

E.mail

**:: TANGEDCO ::
Accounts Banch**

From
S.Arulsamy, M.Com.,AICWA.,ACS.,
B.Ed.,BGL.,
Chief Financial Controller,
144. Anna Salai, Chennai-2.

To
All the Chief Engineers,
Distribution Regions,
TANGEDCO,

Lr.No. CFC/TG/FC/R/DFC/R/AO/R/D.No.26/12, dt. 12.01.2012.

Sir,

Sub: TANGEDCO – collection of Current Consumption charges
at Post Office – instructions issued Reg.

The consumers avail the facility of making payment of cc charges of TANGEDCO through Post Office within Tamil Nadu. The amounts that are remitted at the branches of Post Offices are directly transferred to Headquarters account and details of collection like Receipt No., date of collection etc., are being updated in TANGEDCO's server by Post Office.

2. In certain cases, the updation by the Post Offices is being delayed, thereby the Consumer Ledger of such consumers are not updated with the payment made by them. This results in such consumers' name being reflected in the disconnection list for non-payment. The consumers are put to hardship in such events and face embarrassing situation.

3. This issue has been taken up by headquarters with the Post Office seeking to make certain technical changes so as to avoid such problems, in future.

4. Until, the software is suitably modified by the India Post, the Chief Engineers are informed that whenever the consumers produce the Receipt issued by the Post Office for payment of CC charges for a bill month, and even if such consumers name is reflected in the disconnection list (due to the reasons mentioned in the pre paras), they may be spared from disconnection of supply in order to avoid the consumers being put to hardship.

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5. **Whenever such incidents happen in the Section, the list of consumers who have made payment and holds the receipts issued by the Post Office but whose names find place in the disconnection list may be prepared and emailed to aorev@tnebnet.org for early rectification and smooth functioning of the billing software.**

6. This e-mail has to be sent during the same month so as to reconcile before the next assessment which will only enable the next month assessment entry to be updated in the software.

7. Instructions may be issued to all the officials concerned for scrupulous follow up.

Sd/- 12.01.2012

CHIEF FINANCIAL CONTROLLER/TG

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