

Executive Summary

WAPDA Commercial Procedures Manual is in vogue in all Ex-WAPDA DISCOs (DISCOs) since long and at present DISCOs are using the 6th edition of WAPDA Commercial Procedures Manual. Although the WAPDA was unbundled yet the Commercial Procedures Manual and Commercial Procedures Formats have remained in use of the DISCOs and the same were not submitted to the Authority for approval by the DISCOs. The Authority was established under section 3 of the Regulation of the Generation, Transmission and Distribution of Electric Power Act 1997 to regulate the power sector in Pakistan. The section 7(6) of the NEPRA Act requires the Authority to protect the interest of the consumers, therefore, the Authority felt that the Commercial Procedures which has connection with the consumers must have approval of the Authority and the same should be given the status of an Applicable Document like Consumer Service Manual. Therefore on directions of the Authority, all the DISCOs submitted the Commercial Procedures to the Authority for approval. The Authority constituted a Commercial Procedures Review Committee comprising of NEPRA Professionals to review the Commercial Procedures and bring it in conformity with NEPRA Act, rules, regulations and applicable documents including Consumer Service Manual. Accordingly, the Committee has reviewed the Commercial Procedures Manual and Commercial Procedures Formats. The members of the Committee also had discussions and meetings with officers of various DISCOs dealing on commercial side. From various changes, some of the changing are highlighted as under:

- i) The WAPDA Commercial Procedures was originally developed for 11/0.4 kV system whereas presently the DISCOs have control of 132 kV system as well therefore changing/amendments have been incorporated in the draft Commercial Procedures keeping in view this aspect.
- ii) The WAPDA Commercial Procedures was developed keeping in view that GM (CS), GM (Operation) and MD (T&G) were based at WAPDA House Lahore but after creation of DISCOs these officers have no responsibility with regard to commercial process of DISCOs. Accordingly, changing/amendments in the draft Commercial Procedures have been incorporated for DISCOs. Also the word WAPDA appearing in the Commercial Procedure everywhere has been replaced with DISCO/Company in the draft Commercial Procedure.
- iii) In the WAPDA Commercial Procedures there was mention of Level-1 for model Divisions under USAID as per which Revenue Officers were designated as Customer Services Officers, but now the same does not exist anymore therefore, this has been eliminated in the draft Commercial Procedures and necessary changes in this regard have been made in the draft Commercial Procedures.
- iv) Application and Agreement Form has been changed into Application Form.
- v) It was observed that some provisions of the Abridge Conditions of Supply (CP-02) were inconsistent with NEPRA Consumer Eligibility Criteria 2003, therefore the same

has been abolished in the draft Commercial Procedure and it has been replaced with Power Supply Contract Form (CP-04).

- vi) Documents required for new connection have been made in line with the requirements of Consumer Service Manual.
- vii) Time period for issuance of demand notice and energization of connection after payment of demand notice has been amended in accordance with NEPRA Performance Standards (Distribution) Rules, 2005. Further, previously the concerned SDO was responsible but in draft Commercial Procedure the concerned XEN/Deputy Manager (Operation) has also been made responsible in case of delay in process of provision of connection in his office.
- viii) The categories of consumers have also been revised as per rule 4(c) of NEPRA Performance Standards (Distribution) Rules, 2005.
- ix) The load sanctioning authority has been changed as per the categories of consumers given in NEPRA Performance Standards (Distribution) Rules, 2005. For example, in the WAPDA Commercial Procedures, the SDO was authorized to sanction only general consumers up to 15 kW load whereas in the draft Commercial Procedures, SDO/ Assistant Manager (Operation) has been empowered to sanction connections of all categories up to 15 kW load.
- x) Disconnection procedure and disconnection notice have been amended and brought in conformance with Consumer Service Manual. In WAPDA Commercial Procedures, upon disconnection of supply, the material was required to be returned to store immediately through Material Return Note whereas in the draft Commercial Procedures, upon disconnection, the removed material has to be kept in the Sub Division for 365 days disconnection as per the provisions of Consumer Service Manual.
- xi) Reconnection procedure has been amended and brought in conformity with Consumer Service Manual. In WAPDA Commercial Procedures, there was no mention of security deposit/updation of security deposit whereas in the draft Commercial Procedures, the mechanism for payment/updation of security deposit has been provided in accordance with the provisions of Consumer Service Manual.
- xii) In the WAPDA Commercial Procedures, the responsibility of Executive Engineer/Deputy Manager (Operation) and Superintending Engineer/Manager (Operation) were to check permanently disconnected premises having arrears of Rs.5,000/- and above but in the draft Commercial Procedure, the limit has been extended to Rs.50,000/- and Rs.100,000/- for Executive Engineer/Deputy Manager (Operation) and Superintending Engineer/Manager (Operation) respectively.
- xiii) Previously meters were installed inside the premises and the Commercial Procedures formats were designed accordingly. Now as per the provisions of Consumer Service



Manual, the meters are required to be installed at consumer premises (outside), therefore now there is no situation of locked premises as such certain amendments have been made in the Commercial Procedure Manual and Commercial Procedures Formats.

- xiv) Earlier Personal Computers (PCs) were not common, therefore there was mentioning of "where PC is available" in the WAPDA Commercial Procedure, but now computers are commonly available in all the offices of DISCOs therefore, this condition has been deleted and changes have been made in the draft Commercial Procedure accordingly.
- xv) Previously the electricity bills were paid in banks and post offices but now modern techniques for payment of electricity bills also exist in the form of ATM Cards, NADRA Kiosk, Easy Paisa etc. Therefore, necessary amendments have been made in the draft Commercial Procedures.

