Managing the change process by good and fair HRD Practices.
- To deploy latest technologies in the system to bring transparency.

Dial 1912 Or 18003457122
0674-2391118
For Solution to All Electricity Supply Problems

Important Information

IPDS Schemes
Performance of CESU for the Fy-2012-13 Vs 2013-14
Audited Accounts



CENTRAL ELECTRICITY SUPPLY UTILITY OF ODISHA

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CESU : INFORMATION TECHNOLOGY



Consumer Portal

Link1

Link2

Click on either link: Link1 / Link2



Single Sign On

Link1

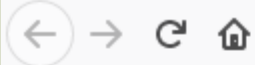
Link2



Employee Portal

Link1

Link2



CENTRAL ELECTRICITY SUPPLY UTILITY OF ODISHA

IDCO TOWERS, 2ND FLOOR, JANPATH, BHUBANESWAR-751022

CESU

CESU DISTRIBUTES
LIGHT TO LIVES

Consumer Corner

New Connection ▶

Downloads ▶

Additional Information ▶

Regulatory Information

Tariff/Regulation ▶

Grievances

Complaints ▶

RTI

RTI ▶

Electricity related issues

Dial

1912 OR 0674-2391110 OR
18003457122

Welcome:: Guest

Welcome to CESU Consumer Information Portal. We at CESU, have been constantly striving to innovate and provide services to exceed customer expectations.

Through this portal, we are attempting to reach out to all our customers who will find it convenient to seek information and do meaningful transactions. We hope you find it a worthwhile experience and the navigation user friendly.

We value your suggestions. So, please do not hesitate to provide your feedback ! We look forward to hear from you!

After Login, you can view and pay your bills, raise and track service requests.

MY ACCOUNT

Division

--Select One-- ▼

Type*

--Select One-- ▼

Account No

(if you have 12 digits consumer no.
please enter the last 8 digits)

* [Click to know bill types](#)

Captcha

h s D G I I p



SUBMIT »

Enter Division name
Consumer Type : SE
Consumer account
enter captcha, then
your account

CENTRAL ELECTRICITY SUPPLY UTILITY OF ODISHA

IDCO TOWERS, 2ND FLOOR, JANPATH, BHUBANESWAR, ODISHA -751022

CESU
CESU DISTRIBUTES
LIGHT TO LIVES

My Account

- Profile
- Billing ▶
- Payment Options ▶
- Register ▶
- Grievances
- Complaints ▶
- FeedBack
- FeedBack

Consumer No.	:03029095	Circle Name	:BBSR1
Consumer Old No.	:036010501472	Division Name	:BED
		Sub-Div Name	:TEMPLE
Consumer Name and Address		Section Name	:OLD TOWN 3
	SRI BRUNDABAN PANDA	Route Name	:O.T.-3-79
	PLOT NO 47/1015/16	Power Status	:OK
	LINGARAJA NAGAR BBSR	Category	:DOM
		PSS/Feeder/DT Details	:
Mobile No.	:9*****4222		[]
e-Mail ID:	B*****0@REDIFFMAIL.COM		

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[Logout](#)

[Quick Pay](#)

Click here for online payment

Electricity related issues Dial 1912 or 0674-2391110 or 18003457122

SAVE ENERGY SAVE MONEY

Welcome SRI BRUNDABAN PANDA

Consumer Account Number:	03029095	Circle :	BBSR1
Consumer Old Code :	036010501472	Division :	BED
Consumer Address :	PLOT NO 47/1015/16	Sub-Division :	TEMPLE
	LINGARAJA NAGAR BBSR	Section :	OLD TOWN 3
Mobile No. :	9****4222	Route Name :	O.T.-3-79
e-Mail ID :	B*****0@REDIFFMAIL.COM	Power Status :	OK
		Category :	DOM

