

TANGEDCO

Accounts Branch
144, Anna Salai, Chennai-2

Circular Memo.No.CFC/FC/R/AO/R/D.No. /11 Dt. 21.1.12

Sub:- Minutes of the meeting held on 14.12.11 to improve the quality of services offered to the consumers- Duties and Responsibilities of Assessors, IA, RS & ATO reiterated -REg.

In the meeting held on 14.12.11 discuss the points to improve the quality of services offered to the consumers , it has been decided that Suitable instructions shall be issued immediately on the duties and responsibilities of Assessors , Inspector of Assessment and Revenue Supervisor in Section Office and Assessment Officers in Division Office so as to avoid revenue leakage .

Hence the duties and responsibilities of the Assessors, IA, RS and the ATOs are furnished as follows. The same may be communicated to the Divisions and Sections and watched whether the same is carried out without any lapses. _

Duties and Responsibilities of Assessor & Assessor Gr-II

1. The Assessor and the Assessor GR-II, must wear the ID cards during assessment compulsorily.
- 2.The readings must be taken only with the help of HHD and they must be well versed with the Handling of the HHD .
3. The Assessor/Assessor Gr II must enter the assessment details in the WMC available with the consumer. All columns in the WMC viz, Date of Reading, Reading, Consumption, CC Charges , Govt. Subsidy, Due date must be entered legibly without omission.,
4. The Assessor/Assessor GR II must Upload and download the data from HHD to server and vice versa. They must have Basic knowledge in the operation of computer/usage of LT billing software including collection, preparation of statement etc.,
5. They must have thorough knowledge in taking meter readings from different types of meters such as calendar dialed meter, high quality meter, static meter and electronic meter of single phase/three phase services., Application of tariff to various categories of consumers,
- 6.They must maintain good relationship with consumer /superiors.

7. The Assessors/Assessor GR-II must Identify the defective meter cases and low/high consumption services and bill accordingly. They must make necessary entries in the defective meters Register and report to the superiors.

8. The Assessor/Assessor- Gr II must visit the Consumer premises for taking meter readings on the same date every bi monthly

9. The Assessor and Assessor Grade II must ensure 100% assessment of services with 100% accuracy to improve the revenue of the TANGEDCO and to improve the consumer's satisfaction.

10. The Assessor /Assessor Gr –II must enquire the consumer for the reasons in case there is more than 40% reduction or excess in consumption compared to the previous month and write the reason in the WMC for future reference.

11. The Assessor must issue manual receipts under emergency condition of link failure without sending the consumer back and update the details after restoration of link.

12. The USER ID and Password allotted to the Assessor concerned should not be allowed to be operate by anybody else and the password shall be changed at regular intervals, at least once in 10 days. For any misuse of USER ID and password by anybody-else, the Assessor concerned is fully held responsible and will be dealt with sternly for loss of organization's sensitive information/data, revenue.

13. The Power factor penalty, Excess Demand Charges must be billed correctly without omission in the 25 HP & above services.

14. The Consumer's queries must be answered politely and correctly.

Duties and Responsibilities of INSPECTOR OF ASSESSMENT

1. The USER ID and Password allotted to the Inspector of Assessment should not be allowed to be operate by anybody else and the password shall be changed at regular intervals, ie at least once in 10 days. For any misuse of IA USER ID and password, the Inspector of Assessment concerned is fully held responsible and will be dealt with sternly for loss of organization's revenue, sensitive information/data

2) 10% of field verification of the correctness of the Assessment of Industrial and commercial services.

3) 50% of field verification of the final reading of the services remaining disconnected over three months by rotation.

