

Mangalore Electricity Supply Company Limited

(A Government of Karnataka Undertaking)



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CIN: U40109KA2002SGC030425

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PRESS NOTE

Dear Electricity consumers, MESCOM is working 24x7 to ensure uninterrupted power supply to you so that you can operate from home and have a comfortable lock down stay. During the COVID-19 pandemic, ESCOMs wish you to stay safe at home and stay healthy. Government of India / Government of Karnataka have taken various measures to contain the spreading of COVID-19.

It was reported in the media that the consumers can defer the payment of electricity bills for a period of 3 months till June 2020. It is clarified that there are no such directions from Ministry of Power, GoI to GoK or ESCOMs regarding postponement of electricity bill payments by consumers by 3 months.

Monthly bill generation & distribution would be done with the following methods;

- a) Average Bill or previous months bill would be generated in the system for all the consumers.
- b) Sending the bills to the consumers through mail / whatsapp / SMS with existing data base.
- c) Consumers can call 1912 (24x7 helpline) and inform their Account IDs & Mobile number for obtaining the bill copies through mail / whatsapp / SMS etc.
- d) Consumers can register online in MESCOM website www.mesco.in to get the bill details.
- e) Consumers can also contact respective sub division offices (numbers available in website) and get the bill details.

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MESCOM's day to day expenses, majority of which being power purchase dues to the generators, are met out of day-to-day revenue collection from consumers. If the payment from consumers are delayed, MESCOM will find it difficult to pay the generators for power purchase and to manage the day-to-day activities. It may become extremely difficult to provide uninterrupted power supply to the consumers.

Hence, consumers are advised and requested to pay electricity bills through following mode of online / digital modes.

Urban consumers (RAPDRP town areas of Mangaluru, Puttur, Bantwal, Udupi / manipal, Shivamogga, Sagar, Shikaripura, Bhadravathi, Kadur, Tarikere and Chikkamagalur.)

- Login to www.mescom.org.in and view bill and make the payment using credit card/ debit card/ Internet banking mode and UPI modes. (Option of “Quick payment” without registration is also available).
- Login to **paytm application** and to view their bill amount and make payments using credit card/ debit card and Internet banking modes.
- Consumers can use any bank apps, BBPS outlets, banks, wallets to view and make bill payments under **BBPS platform**.
- Login to Karnataka **Mobile One Application** to view and make bill payments online using credit card/ debit card/ Internet banking and UPI modes.
- Login to <http://www.karnatakaone.gov.in/> to pay bills online.

Rural Consumers (Non –RAPDRP area consumers other than mentioned above)

- Rural consumers can login to www.mescomtrm.com and view their bill and make the payment using credit card/ debit card /Internet Banking / UPI modes. (Option of “Quick pay” without registration is also available).
- Rural consumers can login to **paytm application** and to view their bill amount and make payments using credit card/ debit card and Internet banking modes.

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Sub divisional cash counters will continue to operate with all necessary safety precautions.

If any consumers have genuine, unavoidable difficulty in making the payment, they may represent to the local MESCOM offices who will consider the representation sympathetically.

This method is only a one time measure for the current month keeping in mind the COVID-19 regulations in place and for safety of our consumers. Regular meter reading, billing & collection activity will be done as before from 01.05.2020 onwards and any difference in the average bill and the actual reading will be adjusted in the next month bill.

This advisory is issued in the larger interest of people.

Sd/-
Managing Director,
MESCOM, Mangaluru.