During the review of the Commercial Procedures it was observed that some of the formats which were not in use but their serial numbers appeared in the book, therefore all the formats have been renumbered. The detail is as under:

Contents Check List		List of Forms
Form No. (Old)	Form No. (New)	Form Title
CP-01	CP-01	Register of Application and Power Supply Contract (PSC) Form
CP-01A	CP-02	Movement Sheet of Application
CP-03	CP-03	Application Form
Nil	CP-04	Power Supply Contract Form
CP-04	CP-05	Sub-Divisional Office Service Connection Register
CP-04A	CP-06	Priority Register
CP-04B	CP-07	Detail of Capital Contributions paid by Consumers during the Month
CP-04C	CP-08	List of Cancelled Demand Notices
CP-05	CP-09	Service Estimate and Justification Form
CP-05B	CP-10	Load Feasibility Proforma
CP-05C	CP-11	Service Cost Estimate & Cost Summary
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CP-12	CP-23	Meter Reading Record (MDI Connections)
CP-12A	CP-24	Meter Reading percentage Check Register (meant for XEN/DM (O), SE/Mgr. (O))
CP-13	CP-25	Consumer Statistics
CP-13A	CP-26	Statement Showing Prompt Billing of New Connections
CP-14	CP-27	Temporary Disconnection Order
CP-15	CP-28	Sub-Divisional Office Temporary Disconnection Order Register
CP-16	CP-29	Disconnection Order (To Remove Equipment)
CP-17	CP-30	Sub-Divisional Office Disconnection Order Register (Disconnection on Consumers Request)
CP-17A	CP-31	Register of Permanently Disconnected Defaulters
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CP-19	CP-33	Sub-Divisional Office Reconnection Application Register
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CP-21	CP-35	Meter Reading List – General Consumers
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The Draft Commercial Procedure along with Commercial Procedure Formats are placed on the website of the Authority for information and comments of the general public and all stakeholders within a period of 30 days.



COMMERCIAL PROCEDURES

(Computer Billing)

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Reference Instructions

- 1.1 The Distribution Company Manager Commercial reports to the Customer Service Director of the Company and has the following duties:-
- Advising Chief Executive Officer of the Company on all commercial policies and other matters including billing and consumer records procedures.
 - Exercising functional control over all commercial matters in Divisional and Revenue/CS Offices and Sub-Divisional Offices i.e. Electricity Connections, Disconnections, Reconnections and consumers complaints.
 - Receiving independent reports from Revenue Officer/AM (CS) and SDOs/AM (O) on the commercial activities undertaken by them. Comparing and scrutinizing these and taking action where necessary in conjunction with the Chief Executive Officer of the Company, including disciplinary action.
 - Settling consumer's disputes involving technical, commercial and tariff considerations.
- 1.2 Customer Service Director reports to the CEO of the DISCOs and has following duties:
- Advising the CEO of the Company on all commercial matters including billing and consumers record procedures.
 - Liaison with Company's Manager Commercial concerning commercial policies and objectives.
 - Monitoring Company's commercial achievements against budget.
- 1.3 The Revenue Officer/AM (CS) reports functionally direct to DM (CS)/DCM, the Manager (Commercial) and Finance Director of DISCO as required, but administratively reports to the Executive Engineer/Deputy Manager (O) at Division. The Circle DCM reports functionally direct to Company's Manager Commercial but administratively reports to Superintending Engineer/Manager (O).
- The Revenue Officer/AM (CS) is responsible for:-
- Implementing in conjunction with the Executive Engineer/Deputy Manager, the commercial policies laid down from time to time by the Company.
 - Efficient application of billing and collection procedures.

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Reference Instructions

- Advising on non-technical, commercial and billing matters arising in the Division.
- Liaisoning with SDOs/AM (O) on meter readings, new connections, disconnections, reconnections and bill corrections.
- Keeping the XEN/DM (O), SE/Manager (O) and the Company's Manager Commercial informed of the activities undertaken by the SDOs/AM (O) for effecting connections, disconnections and reconnections independently through formal periodic reports and returns.

1.4 The Revenue/CS Office is headed by the Revenue Officer/AM (CS) and is organized in Sections as shown in the chart at Appendix-1. The main sections are as under:-

Customer's Accounts Section, headed by the Divisional Accounts Officer responsible for writing up the cash book, reconciliation of the weekly bank statements with the cash books, reconciliation of debtors control accounts. The Divisional Accounts Officer also has responsibility for accounting matters under procedures laid down in the Divisional Accounting Manual.

General Section, headed by the Commercial Superintendent responsible for receiving duplicate copies of certain specified application forms and other connection documents from the Sub-Divisional Offices, maintaining connection application registers and files for each consumer.

Billing Control Section, under a Supervisor, responsible for controlling meter reading and advices to Computer Centre and ensuring that billing is correct, carrying out adjustments to incorrect bills, issuing disconnection notices, preparing certain management reports and statistics, bill dispatch.

Debtors Control Section, under a Supervisor, responsible for controlling the computer prepared debtors ledgers balancing ledgers, carrying out debt recovery action debtors control reports and statistics.

Computer Section, headed by the Supervisor PC is responsible for receiving the data its timely processing, producing the outputs and retaining necessary records.