- 4) Bringing the notice to the Section Office/ Rev Supervisor if any defects were noticed during the verification process by entering such defects in the defects register.
- 5) Receiving regular and Miscellaneous collections. No room shall be given for the consumers to agitate due to non-availability of personnel at the counter
- 6) Overseeing the work of Assessors in connection with assessment/ collection.
- 7) Maintaining records for the receipt of computer pre-receipt, PCB, ARC etc.
- 8) The completed PCB, ARC should be arranged to be sent back to the Revenue Branch
- 9) Attending to the consumer enquires/correspondences relating to assessment and collection, if the Revenue Supervisor post is vacant/ not posted.
- 10) The details of field verification carried out shall be recorded in the Field Verification Register every month and shall be got reviewed by the Revenue Supervisor/Section Officer every month. The register shall also be verified by the Inspecting Officers during their periodical inspections.
- 11) The IA must visit the consumer premises at least 10 days in a month to carry out their duties effectively with a motive to avoid revenue loss and to detect the shortfall of revenue.
- 12) The check reading of the services verified shall be noted in the White Meter Card available with the consumer and the same shall be cross checked with the computer reading. In case of any discrepancy found in the check reading, the same shall be brought to the notice of the Revenue Supervisor as well as the Section Officer.
- 13) The services which remain disconnected for more than 3 months shall be inspected by the Inspector of Assessment. The Revenue Supervisor/Section Officer will allocate the inspection duty on specific dates to the IA for this purpose. The inspection carried out shall be recorded in the register maintained for the purpose by the Inspector of Assessment.
- 14) The disconnected Services meter reading should be taken and to be compared with FR entered in the DC RC Register maintained in the section. (The FR should be noted before going for the inspection). If there is any further consumption of energy, then the same shall be treated under Violation/Theft of Energy as the case may be in consultation with the Section Officer/Asst. Engineer.
- 15) During the course of inspection, the Inspector of Assessment shall ascertain/notice of any other defects in the premises such as unauthorized extension of power supply/theft of energy/meter defects/no meters/misuse of energy/misuse of tariff etc. These details shall be recorded in the Inspection Register and put up for review by the Revenue Supervisor/Section Officer for taking further necessary action as per the rules in force.

16) It is the duty of the Inspector of Assessment to verify the entries made by the Assessor in the WMC such as Account Number, Consumer's Name and Address, date of reading, meter reading, consumption and assessment amount, last date of payment are available and these are all legibly recorded by the Assessor. In case of any discrepancy/omission in any entries, the same shall be brought to the notice of the Revenue Supervisor/Section Officer for rectification after proper site inspection and verification and taking necessary action against the Assessor/Assessor Gr II.

17) The Consumables Register has to be maintained by the Inspector of Assessment for maintaining the usage of revenue related stationeries such as Manual Receipt Books, Computer Receipts etc.

18) Remittance Register shall be maintained with entries such as Cash details (denominations), cheque details and collection PCB Number, Name and designation of the remitter, name of the remittance bank, signature of the remitter etc. As the Assessor collection is also available in the IA user ID, the Inspector of Assessment can also collect the CC charges from his user ID.

19) The Inspector of Assessment shall maintain the DC & RC Register in the absence of Revenue Supervisor in the format prescribed for the purpose and put up for review by the Section Officer/Asst. Engineer. The above register shall also be reviewed by the inspecting officers during their periodical inspection.

20) The Inspector of Assessment shall attend to the consumer's grievances such as wrong assessment, wrong billing, average billing etc in the absence of Revenue Supervisor. The Inspector of Assessment shall also attend to the correspondences relating to the Assessment and collection works in the absence of Revenue Supervisor.

21) In the collection centres where the ATP machines are installed, the respective section IA must coordinate with the service provider/Section Officer and sort out the problems if any raised by the Consumers and monitor performance of the service provider.

22) The Percentage variation in assessment should be watched every month. If any wide variation in assessment found out to be more than 20%, such service connections must be inspected then and there and the factual report on deviation may be recorded in the inspection register.

23) No service should be provided without meter. If any omission found out, the same should be brought to the notice to the RS/Section Officer concerned for taking remedial action to provide meters.

24) It may be ensured that whether all the welding service connections are assessed along with 15% surcharge as per rules in vogue.

25) It may be ensured whether Meter readings are uploaded from the Assessor's H.H.D. module to the main server on daily basis without fail. Ensure whether all the local server collections are updated from Local server to the Main server, after completion of collection every day without any omission .