Bill Month	Bill Date	Current Reading	Unit bill	Energy Charge	Electricity Duty	Meter Rent	Fix Charge	Gross Due	Rebate Amt	Rebate Date	Amount Paid	Collection Date
07/2017	23-07-17	13446	523	2531.1	101.24	0	120	2710.83	52.3	31/07/2017	2660	31-07-17
08/2017	23-08-17	13986	540	2628	105.12	0	120	2851.65	54	31/08/2017	2800	24-08-17
09/2017	22-09-17	14555	569	2793.3	111.73	0	120	3022.68	56.9	30/09/2017	2966	30-09-17
10/2017	22-10-17	15174	619	3078.3	123.13	0	120	3321.21	61.9	31/10/2017	3260	25-10-17
11/2017	22-11-17	15683	509	2451.3	98.05	0	120	2668.66	50.9	30/11/2017	0	
12/2017	23-12-17	16133	450	2115	84.6	0	120	4988.26	45	31/12/2017	4943	29-12-17
01/2018	23-01-18	16565	432	2012.4	80.5	0		2213.16	43.2	31/01/2018	0	
02/2018	23-02-18	17015	450	2115	84.6	0		4532.76	89.88	28/02/2018	4488	27-02-18
03/2018	22-03-18	17582	567	2781.9	111.28	0		2968.06	56.7	31/03/2018	2912	30-03-18
04/2018	24-04-18	18384	802	4121.4	164.86	0		4405.62	123.45	30/04/2018	4326	30-04-18
05/2018	22-05-18	19133	749	3819.3	152.77	0		4048.24	114.63	31/05/2018	3974	31-05-18
06/2018	23-06-18	20085	952	4976.4	199.06	0		5255.07	146.8	30/06/2018	5161	29-06-18

Click here for online Payment

Back Payment History Pay Bill Online Logout

To pay the bill Online, register your mobile number with CESU.

Note : For any further information, please contact your Section/Sub-division/Division office. This report is prepared as per the data received from billing divisions. In case of any dispute please contact your billing division office.



CENTRAL ELECTRICITY SUPPLY UTILITY OF ODISHA

AVAILABLE PAYMENT GATEWAY(S)



Click on either Payment Gateways (ODISHA ONLINE/HDFC BANK) to proceed for Online Payment

Notes: 1% Additional Cashless payment Rebate (LT DOM Consumers) shall reflect in the next month with EC Bill. Payment once made on-line cannot be refunded but shall be adjusted in the current month/future bill.

Close

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IMPORTANT INFORMATION

[Odisha Online Payment Gateway](#)

Netbanking : Multiple Banks

Contact Details:

- 1. Helpdesk : odishaonline@oesl.in
- Contact No. - 0674-2567606

[HDFC Payment Gateway](#)

Netbanking : Multiple Banks

Contact Details:

- 1. Merchant Helpdesk : Orissa@HDFCBANK.COM
- 2. Ecom Support : Orissa@HDFCBANK.COM
- Contact No. - 0674-3355700 Ext. - 212



117.239.112.120

Order No : 140151

Total Amount : INR **1423**

Net Banking >

Select bank:

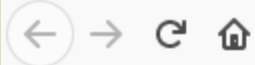
Bank :

[Make Payment »](#) INR **1423**

No convenience fee or service charge is payable by the customer on debit card / UPI transactions

As per the Selection, You shall be redirect to the concerned Payment Gateway (HDFC).





Central Electricity Supply Utility of Odisha

CUSTOMER DETAILS

Consumer ID : **103-03029095**Name & Address : **SRI BRUNDABAN PANDA****PLOT NO 47/1015/16,LINGARAJA NAGAR BBSR**

PAY BILLS

Collection Month : **July-18** Due Date : Amount Before Due Date : (view help for Pay Before Due Date)Amount After Due Date : (view help for Pay After Due Date)

As per the Selection, You shall be redirect to the concerned Payment Gateway (OeSL).

NOTE :

- » Bills can be paid online, even after Pay-By-Date.
- » There is a possibility of link getting disconnected, during returning from the BANK after successful Bill Payment .In that case you will not be able to see the "Digital Receipt" of the Bill Payment made since the Portal system will not know the details of the transaction made. If this occurs, PLEASE DO NOT ATTEMPT to pay the bill again. The portal system will shortly, receive the confirmation from BANK, through alternative backup channel and the receipt will be sent to your registered email Id.
- » In case your previous bill amount had already been paid and not updated here please visit our nearest Odisha Online Cash counter to pay the current bill amount or else pay the total amount and excess paid amount would be automatically adjusted in your next bill.

For Detailed billing information and clarifications regarding bill dial CESU Customer Care : 0674-2391110

Then, follow the same procedure as followed during online shopping or Flight/Train ticket booking.