COMMERCIAL PROCEDURES MANUAL

Title	General Description	Code	Page
Section	Commercial Organization	CP-GD	3 of 6

Reference Instructions

1.5 The Sub-Divisional Office as shown in the chart at Appendix-II will be headed by the Sub-Divisional Officer/AM (O) and will comprise of the following main sections each under a Supervisor. There will also be a small general section under a Sub-Divisional Clerk to deal with the general correspondence and administration:

- Connection Section, responsible for registering the prospective consumers applications, assessing the technical aspects of the applications, processing the connection documents, maintaining service connection registers, checking the electrical measurement book, and submitting periodic reports and return to SDO/AM (O) and Revenue Officer/AM (CS) and maintaining consumers individual files.
- Disconnection and Reconnection Section, responsible for executing disconnection and reconnection orders received from Revenue Officer/AM (CS) and meter change orders. Submitting periodic reports to SDO/AM (O), Revenue Officer/AM (CS) indicating the number of disconnection and reconnection orders received and executed and the reasons for non-execution, if necessary.
- Complaints and Maintenance Sections are responsible for registering and attending to the consumer complaints and maintaining the supply lines according to the maintenance programme. Submitting periodic reports to the SDO/AM (O) and XEN/DM (O) indicating the number of complaints received, nature of the complaints, and the defects removed and reasons for non-removal of the defects (if any).
- Meter Reading Section, responsible for maintaining meter reading records and carrying out meter reading programmes, advising the Revenue Officer/AM (CS) of the readings on meter reading forwarding lists, examining enquiries concerned with functioning of meters and inaccuracy of meter reading, and submitting reports on line losses to XEN/DM (O) and Revenue Officer/AM (CS).



COMMERCIAL PROCEDURES MANUAL

Title	General Description	Code	Page
Section	Purpose of Manual	CP-GD	4 of 6

Reference Instructions

- 1.6 Neither the Divisional nor Sub-Divisional Officers/AM (O) have any discretionary powers in commercial matters. These are only required to effect speedy connections, billing, disconnections, reconnections, meter changes and meter readings, and to look into the technical aspects of consumer's complaint, in accordance with functional responsibilities delegated to them from time to time.
- 1.7 To ensure that the Revenue/CS Office and the Sub-Divisional Offices operate at a high level of efficiency, the XEN/DM (O) at Division is responsible for maintaining an adequate system of communication between all offices. He will prepare a communication plan to ensure that maximum use is made of available transport both internal and external.
- 1.8 In the sections of this manual relating to the Sub-Divisional Office where reference is made to Line Superintendent but there is no such established post then the specific instructions will relate to the Section Supervisor. If the instructions are originated from the Supervisor then he will carry it out himself.



COMMERCIAL PROCEDURES MANUAL

Title	General Description	Code	Page
Section	Purpose of Manual	CP-GD	5 of 6

Reference Instructions

2. The Commercial Procedures Manual specifies the procedures and formats to be used by the Revenue/CS Offices, Sub-Divisional Offices and Divisional Offices for:

- Application Form
- Power Supply Contract Form
- Billing
- Bill Adjustment
- Bill Collection
- Debtors Control
- Disconnection
- Application for Reconnection
- Financial Reporting

The manual also specifies the main control requirements to be applied in a Computer Centre where billing is processed.

- 2.1 These procedures will be strictly enforced and only the official formats will be used.
- 2.2 Each page in the manual is coded and numbered. The "contents check list", CP CCL, lists all sections, appendices and formats.
- 2.3 Each section contains its own general system description.

COMMERCIAL PROCEDURES MANUAL

Title	General Description	Code	Page
Section	Amendment to the Manual	CP-GD	6 of 6

Reference Instructions

3. Amendments to the manual will be authorized only by the competent authority.
 - 3.1 The Customer Services Director will notify amendments by preparing and issuing new sheets or substitution sheets, or issuing minor amendments in writing to all holders of the manual.
 - 3.2 All holders of the billing manual will add the new sheets, or replace existing sheets or handwritten minor amendments to record each amendment. Removed sheets will not be destroyed but will be retained in a file in the order of their amendment serial number.
 - 3.3 The "edition date" is the date from which the procedure or revised procedure is in force.
 - 3.4 All amendments will be issued under serially numbered instructions so that all holders of the manual can ensure that they receive each amendment.

COMPANY /CIRCLE /DIVISIONAL /SUB-DIVISIONAL OFFICE

Procedure Section Designation	Issue of Application Form General Sub-Divisional Clerk	Code CP-01	Page 1 of 2
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Reference General System Description

1. Available free of cost from Sub-Divisional Office General Section and may be downloaded from company's website.
- 1.2 A photocopy of Application Form (CP Form-03) and Power Supply Contract Form (CP Form 04) is also allowed. The prospective consumer submits CP Form-03 along with the following supporting documents to the concerned office:
 - Ownership proof of the premises where connection is required.
 - An affidavit from the owner of the premises to the effect that no connection existed previously at the premises for which connection is applied for and that the shall pay to the DISCO any outstanding dues in respect of any previous connection which existed at the premises is question, if noticed thereafter.
 - "No Objection Certificate" from the landlord (if the applicant is a tenant along with landlord's proof of ownership and affidavit mentioned above).
 - Attested copies of Computerized National Identity Cards of the applicant and two witnesses.
 - The power of attorney (in case of a company), in favour of the applicant to the effect the applicant is authorized to sign the application and execute agreement on behalf of the Company along with Memorandum and Articles of Association of the Company.
 - Available site plan Industry/premises where connection is required.
 - In case of change of name/reconnection/extension or reduction of load, a certificate from the Revenue/CS Office of the DISCO to the effect that no areas are outstanding against the premises along with proof of ownership/NOC.
 - Any other information (if required) by the Company for connections above 11 kV as per requirements of the Distribution Code and the Grid Code (wherever applicable).
- 1.3 Company/Circle/Division/Sub-Division maintains a "Register of Application Form" to record the receipts and issues of the Application Forms.

