

No.CMD/MSEDCL/ **13811**

Date: - **3 JUN 2017**

CIRCULAR

Sub: Foremost steps to be taken to wipe out average/faulty/abnormal billings.

MSEDCL has started meter reading through Mobile App to improve the percentage of normal billing and to avoid unnecessary Average / faulty / abnormal billing to the consumers. However it is observed that the improvement in the normal billing is not upto the mark even after rigorous follow up from Head Office including CMD Office. You are well aware that billing status of consumers is linked with revenue of MSEDCL and satisfaction of consumers.

Meter reading and billing is the prime responsibility of sub-division office. The work of actual meter reading is entrusted to the private agencies. The reading taken by agency operators through mobile-App is loaded on main server. The submitted readings are made available on web console of Sub-division. The following reports are available on web console.

- 1) B 30 error report
- 2) Consumer having 1-30 consumption
- 3) Consumer having faulty meter status
- 4) Consumer having consumption greater than four times of average.
- 5) Consumer having "0" consumption
- 6) Consumer billed on average

It is expected that abnormal readings, faulty, average etc. are checked before PC processing, so that wrong bills are not generated. But it is very disturbing to note that in spite of repeated instructions, validation work is not done and abnormal bills are generated. Some consumers are even billed under faulty or average status even though their meter is working properly. Such wrong bills are not corrected years together. This not only jeopardise our revenue but also create very bad consumer relations and consumes lots of time of consumer and management in resolving their disputes.

This is unacceptable and steps shall be taken to eliminate average and faulty billing from the system. Our aim is to reach 98% normal billing within next 4 months i.e. upto Sept.2017. The involvement of section officer in the validation process is very much essential for generating correct bills. It is imperative that section officer shall have active participation in validation work on daily basis when reading of his PC is under process.

It is to be ensured that, reading of all PCs in subdivision is finalized by 25th of every month. Similarly during reading period, 5% reading shall be checked randomly by our staff to have a check on the activities of meter reader. For this purpose, staff from Division / Circle and Zone office shall be deployed.

1

Maharashtra State Electricity Distribution Co. Ltd

Prakashgad, Plot No. G-9, Bandra (E), Mumbai-400 051. ☎(P) 26474644 (O) : 26474211 • Fax : 26478672
Hongkong Bank Bldg., M.G.Road, Fort, Mumbai-400 001. ☎(P) 22619499 (O) : 22619100 • Fax : 22650741

Email: md@mahadiscom.in • Website : www.mahadiscom.in

It is noted that, meter readers are submitting faulty readings of some consumers repeatedly. The IT system shall track such meter readers through system. Similarly 'Aadhar Card' No. of all meter readers shall be incorporated in the IT system.

The action plan and various steps to be taken in the matter are enclosed herewith. It is instructed to follow the action plan scrupulously and SE's & EE's, to take monthly review of the same, so as to ensure 98% normal billing by Sept.2017.

This circular is also available on www.mahadiscom.in.


Sanjeev Kumar, IAS
CMD, MSEDCL

ACTION PLAN FOR VALIDATION WORK

- 1) Sub-Division officer should inform exact meter reading date of PC to concern section officer before 3 days in advance.
- 2) During meter reading days (which are expected to be 4-5 continuous days in a month) Section Officer shall invariably sit in Sub Division Office along with PC clerk in afternoon hours to attend validation work. During these days he should attend his routine works in morning hours.
- 3) The concern meter reader may also be called to attend validation work if required.
- 4) Section Officer is receiving billing complaints from consumer and also from higher offices. He is carrying out spot inspection of these connections. He should incorporate all spot inspection reports in validation work so that correct bill is generated through the system.
- 5) Various reports as listed in the circular are available in web console during the period of meter reading. He should attend these reports.
- 6) Check reading to be obtained wherever required through Mobile App.
For example : If validation report indicates that, Consumer is having consumption 4 times of his average consumption then consumers premises is to be visited and correctness of reading to be verified. If required, appropriate reading be fed as a check reading through Mobile App.
For obtaining the check readings the help of Line Staff may be taken.
- 7) The “skip” reading facility is now available in “Mobile App”. If Section Officer or his staff is not in a position to obtain check reading then he can use this facility and consumer will be billed on average. In next month the average billing can be corrected. This facility shall be utilized to avoid faulty status billing/excessive billing.
- 8) In most of the cases it is noticed that meter reader are recording wrong digit of meter reading thereby creating abnormal bills. Proper & logical decision needs to be taken to ensure that abnormal bills are not generated.

Meter Status & Steps to be taken for correction

Sr.No.	Meter Status	Steps to be taken by Section officer
1		<ul style="list-style-type: none"> ✓ To check whether meter is really faulty or not. ✓ If physically not found faulty, submit reading in the system for correct billing and talk to meter reading agency for not repeating mistakes. ✓ If found faulty, change the meter immediately within 15 days so in next billing cycle that meter status will not be faulty. ✓ If faulty meter are large in numbers, & cannot be replaced in 15 days, a time bound program for faulty meter replacement be prepared and to be submitted to SE O&M Circle for arranging meter along with to head quarter concerned desk. ✓ To check whether same meters are being shown faulty consistently or randomly and faulty meter reading is being used as method to reduce losses.
2	Lock	<ul style="list-style-type: none"> ✓ Visit the premises to confirm lock status and obtain reading if possible. ✓ Paste Lock notice on the door, requesting consumer to submit reading through Mobile App. ✓ Examine the possibility of shifting meter outside of premises. ✓ Take the mobile number of consumers & send SMS for self reading using mobile app.
3	Inaccessible	<ul style="list-style-type: none"> ✓ Visit consumer premises and check whether meter is really in inaccessible position. ✓ Obtain reading and feed through Mobile App. ✓ Inaccessible meter to be brought to accessible position.
4	No Meter	<ul style="list-style-type: none"> ✓ To check whether the consumer is permanently disconnected and not fed in system. ✓ To update the status in system by feeding B09 if it is found disconnected. ✓ Initiate action under section 135 if theft is observed.
5	Meter Change	<ul style="list-style-type: none"> ✓ Section officer has replaced the meter but not fed in the system. This is pure negligence in work and should be attended on priority in same billing cycle.
6	RNA	<ul style="list-style-type: none"> ✓ To ask the meter reader why the reading is not available and impose the fine if found any negligence by meter reader /agency. ✓ To ask consumer through SMS/email to submit their meter reading through Mobile i.e. Self Reading in view of RNA status to avoid Average billing.
7	RNT	<ul style="list-style-type: none"> ✓ To ask the meter reader why the reading is not taken and impose the fine if found any negligence by meter reader /agency. ✓ Obtain reading through staff through Mobile App. ✓ To ask the consumer through email /SMS to submit their meter reading through Mobile i.e. Self Reading in view of RNT status.