26) Ensure whether all the new service connections are assessed or not and ensure 100% assessment every month without any omission.

27) All the L.T.meter readings should be taken through Hand held device module only. No meter reading should be entered in computer thro' "manual Entry" / "on line mode of entry", and this will reduce the consumer complaints.

28) Non CT / CT - "No assessment entry" should be watched at the end of every month without fail, in order to achieve 100% assessment without any omissions.

29) The connected load more than 25 HP service connections should be watched closely and ensure whether the provisions have been made to record the KWH reading, KVAH reading and P.F. log reading in the computer or not? If not provide, the fact may be intimated to the Section Officer / AAO/ EE concerned for taking remedial action immediately.

30) No arrears should be kept pending for a long period. If any C.C.charges found unpaid, necessary effective steps may be taken to realize such out standing amount.

31) The meter reading pertaining to the Temporary supply service connections should be entered in computer as per rules in force at present. If any lapse or omission of entry, necessary steps may be taken to rectify the backlogs.

32) "Maximum demand exceeding" service connections should be watched closely and ensure that the Charges are levied as per the supply code provisions when the consumer exceeds the maximum demand at the third and subsequent time.

33) All the Hut service connections may be inspected thoroughly and if any deviation/violation are there, the same may be categorized under appropriate billable tariff to comply with the rules and regulations at present in force through the Section Officer.

34) Audit register pertaining to the BOAB, AG, RIS may be maintained separately and necessary arrangements may be made to include and collect the said audit amount, until its clearance.

35) The capacitor compensation charges @ 10% of the CC Bills may be collected from the Consumers who have not provided the capacitors /at the adequate rating for the consumers below 25 HP .

Duties and Responsibilities of Revenue Supervisors

1. Review of consumption and energy charges as shown in the GMC (now Computer Report) are as below and ensure that there is no revenue loss to the TANGEDCO.
 - a. Industrial Services-20%
 - b. Commercial services 10%
 - c. Other services 5% by rotation.
2. Checking the daily collection made by the Assessors and Inspector of Assessment with reference to collection statement (computer generated).
3. Receiving cash from Assessors and Inspectors of Assessment daily for safe custody.
4. Remittance of cash collected by Assessors/Inspectors of Assessment promptly as per the rules in force and verification of the remittance challan.
5. Watching the cheque realization and taking follow up action for the dishonored cheques. Sending the details of dishonour of cheques to Revenue Branch after making reversal entry in the computer immediately on return of cheque by the Bank.
6. Ensuring prompt dispatch of all the Bank Remittance Challan to Revenue Branch regularly.
7. To ensure that assessment are made for all new services effected during the previous months.
8. Overseeing the work of Inspectors of Assessment and Assessors.
9. Attending consumer enquiries/correspondences relating to assessment and collection.
10. Arranging rotation of Assessors within the section to bring in to light if there is any malpractice viz, under assessment, etc .
11. To be more vigil and to ensure that no misappropriation takes place in the section.
12. Review of NIL consumption and DL cases and ensure that there is no consumption of power .
13. Review of Meter Defective cases and arrange to replace the meters early and to levy the CC charges correctly during the meter defective period.
14. Sort out the issues relating to software and hard ware of LT billing and collection in co-ordination with maintenance contractor/Manager/Computer and AE/O&M.
15. Other works instructed by the Section Officer relating to Assessment, collection and remittance.

16. Arrangement of inclusion of short assessment pointed out by the audit, APTS, etc in the consumer account (computer) and collects the amount by close follow up.

17. The genuineness of receipt cancellation like Assessor receipt cancellation, I.A. receipt cancellation should be watched closely every day, so as to avoid malpractice/loss of revenue due to TANGEDCO.

18. The Revenue Supervisor should see/ensure that the counters are opened at the right time if there are consumers or not. Similarly, the counters shall start collection works at the right time if the collection personnel is available or not.

19. In case any incumbent (Assessor/IA) is on leave, the Revenue Supervisor shall attend to the collection work without any hindrance to the assessment and collection machinery. No room shall be given for the consumers to agitate due to non-availability of personnel at the counter.