Note:

Whenever Sub-Divisional Clerk goes out of office or is on leave, the SDO/AM (O) shall make alternate arrangement to record the receipts and issues of the CP Form-03.

COMPANY /CIRCLE /DIVISIONAL /SUB-DIVISIONAL OFFICE

Procedure Section Designation	Issue of Application Form General Sub-Divisional Clerk	Code CP-01	Page 2 of 2
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Reference General System Description

2. At the beginning of the month, update the Application Form Register (CP Form-01).
- 2.1 On receipt and issue of Application Form (CP Form-03) and Power Supply Contract Form (CP Form-04), update the Application Form Register (CP Form-01).
- 2.2 At the end of the month, obtain signature of SDO/AM (O) in token of his check.

FOR COMPANY, CIRCLE AND DIVISION

3. CP Form-01 will also be maintained in Company /Circle /Division observing procedures at paras 2 to 2.2.

COMPANY /CIRCLE /DIVISIONAL /SUB-DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/ Extension of Load	Code	Page
		CP-02	1 of 88

Reference General System Description

1. 1.1 For processing applications for new connections, these are divided into following five categories:-

CATEGORY-1

For supply at voltage level upto 400 V and load upto 15 kW.

CATEGORY-2

For supply at voltage level upto 400 V and load above 15 kW but not exceeding 70 kW.

CATEGORY-3

For supply at voltage level upto 400 V and load above 70 kW but exceeding 500 kW.

CATEGORY-4

For supply at voltage level 11kV or 33 kV and load above 500 kW but exceeding 5000 kW.

CATEGORY-5

For supply at voltage level 66 kV and above for all loads.

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COMPANY /CIRCLE /DIVISIONAL /SUB-DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/ Extension of Load	Code CP-02	Page 2 of 88
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Reference General System Description

The CP Form-03 duly completed is received in Company/Circle/Divisional/Sub-Divisional Office along with the supporting documents (CP Code-01, para 1.2). Concerned Office examines each application to decide whether a connection can be given in accordance with the standing instructions issued from time to time. If a connection cannot be given, the Application Form is returned to the applicant with the reasons clearly stated on the form. If a connection is feasible, the application is accepted for processing and signed on behalf of the Company by an official of the concerned office and acknowledgement is given to the applicant. Time schedule for various steps for processing new connections applications of different categories as mentioned above is as under:-

CATEGORY 1

Sr. No.	Description	Time
1	Registration of application in the Sub-Division	1 (Same Day)
2	Visit to site for feasibility and survey	3
3	Preparation of service cost estimate	2
4	Approval of service cost estimate	2
5	Issue of Demand Notice for capital cost and for security deposit	2
6	Verification of test report	4
7	Issue of Service Connection Order	3
8	Approval of Store Requisition	3
9	Issue of material from concerned store	5
10	Installation of connection at site	5
		30

Note for SDO/AM (O):

1. Whenever SDO/AM (O) goes out of office, he shall make alternate arrangements by deputing any Supervisor to attend the prospective consumers in his absence and arrange prompt registration of applications on their first visit.
2. Sub-Divisional Officer/AM (O) shall ensure that movement sheet CP Form-02 is invariably attached with file of prospective consumer and will exercise due vigilance that the connection documents have been processed in accordance with the prescribed time schedule. In case of lapses, he shall initiate disciplinary action against the official responsible under intimation to concerned Executive Engineer/DM (O).

COMPANY /CIRCLE /DIVISIONAL /SUB-DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/ Extension of Load	Code	Page
		CP-02	3 of 88

Reference General System Description

Sr. No.	Description	Authority Category-2	Days	Authority Category-3	Days	Authority Category-4	Days
1	Registration of Application	XEN/DM (O)	1	Head Draftsman Office of SE/Mgr. (O)	1	Mgr. (P&E)	1
2	Visit to site for technical feasibility and Survey	-do-	4	SE/Mgr. (O)	4	-do-	8
3	Preparation of estimate	-do-	2	-do-	2	-do-	14
4	Approval of connection	-do-	4	-do-	4	Chief Executive Officer	4
5	Issue of demand notices	-do-	4	-do-	4	Mgr. (P&E)	3
6	Verification of Test Reports	SDO/AM (O)	4	XEN/DM (O)	4	XEN/DM (O)	6
7	Issue of SCO/Work Order/Instructions	XEN/DM (O)	3	SE/Mgr (O)	2	Mgr. (P&E)	3
8	Approval of store requisition/Issue of material and execution of work order/installation of service	-do-	15	PD (Constr.), XEN/DM (O)	45	PD (Constr.), XEN/DM (O)	52
9	Installation of metering equipments	XEN/DM (O), SDO/AM (O), SDO/AM (M&T)	7	XEN/DM (O), SDO/AM (O), SDO/AM (M&T)	7	SE/Mgr. (O), XEN/DM (M&T), XEN/DM (O)	15
			53		73		106

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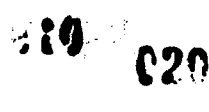
COMPANY /CIRCLE /DIVISIONAL /SUB-DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/ Extension of Load	Code	Page
		CP-02	4 of 88

Reference General System Description

CATEGORY-5

Sr. No.	Description (1)	Responsibility (2)	Days (3)
1.	Registration of application	Mgr. (P&E)	2
2.	Visit to site for Technical feasibility and Survey 66 kV, 132 kV 220 kV	CE (T&G) Office of CEO Office of MD, NTDC	14
3.	Preparation of estimate and vetting	-do-	14
4.	Approval of Connection	BOD	12
5.	Issue of Demand Notices	Chief Executive Officer	3
6.	Verification of Test Reports	Manager (P&E)	10
7.	Issue of SCO/ Work Order/ Instructions	- Chief Executive Officer - CE (T&G) - PD (GSC)	11
8.	Approval of Store requisition /Issue of material and execution of work order/Installation of service	PD (GSC)	400
9.	Installation of metering equipment	SE/Manager (O), XEN/DM (P&I), XEN/DM (M&T), XEN/DM (T&I)	30
			496

