
NATIONAL AUTOMATED CLEARING HOUSE (NACH AUTO-DEBIT)

Information & Instruction to consumers

1. NACH is a system introduced by NPCI, which provides you an option to pay your electricity bills directly through your bank account. This will save you from payment queues.
2. You do not have to open any new bank account for the purpose.
3. Remark "NACH operative, bill for record purpose only" will appear on your bill from the month NACH becomes operative. Your bank account will be debited for the amount mentioned in the bill on or after due date.
4. You have the option to indicate the upper limit for your mandate. If in any month your electricity bill amount exceeds the mandate, the bill amount will not be debited to your bank account. In such cases a message "Bill exceeds mandate. Please pay at Collection Centre" will be printed on our bill and you will have to pay that bill in the normal manner at our collection centre. You can change the mandate amount by filling up another NACH form by selecting modify option.
5. You will continue to receive our bill in the usual manner. You would have the right to withdraw from this mode of payment by giving an advance notice of 4 weeks to your Customer care centre to avoid return charges of INR 250.
6. If agreeable to participate in the new payment mechanism, you are requested to fill in the NACH Mandate Form attached herewith. The information to be supplied should be accurate, complete in all respects.
7. Tariff provides for Prompt Payment Incentive, consumers can avail 1% discount on energy bill (excluding taxes and duties) by opting for this scheme. Under this scheme, deduction of monthly bill amount by NACH will take place 7 days from the date of the bill. This incentive will be reflected in the subsequent month's bill after successful NACH operations.
8. If you want to change/modify your bank account no., mandate amount and/or bank/branch with us, a new NACH mandate form has to be submitted at your nearest Customer Care Centre. Please refer to list of Customer Care Centres below.

9. In case you apply for change of name, please inform your new contract account number to your Customer Care Centre along with new NACH form.
10. NACH return charge of INR 250/- is applicable, in the event the NACH request is returned by the bank. For any clarification or queries, contact your respective Customer Care Centre or call 19122 (toll free)
11. Please attach photo copy of cheque or a blank cancelled cheque issued by your Bank for verifying the accuracy of the code numbers

Customer Care Centre addresses:

1. RNA Corporate Park, Old Kalamandir, Near Collector's Office, Bandra (E), Mumbai 400 051.
2. E-4, MIDC, Next to ESIS Hospital, Marol, Andheri (E), Mumbai 400 093.
3. Western Express Highway, Dindoshi, Malad (E), Mumbai 400 097.
4. Tilak Nagar, Road No. 3, Near Sahakar Cinema, Chembur, Mumbai 400 089.
5. Sakinaka Jn, Andheri-Kurla Road, Near Park Davis, Andheri (E), Mumbai 400 072.
6. 369 D, S.V. Road, in. of Shankar Lane, Kandivali (W), Mumbai 400 067.
7. 2nd floor, M.B Trade Centre, Mira Bhayandar Road, (Near Railway Fatak) Bhayandar East, Thane 401105.
8. 1st Floor, Usha Kiran Bldg, Opp Café Alfa, Near NADCO Shopping Centre, S.V. Road, Andheri (W), Mumbai 400058.