Duties and Responsibilities of ASSESSMENT OFFICER

1. Inspection of collection and camp collection centres under the control of the division and to verify the collection made and to ensure prompt remittance of collection then and there into Bank to the maximum extent possible and to ensure safe custody of balance cash if any in the section office after remittance into Bank. Checking the works of Assessor/Inspector of Assessment and Revenue Supervisor so as to ensure no leakage of revenue in that section.

2. The Inspection should be so arranged that the all the section of the division should be covered within a period of three months.

3. The inspection report should be sent to circle central office before 5th of every month.

4. To examine and submit the proposal for sanctioning of additional posts of Assessors, Inspector of assessment and Revenue Supervisor for the division.

5. To verify the correctness of the claim in respect of prorated wages by the Assessors.

6. To issue PR books, PCB, ARC after signature in the certificate and also to ensure that the PR/PCB/ARC are properly used and there is no misuse and to watch continuity at division office.

7. To attend the correspondences relating to complaints regarding Assessment and collection besides making random check of readings recorded on the White Meter Card with Green Meter Card (Computer Report).

8. Arrangement should be made to depute the Leave Reserve Assessor to the Section if the Assessor goes on leave etc.

9. To assist the Executive Engineer and Co-ordinate with Assistant Accounts Officer/Revenue Branch in all matters relating to assessment and collection.

10. To ensure 100% assessment and 100% Collection and to see that the tariff revised from time to time is implemented without fail.

11. To ensure prompt supply of collection records viz. PR book, PCB, ARC etc and stationery items to the staff to the assessment cum collection cadre at the section.

12. To watch and ensure that the services of the defaulting consumers (except Government/Local Body) are disconnected and to test check few services of higher amount of CC Charges .

13. To verify the defective meter register at the time of surprise inspection of sections and to arrange to ensure that all the defective meters are replaced within the next billing cycle and verify the correctness of the assessment in such cases.

14. The ATO must ensure that collections made by the Assessor/Inspector of Assessment in the forenoon are remitted into the Bank partly or fully on the day itself and to see that the cash is not retained in the section office except to the minimum level.

15. To verify whether the service charges are collected for the cheque dishonored cases and to verify whether CC charges are collected by way of DD or cash until restoration of cheque facility.

16. To examine and submit proposal for sanction of opening bank account for remittance of collection amount in Co-ordination with Assistant Accounts Officer/Revenue Branch.

17. To verify the correctness of assessment in respect of meter less /meter defective services. If any short levy identified that should be arranged to be included and collected in future assessments. After inspection of section office by the Assessment officer if any huge short assessment is identified by any squad ,responsibilities may be fixed on the Assessment Officer concerned.

18. If any pending Audit short levy is communicated by the Assistant Accounts Officer and Central Office, the same should be arranged to be included in the service and ensure 100% collection.

19. To verify whether proper application of tariff is made in assessment, multiplying factor/power factor compensation charges and exceeding demand are correctly applied in respect of LT CT service & 25 HP and above services.

20. Any other special work assigned by the Executive Engineer.

21. The Assessment Officers should make inspections of the sections and consumer premises frequently (minimum 15 days in a month) to avoid revenue loss to TANGEDCO.

The above duties and responsibilities may be communicated to all the Sections and divisions immediately and it must be ensured that the Staff/Officer perform their duties effectively so as to improve the revenue of the TANGEDCO .

The action taken report may be sent on or before 3/1/2012 to apprise the CMD/TG.

Sd xxxxxx

Director/ Fin/TG

To

All the Superintending Engineers of
Distribution Circles-

Copy to Chief Engineers (Distribution) for information and necessary action.
Copy to Chief Engineer/IT, Resident Audit officer, 3rd Floor, NPKRR Maaligai,
Chennai-2, CIAO, Copy to the EA/Dir/Fin/TG, Copy to EE/Dir/Dist./TG

// Forwarded by Order //

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Financial Controller/Rev

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