COMPANY /CIRCLE /DIVISIONAL /SUB-DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/ Extension of Load	Code	Page
		CP-02	5 of 88

Reference General System Description

- 1.2 A separate service connection register is maintained for each Tariff to register the application received indicating the seniority position of the application.
- 1.3 Acknowledged copy of the application duly stamped and signed on behalf of Company indicating the registration number of the application is returned to the applicant.
- 1.4 Copies of all the applications are sent to the Revenue/CS Office General Section on the day following registration.
- 1.5 An official of the concerned office visits the premises and prepares a service cost estimate and justification form detailing the connection cost calculation, load proforma, assessed load, tariff applicable, feeder and existing meter number (if any), cost to be paid and the security to be deposited by the applicant.

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COMPANY /CIRCLE /DIVISIONAL /SUB-DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/ Extension of Load	Code	Page
		CP-02	6 of 88

Reference General System Description

- 1.6 The application form along with the service cost estimate and justification form is sent to the competent authority for approval. Power for sanctioning load (Including Extension /Reduction in load) are as under:-

CATEGORY OF CONSUMERS

**SANCTIONING
AUTHORITY**

CATEGORY-1

For supply at voltage level upto 400 V and load upto 15 kW.

SDO/AM (O)

CATEGORY-2

For supply at voltage level upto 400 V and load above 15 kW but not exceeding 70 kW.

XEN/DM (O)

CATEGORY-3

For supply at voltage level upto 400 V and load above 70 kW but exceeding 500 kW.

SE/Mgr. (O)

CATEGORY-4

For supply at voltage level 11kV or 33 kV and load above 500 kW but exceeding 5000 kW.

CEO

CATEGORY-5

For supply at voltage level 66 kV and above for all loads.

BOD



COMPANY /CIRCLE /DIVISIONAL /SUB-DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/ Extension of Load	Code	Page
		CP-02	7 of 88

Reference General System Description

- 1.7 After the application has been approved, separate Demand Notices are issued to the applicant, indicating the cost of connection and the Security Deposit to be paid by him, and the period within which payment is to be made. Recovery of capital cost is specified by the Company from time to time.
- 1.8 Duplicate copies of all Demand Notices are sent to the Revenue/CS Office.
- 1.9 When the Demand Notices have been paid and the Wiring Contractor's Test Report has been received, the site is once again visited by the Connection Section Supervisor or SDO/AM (O) or XEN/DM (O) or Manager (P&E) for verification of the test report after which a service connection order is prepared and issued.
- 1.10 A new priority number is given to each application after the Demand Notices have been paid allocating the final priority of connection in the order in which payment has been received.
- 1.11 Stores requisitions are prepared in quadruplicate for material required individually for each Service Connection Order. The materials are issued from the concerned Stores in advance on the basis of these requisitions. A copy of the requisition is attached to the Service Connection Order.
- 1.12 After the connection has been made, the Connection Date, Meter No., Reference No., initial reading of the meter, multiplying factor (if any) and CT ratio are entered in Service Connection Order. The copy of stores requisition is compared with the Electrical Measurement Book to check that materials drawn and installed are in accordance with the usage. A duplicate copy of Service Connection Order is sent to the Revenue/AM Office together with a copy of the abstract page (Par – D) of the Service Estimate and Justification Form and copy of stores requisition.
- 1.13 The Company /Circle /Division /Sub-Division maintain a file for each application which after connection becomes the individual consumer's file. Individual consumers files are held in consumer number order.

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COMPANY /CIRCLE /DIVISIONAL /SUB-DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/ Extension of Load (Category-1)	Code	Page
		CP-02	8 of 88

Reference General System Description

The consumer's reference number is as follows:-

--	Batch No.	2 Digits
--	Province	1 Digit
--	DISCO	1 Digit
--	Circle	1 Digit
--	Division	1 Digit
--	Sub-Division	1 Digit
--	Account Number	5 Digits
--	Supplementary Account Number	2 Digits
	Total	<u>14 Digits</u>

- 1.14 The use of the Supplementary Account Number ensures that the consumers meter reading walk-order has the minimum disturbance, when numbers of new consumers are inserted.
- 1.15 The detailed instructions on the application of the reference number are given in Appendix-III.
- 1.16 Changes of Tariff, load, meter and service rent, multiplying factor etc are advised by the competent authority on a separate Change Notification Form.

[Handwritten signature]

024

SUB-DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/ Extension of Load (Category-1)	Code	Page
Section Designation	Connection Senior Clerk	CP-02	9 of 88

Reference Instructions

2. Receive an Application Form (CP-03), from the applicant properly filled in and signed along with.
- Ownership proof of the premises where connection is required.
 - An affidavit from the owner of the premises to the effect that no connection existed previously at the premises for which connection is applied for and that the shall pay to the DISCO any outstanding dues in respect of any previous connection which existed at the premises is question, if noticed thereafter.
 - "No Objection Certificate" from the landlord (if the applicant is a tenant along with landlord's proof of ownership and affidavit mentioned above).
 - Attested copies of Computerized National Identity Cards of the applicant and two witnesses.
 - The power of attorney (in case of a company), in favour of the applicant to the effect the applicant is authorized to sign the application and execute agreement on behalf of the Company along with Memorandum and Articles of Association of the Company.
 - Available site plan Industry/premises where connection is required.
 - In case of change of name/reconnection/extension or reduction of load, a certificate from the Revenue/CS Office of the DISCO to the effect that no areas are outstanding against the premises along with proof of ownership/NOC.

