

Maharashtra State Electricity Distribution Co. Ltd.

Prakashgad, Plot No.G-9, Bandra (East), Mumbai – 400 051

■ (P) 26474753, (O) 26474211 / 26472131, Fax- 26472366, Website: www.mahadiscom.in

Ref. No PR-3/ General/ **No 19345**

Date: **18 JUN 2010**

COMMERCIAL CIRCULAR NO. 118

Sub: Checking of Zero, faulty & average billed consumers.

Background:

The correct / actual meter reading is the most crucial activity for MSEDCL since this decides the energy that is consumed by the consumer thereby deciding the legitimate revenue associated with it and also the losses in system. Thus, the correct / actual meter reading, correct billing and revenue realization thereof is absolutely necessary.

To counter loss of revenue due to billing system, Photo meter reading was introduced after issuing Commercial Circular No. 56 dtd. 21.06.2007 to ensure that the meter reader would actually visit the spot, take the photo which will be facsimily transferred on the bill. This methodology addressed many issues including the consumer's grievances about wrong meter reading and also ensured that every consumer was visited to obtain the photo meter reading.

As of now the work of Photometer reading is totally outsourced to agencies. It is also observed that at times in an isolated cases these outsourced agencies err deliberately or otherwise in.

- 1) Not taking photo of the meter and showing LOCK/RNA status.
- 2) Repeating the same facsimile, photo on other consumer's bills.
- 3) Taking photo in such a way that the reading is not clear.
- 4) Keeping previous and current reading same to show normal billing.

Though all above actions deserve strict action on the agency there are hardly any instances where this has happened.

As such the main purpose of photo meter reading is likely to get defeated to some extent due to the heavy dependence on outsourced photo metering agency. This is very serious issue from the point of view of credibility of MSEDCL for no fault of MSEDCL and also from the point of view of adverse financial implications due to wrong billing. All these cases need to be detected & rectified during the validation process by MSEDCL officers and billing staff.

After introduction of photo meter reading, the percentage of "Actual Reading" has not improved as expected. There are still large numbers of zero, faulty, average reading bill being issued to consumers. Hence it was absolutely necessary to have a quality counter check on meter reading agencies so as to minimize this menace. Needless to say zero, average and faulty reading questions the credibility of MSEDCL, which is governed by regulation in this behalf and also adversely affects the revenue and derails the energy accounting mechanism. Thus the zero, faulty and average meter reading has to greatly reduce to acceptable limit.

MSEDCL has taken efforts –

- 1) To reduce commercial loss.
- 2) To undertake massive theft detection drives.
- 3) To replace faulty, stop and old electromechanical meters which are more than 15 years in service.
- 4) Validation of bills regularly.
- 5) To check zero, faulty and average billed consumers regularly.

It is a constant endeavour of MSEDCL to have a proper billing system in place and to ensure the legitimate revenue, billing & realization.

To have quality supervision on the outsourced agencies by our controlling staff and quality control check on meter reading to the extent possible, the circle level Squad named as "Damini Squad" was formed to exclusively cross check the meter reading of residential and commercial consumer after the same has been done by photometer reading agency.

The overall performance of "Damini Squad" was found satisfactory with some good results as per reports submitted by Zonal Offices. In view of satisfactory performance, extension has been given to "Damini Squad" for further 3 months from April 2010 onwards.

After taking all such efforts it is observed that, billed units are not increasing. Hence the demand and repatriation is also not increasing & the same is resulting in precarious financial situation for MSEDCL. The zero, faulty and average billed consumers are still more than desirable in normal billing system.

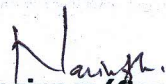
Previously in October 2009 in MD Review Meeting, Hon'ble Managing Director had instructed to check these consumers in such a way that at the end of March 2010, 90% consumers must be completed out of the list frozen for October 2009. But it is observed that, percentage of consumers billed on zero, faulty & average status are still in large quantum for the month of April 2010 & is 19.15%. Instructions regarding not to issue average bills to consumers and to replace the faulty meters on priority were already circulated to field officers. But the same is not complied with by the field staff. Hence Competent Authority has taken this issue very seriously and decided to concentrate on this issue by launching a movement to check these consumers by our regular staff including GAD & Accounts from all offices by arranging massive checking drive.

