



MAHANAGAR GAS LIMITED

Dear Consumer Sir,

SUB : Electronic Debit Clearing Service (ECS)

In our continued effort to provide services in our esteemed consumers. We are introducing Electronic clearing service (ECS) for payment of our Gas bills.

Briefly, the system will operate as follows:

1. A new method of payment has been introduced by Reserve Bank of India, which provides your an Option to pay your Gas bills directly through your bank account. Your bank account would be debited through the new payment mechanism shortly **on due date**. Payment instructions would be issued by us electronically through our banker to the clearing Authority and the clearing Authority would supply debit reports to the bank with which you maintain the specified bank account. The branch will debit your account and indicate the debit entry as "ECS" in your pass book / statement of account.
2. You do not have to open any new bank account for the purpose.
3. **You have the option to indicate the upper limit for your mandate.** If in any month your Gas bill amount exceeds the mandate, the bill amount will not be debited to your bank account. In such cases, a message will be printed on our bill and you will have to pay that bill in the normal manner at our collection centre.
4. In addition, you will have the option to stop payment of the bill up to the "due date" mentioned on the bill.
5. This would be an additional mode of payment and would be optional. You will continue to receive our Gas bill in the usual manner. You would have the right to withdraw from this mode of payment by giving an advance notice of 2 weeks.
6. If agreeable to participate in the new payment mechanism you are requested to fill in the mandate form attached herewith. The information to be supplied should be accurate, **completes in all respects and duly certified by your bank.**
7. The information provided by you will be kept confidential and would be utilised only for the purpose of effecting payment of Gas bills.

You are requested to take advantage of this scheme and mail the mandate form. Mandate forms are also available at our consumers centres located at our offices.

Suresh Mangani
Head- Billing & Sales Collection.

MGL's ECS *The Intelligent way of Paying Your gas Bills !*

**GET YOURSELF REGISTERED ON MGL's ECS AND
PAY YOUR BILLS ABSOLUTELY FREE !!**

5 Good Reasons to Subscribe MGL's ECS

1. MGL's ECS Offers you 1% Discount on bills if you pay your Bills through ECS
2. Exclusive ECS HELPDESK for ECS members to service round the clock (9.30 a.m. to 6.00 p.m.) on 56908072 / 56908073
3. No additional charges for opting this mode of payment and it is absolutely free.
4. It is absolutely one time exercise just fill the mandate form set your upper limit we debit your Bank Account on the due date for every bill raised by MGL and also you have option to stop ECS before the 'Due Date' mentioned on the bill.
5. It saves on your commuting cost, your precious time, and avoids delay in your payment of bills.

REGISTRATION

1. Please Complete and mail the enclosed Account Application duly verified by your Bank along with the cancelled cheque of your bank account or its photocopy.
2. You may mail or contact us on
Billing & Sales Collection Department
Mahanagar gas Ltd.
CNG Complex, Block G - 33
Opp. ICICI Bank, Bandra Kurla Complex
Bandra (E), Mumbai - 400 051.

**ECS
HELP Desk
5690 8072
5690 8073**

THE MGL YOU NEEDS TO KNOW :

As our valuable consumer you need to remember below information to service you better
Mahanagar Gas Help line : 2659 1177
Emergency Help line : 2401 2400

Visit Web site & Know about your MGL by logging on
www.mahanagargas.com (Also you can **Download ECS form** and give your **Meter Reading Online**)
Email your Queries / Complaints on wecare@mahanagargas.com

Mahanagar Gas Limited
(A Joint Venture GAIL & British Gas U.K.)

Pay account Bldg., Gr. Flr. Bandra Kurla Complex, Bandra (E), Mumbai - 400 051.