Note: The consumer desiring for reduction/extension of load will submit his request on the prescribed application form (CP Form-143) or (CP Form-144) as the case may be, which will be processed in accordance with the procedure prescribed for the new connection.

025

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SUB-DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/ Extension of Load (Category-1)	Code	Page
Section Designation	Connection Senior Clerk	CP-02	10 of 88

Reference Instructions

- 2.1 Obtain Sub-Divisional Office Service Connection Register (CP Form-05) for appropriate tariff and fill in columns 1, 3 and 4 to 8.

Note:

- i) Applications for temporary general connections will be entered in CP Form-05 to be maintained separately for Tariff E-1.
- ii) Temporary connection may be installed out of turn to regular connections.

- 2.2 Enter on the copy of Application Form (CP Form-03) at relevant places:

- Date of application received.
- Date of Registration.
- Register's Serial Number.
- Tariff applicable.

- 2.3 Complete detachable counterfoil of CP Form-03 entering tariff applicable in the space and deliver a copy to the applicant.

- 2.4 Send copy of CP Form-03 to Revenue/CS Office and Company's Computer Centre not later than the following day. (CP Code-08/2 and CP Code-(02/22.1).

- 2.5 Send CP Form-03 along with supporting documents to Connection Section Supervisor (Para-2.6).

SUB-DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/ Extension of Load (Category-1) Connection	Code	Page
Section Designation	Connection Section Supervisor	CP-02	11 of 88

Reference Instructions

- 2.6 Receive CP Form-03 of the application along with the supporting documents from the Senior Clerk (Para 2.5).
- 2.7 Examine the application and decide within 3 days from the date of Registration of Application whether the connection can be given or not in accordance with the standing instructions issued from time to time by the Authority.

If the connection cannot be given, fill in relevant portion of application.

"NOT ACCEPTED"

And give reasons for non acceptance on the application and in the Service Connection Register held by the Senior Clerk Connection Section against relevant entry under his dated signature.

- Obtain the signature of SDO/AM (O) on CP Form-03 and against relevant entry in Service Connection Register. File CP Form-03 in "Application Not Accepted File" and return copy of CP Form-03 along with supporting documents to the applicant.
- Send intimation of rejection of application(s) for new connection at the end of each week through CP Form-75 (Advice to Company's Computer Centre and Revenue/CS Office of rejection of application for new connection).
- If the connection can be given, fill relevant portion and enter on the Application Form.

"ACCEPTED FOR PROCESSING"

- Sign on CP Form-03 obtain signature of SDO/AM (O) and send to the Senior Clerk along with supporting documents.

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SUB-DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/ Extension of Load (Category-1)	Code	Page
Section Designation	Connection Senior Clerk	CP-02	12 of 88

Reference Instructions

- 2.8 Receive "Accepted" CP Form-03 along with supporting documents from the Connection Section Supervisor. Send copy of CP Form-03 back to the applicant.
- 2.9 Open new file for the individual applicant and file CP Form-03 in it.
3. Prepare the Service Estimate and Justification Form (CP Form-09). Fill in Part-A.
- 3.1 Issue the form to the Connection Section Supervisor on the 4th day after date of registration for completion of Parts A-1 to A-4.B and C of CP Form-09 (Para 3.3).
- 3.2 Record date of issue in column-10 of Service Connection Register (CP Form-05).

SUB-DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/ Extension of Load (Category-1) Connection	Code	Page
Section Designation	Connection Section Supervisor	CP-02	13 of 88

Reference Instructions

- 3.3 Receive from the Senior Clerk the Service Estimate and Justification Form (Para 3.1).
- 3.4 Visit the premises prepare a sketch /diagram indicating the propose service line and fill in Parts A-1 to A-4, B and C of CP Form-09, allocate Consumer's Reference Number and return the form to the Senior Clerk (Para 3.5).

Note for Connection Section Supervisor

- 1) Connection Section Supervisor should fill in Part-B (Load Proforma) in conjunction with line Superintendent Maintenance and obtain his signature on the load proforma in token of having done so.
- 2) Connection Section Supervisor must satisfy himself that there existed no connection(s) in the relevant premises against which Company dues are outstanding.
- 3) In case there existed connection(s) primarily he shall intimate Reference Number(s) of Disconnected premises to the Supervisor Disconnection and Reconnection Section for ascertaining the outstanding dues.

Note for LS Incharge Disconnection and Reconnection Section:

Intimate outstanding dues to Connection Section Supervisor and append dated signature on CP Form-03.



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029

SUB-DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/ Extension of Load (Category-1) Connection	Code	Page
Section Designation	Senior Clerk	CP-02	14 of 88

Reference Instructions

- 3.5 Receive back Service Cost Estimate and Justification Form from Connection Section Supervisor (Para 3.4), check calculation of the Service Cost Estimate, and summary (Part-C).
- 3.6 File the completed Service Cost Estimate and Justification Form in the applicant's file and send the file to the Connection Section Supervisor (Para 4).

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SUB-DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/ Extension of Load (Category-1) Connection	Code	Page
Section Designation	Connection Section Supervisor	CP-02	15 of 88

Reference Instructions

4. Receive the consumer's file from the Senior Clerk (Para 3.6).
- 4.1 Check that the Service Cost Estimate and Justification Form CP Form-09 has been properly filled in.
- 4.2 Fill in Part-D of CP Form-09.
- 4.3 Work out justification or otherwise on Part-D of CP Form-09 in accordance with standing instructions.
- 4.4 Initial the Service Cost Estimate.
- 4.5 Pass the customer's file to the SDO/AM (O) for approval (Para-5).

