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|  <p>MAHAVITARAN Maharashtra State Electricity Distribution Co. Ltd. (A Govt. of Maharashtra Undertaking) CIN: U40109MH2005SGC153645</p> | <p>Maharashtra State Electricity Distribution Company Ltd. Office of Chief Engineer (Billing & Revenue) 5th Floor, Prakashgad, Plot no. G-9, A.K.Marg, Beside Bandra Court, Bandra (E), Mumbai 400 051 Email: cebillingho@gmail.com Phone no.: 022-26474211</p> |  <p>स्वातंत्र्याचा अमृत महोत्सव</p> |
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CE/B&R/Circular/NSC Audit/01866

DATE: 17.01.2024

Circular

Subject : Onsite Audit of New Connections

Background:

Presently, LT connections are released at the section level, with data input provided by the section engineer into the NC portal. Subsequently, this information is forwarded through the system for the generation of monthly electricity bills. Notably, consumer billing is solely reliant on the input provided by the section officers/Janmitra.

Concerns Identified:

Several concerns regarding the current process of release of new service connection have been identified. The cross-verification of consumer data including consumer name, address, load, reading date and group and cross-verification of critical fields such as consumer activity, authority type are not systematically confirmed by the respective Subdivision. Improper updating of consumer activity leads to incorrect tariff application. Also, accessibility of meter for reading is not verified by concern authority. Additionally, instances have been observed where billing commences without the physical installation of meters at the site or the connection being released but not made live in the system promptly. Furthermore, issues arise with the installation of meters, including incorrect initial readings or submission of incorrect MF. Currently, cross-verification of these parameters only occurs if a consumer grievance is raised. In light of these concerns, it is imperative to conduct on-site audits of consumer installations after the release of new connections. It will help to establish a proactive approach to verify the correctness of consumer bills, preventing grievances, and enhancing the accuracy of billing..

Process of On-site Installation Audit of new connections:

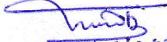
The audit of installations where a new connection is reported will be conducted by the subdivision staff. The audit will be facilitated through a mobile app. SDO (Sub-Divisional Officer) will assign NSC audit jobs through the system. The audit must be completed within one month of release of new connection.



Parameters for Verification: following parameters must be diligently verified during the on-site installation audit after the connection is "sent to billing" by the concerned Section Engineer:

- Verify whether the connection is physically released.
- Confirm the accessibility of the meter for reading.
- Confirm the accuracy of the name and address as per the application.
- Check for any PD connection with arrears on the premises and provide details if applicable.
- Verify consumer activity/tariff.
- Confirm the load associated with the connection.
- Validate the correctness of the reading date/reading cluster.

The audit of the first bill for consumers is mandatory, and the guidelines outlined in this circular must be meticulously followed. This is essential to issue correct bills to consumers, mitigate consumer grievances and enhance the efficiency of normal billing processes, thereby safeguarding the company's revenue. Any deviations detected during the audit must be reviewed, and corrective measures should be taken immediately to ensure the correctness of billing. All supervisory officers of Division, Circle, and Zone should monthly monitor the process and ensure effective implementation in true spirit.


17/01/2024

Chief Engineer (B&R)

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