Structure and working of this team :

- 1) A team for each Section will be formed and will be headed by responsible Officer and at least one person from Technical side. The team will comprise of 2 to 3 persons. Care should be taken while selecting the members of the team. No member of team who is posted in a particular area should be sent for inspection of the same area under this movement of checking.
- 2) Staffs from Zone, Circle, Division and Sub-Division offices (GAD, Account and Technical Staff) are to be necessarily included in this work.
- 3) Damini Squad also may be engaged for this work.
- 4) Publicity that the checking drive is commencing is to be given in local newspaper. The publicity should cover the aspect that if any consumer is manipulating the readings in connivance with our staff, he should come forward at his own, otherwise action as deemed fit will be taken against him also.
- 5) A Nodal Officer should be appointed whose name and mobile number should be intimated before undertaking the drive and should be published in the local newspapers.

- 6) Faulty meters replacement should be carried out simultaneously as per availability of meters. If the meters are not available, the team shall prepare the list of all such consumers and the meters shall be replaced in time bound manner by concerned and same should be monitored by the Circle office.
- 7) The list for zero, faulty & average consumers for the month of April 2010 to be considered.
- 8) High end commercial consumers and market areas and high end residential consumers to be covered first.
- 9) The line of action to be taken in respect of each category i.e. RCI categories Zero, average & faulty is enclosed in **ANNEXURE "A"**.
- 10) Checking of all these consumers to be carried out during the period from 21st to 30th June 2010
- 11) The compliance / corrective actions should be immediately fed to IT by concerned S/Dn billing staff in the billing cycle for the month of June 2010 (including meter replacement, assessment etc.)
- 12) Program for checking of these consumers should be chalked out/ Scheduled in such a way that, at least 30% consumers of district Head Quarters/ Urban Area are checked within stipulated time.
- 13) Daily checking report should be collected & monitored by Division Office and also Circle office.
- 14) The zonal Chief Engineers should submit the report to their respective Executive Director by 03/07/2010.
- 15) The Executive Director should monitor personally and submit the consolidated report for zones under him by 07/07/2010 to the Director (Operations).
- 16) Review of this massive checking drive will be taken in the M.D. Review Meeting after 07/07/2010.

All field officers are requested to follow these instructions scrupulously. Action against responsible persons should be initiated at your level as per rules of MSEDCL.


Chief Engineer (Commercial)

To:

As per mailing list

Checking of Zero, Faulty and Average consumers

Sr. No.	Name of District H.Q./ Urban Area	Total Consumers in the month of April 2010	No. of Consumers for the month of April 2010			No. of Consumers checked during 21 st to 30 th June 10			Findings	Action taken
			Zero	Faulty	Avg.	Zero	Faulty	Avg.		

Superintending Engineer (O&M) Circle

Annexure "A"

Sr. No.	Billing Status	Probable reason/ observation	Action to be taken
1	Zero	No use i.e. meter is showing same reading	Bill is in order – to be recorded.
		Meter stop or faulty and showing same reading.	As per Commercial Circular No. 39
2	Average	Meter reader did not visit the consumer's premises	Initiate action against defaulter meter reader, take actual reading of the meter, reading to be checked for its correctness and for doubt (if any) check the meter as per standard procedure and issue the bill as per the reading to the consumer.
		Door Locked	Take necessary steps to shift the meter to avoid recurrence and take actual reading of the meter, reading to be checked for its correctness and for doubt (if any) check the meter as per standard procedure and issue the bill as per the reading to the consumer.
		Meter not available on site due to PD	Immediate reporting to be done and take necessary action for recovery of arrears (if any)
		Delay in reporting of meter replacement	Immediate reporting to be done
		Absence of any phase due to CT/ PT Faulty (in case of 3 phase CT operated meters)	Check the intactness of wiring, Check the healthiness of the CT/PT, replace faulty CT/ PT (if any) and restore healthy status of the meter and necessary assessment to be carried out.
3	Faulty	Faulty	As per Commercial Circular No. 39