031

SUB-DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/ Extension of Load (Category-1) Connection	Code	Page
Section Designation	Sub-Divisional Officer/Assistant Manager (Operation)	CP-02	16 of 88

Reference Instructions

5. Receive from the Connection Section Supervisor the applicant's file (Para 4.5), containing.
 - Application Form, along with other prescribed documents (CP Code-01, para 1.2).
 - Service Cost Estimate and Justification Form (CP Form-09).
- 5.1 Check that all Forms are properly completed.
- 5.2 Approve the Service Cost Estimate and Justification Form (CP Form-09) signing the appropriate box in Part-D. Also sign relevant part of CP Form-03. If the approval is conditional, state the condition.
- 5.3 Pass the applicant's file to Senior Clerk.

SUB-DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/ Extension of Load (Category-1) Connection	Code	Page
Section Designation	Senior Clerk	CP-02	17 of 88

Reference Instructions

- 5.4 Receive back the applicant's file from SDO/AM (O), after his approval, fill in columns 9, 11, 12 and 13 on Service Connection Register from Service Cost Estimate and Justification Form and pass the applicant's file to the Connection Section Supervisor (Para-6).

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SUB-DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/ Extension of Load (Category-1) Connection	Code	Page
Section Designation	Connection Section Supervisor	CP-02	18 of 88

Reference Instructions

6. Receive the consumer's file from the Senior Clerk after relevant particulars of the Service Estimate and justification Form approval by the SDO/AM (O) have been entered in Service Connection Register (Para 5.3).
- 6.1 In conjunction with the Meter Reading Section Supervisor, check that Applicant's Account Number allocated by him is correct.
- 6.2 Prepare Demand Notice for Service Connection Cost (CP Form-13) in quadruplicate and for Security Deposit CP Form-14 in triplicate from the Service Estimate and justification Form filling in all prescribed data.

Note:

- i) In case of Demand Notice for Service Connection Cost, indicate office address of XEN/DM (O) and RO/AM (CS) concerned on all the copies.
 - ii) The grace period of compliance of Demand Notice will be given (in case of all categories of connections) as one month. The Demand Notice will be automatically cancelled and prospective consumer will lose its right of connection, if the compliance regarding payment of Security Deposit and other charges along with Submission of Test Report is not made within one month of issue of the Demand Notice.
- 6.3 Obtain stamp and signature of SDO/AM (O) on Demand Notice CP Form-13 and CP Form-14.
 - 6.4 Pass on all copies of Demand Notice and the applicant's file to the Senior Clerk (Para 7.0).

SUB-DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/ Extension of Load (Category-1) Connection	Code	Page
Section Designation	Senior Clerk	CP-02	19 of 88

Reference Instructions

7. Receive from Connection Section Supervisor four copies of signed Demand Notice for Service Connection Cost and three copies for Security Deposit along with applicant's file. Allocate Demand Notice serial number to CP Form-13 and CP Form-14 on calendar year basis (starting from 1st January each year).

Note:

- i) Demand Notice Number for Service Connection Cost and Security Deposit will be the same with the distinction of work "C" and "S" respectively added on the right hand side of the Demand Notice e.g. 2124 C for Service Connection Cost and 2124 S for Security Deposit.
 - ii) The Demand Notice Number should first be entered in column-3 of Demand Notice Register (CP Form-67) then entered on CP Form-13 and CP Form-14).
- 7.1 Fill in column-15 to 20 on Service Connection Register from the Demand Notice. Separate line should be used for Service Connection Cost and Security Deposit.
- 7.2 Enter details of Demand Notice in columns No. 1, 2, 3, 4 to 8 of CP Form-67 completing all appropriate columns. Separate line is to be used for Service Connection Cost and Security Deposit.

Note for SDO/AM (O):

- i) Check all entries of Demand Notice for Service Connection Cost to the Demand Notices Register (CP Form-67). Check 20% of all Demand Notice to the Service Estimate and justification Form. Take corrective action where necessary sign against each item checked in column-11 of the Register.
- ii) Detach perforated slip (for use by Computer Centre) from top copy of CP Form-13. Send top copy of Demand Notice for Service Connection Cost (CP Form-13) to the applicant by Registered Post and 2nd copy to the Revenue/AM (CS) Office and 3rd copy to the Executive Engineer/DM (O). File 4th copy in applicant's file.
- iii) Detach perforated slip (for use by Computer Centre) from top copy of CP Form-13. Send top copy of Demand Notice for Security Deposit (CP Form-14) to the applicant by Registered Post and 2nd copy to the Revenue/CS Office General Section (See CP Code-08/3) File 3rd copy in the Consumer's File.
- iv) Enter Serial No. and date of postal receipt in Column-9 of register (CP Form-67), sign in column-10. File postal receipt in applicant's file.

SUB-DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/ Extension of Load (Category-1) Connection	Code	Page
Section Designation	Senior Clerk	CP-02	20 of 88

Reference Instructions

- v) Send perforated slips mentioned in Para 7.2 (ii) and (iii) to Company's Computer Centre at the end of each week (Para 22.3).
- 7.3
- i) Receive 3rd copy of Demand Notice from XEN/DM (O) (Para-23.15 (ii)).
 - ii) Open individual Applicants File and place the same in it.
 - iii) Receive applicant's acceptance counterfoils of Demand Notice and duplicate scrolls from bank.
- 7.4
- Check the counterfoil with the scrolls. Complete columns 21 and 22 of the Service Connection Register (CP Fprm-05). Enter payment details on Demand Notices SDO/AM (O) copy. File the counterfoils in the applicant's file.
- 7.5
- Allocate a new priority number of the application in tariff-wise priority register (CP Form-06) on the basis of the sequence in which the payment has been made. Also complete remaining columns of priority register. Enter priority number in Column-2 of Service Connection Register. Exhibit Tariff-wise priority list on the Notice Board.
- 7.6
- At the end of each week prepare details of paid Demand Notices on the following proforma in triplicate:

SUB-DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/ Extension of Load (Category-1) Connection	Code	Page
Section Designation	Senior Clerk	CP-02	21 of 88

Reference Instructions

DETAIL OF PAID DEMAND NOTICES FOR THE WEEK ENDING _____

Sr. No.	Application Form No.	Application Registration No. Date	Demand Notice No.	Amount Paid		Date of Payment		Priority No.
				Service Connection Cost	Security Deposit	Service Connection Cost	Security Deposit	

Send top copy to Company's Computer Centre, 2nd copy to XEN/DM (O) and place third copy in a file to be maintained on yearly basis (Para 21 & 22.4)

Note:

- i) If the last day of the month is not at the end of a week, last weekly input of the month will be prepared as if it were the end of the week and sent to Company's Computer Centre on the 1st of next month.
- ii) Computer Centre will also process the data and produce outputs on the same lines.

Note for Connection Section Supervisor:

At the end of the month, prepare details of paid Demand Notices for Service Connection cost in each month on CP Form-07 (Detail of capital contribution paid by consumers during the month), in duplicate. Obtain signature of SDO/AM (O) on CP Form-07 and send top copy to the Executive Engineer/DM (O). Place 2nd copy of CP Form-07 in a file to be maintained.

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SUB-DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/ Extension of Load (Category-1) Connection	Code	Page
Section Designation	Senior Clerk	CP-02	22 of 88

Reference Instructions

- 7.7 Cancel Demand Notice where payment has not been made and or test report not received within grace period.
- 7.8 Mark off cancelled Demand Notices for Service Connection Cost and Security Deposit on CP Form-05 and CP Form-67.
- 7.9 On the first day of each month check Service Connection Register and prepare lists of cancelled Demand Notices for Service Connection Costs and Security Deposit on CP Form-08 (List of cancelled Demand Notices) in quadruplicate. Pass lists to SDO/AM (O) for signature and send top copy to Executive Engineer/DM (O) (Para-19.8), 2nd copy to RO/AM (CS) (CP Code-08/5) and third copy to Company's Computer Centre (Para-22.4). Retain fourth copy and place in file list of canceled Demand Notices.
- 7.10 Receive from the applicant, Wiring Contractor's Test Report (CP Form-15).
- 7.11 Complete columns 23 and 24 on Service Connection Register.
- 7.12 Pass on the Wiring Contractors Test Report (CP Form-15) along with the Applicant's File to the Connection Section Supervisor (Para 8.0). Complete Column 25 of CP Form-05.

SUB-DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/ Extension of Load (Category-1) Connection	Code	Page
Section Designation	Connection Section Supervisor	CP-02	23 of 88

Reference Instructions

8. Receive from the Senior Clerk the Wiring Contractor's Test Report (CP Form-15) (Para 7.12). Examine the Test Report to ensure that it is complete. If not completed properly, return it to applicant.
 - 8.1 Where Test Report is found properly completed visit the premises and complete test as specified. Enter result on Form, sign. Form and return it along with Applicant's File to Senior Clerk (Para 9.0).

SUB-DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/ Extension of Load (Category-1) Connection	Code	Page
Section Designation	Senior Clerk	CP-02	24 of 88

Reference Instructions

9. Receive from Connection Section Supervisor, Wiring Contractor's Test report (CP Form-15) (Para 8.1). Complete Columns 26 and 27 on Service Connection Register (CP Form-05).
 - 9.1 File the Test Report in Consumer's File.
 - 9.2 Prepare a Service Connection Order (CP Form-16) in duplicate taking into account the priorities. Enter serial number in columns 28 and 29 of the Service Connection Register. Pass Service Connection Order (CP Form-16) to Connection Section Supervisor along with the Applicant's File (Para 10.0).

SUB-DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/ Extension of Load (Category-1) Connection	Code	Page
Section Designation	Connection Section Supervisor	CP-02	25 of 88

Reference Instructions

10. Receive from the Senior Clerk, the Service Connection Order (CP Form-16) prepared in duplicate, along with the consumer's file (Para 9.2).
 - 10.1 Check all the documents in the file and make sure that all the formalities for giving the connection have been complied with.
 - 10.2 Initial both copies of Service Connection Order (CP Form-16) and pass it along with the applicant's file to the SDO/AM (O) for authorizing the connection (Para 10.3).

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SUB-DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/ Extension of Load (Category-1) Connection	Code	Page
Section Designation	Sub-Divisional Officer/Assistant Manager (Operation)	CP-02	26 of 88

Reference Instructions

- 10.3 Receive from the Connection Section Supervisor, two copies of Service Connection Order (CP Form-11) along with Applicant's File (Para 10.2).
- 10.4 Check that both copies are initialed by the Connection Section Supervisor.
- 10.5 Sign both copies of the Service Connection Order, thereby authorizing the connection.
- 10.6 Send both copies of the Service Connection Order to the Connection Section Senior Clerk along with Applicant's File (Para 10.7).

SUB-DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/ Extension of Load (Category-1) Connection	Code	Page
Section Designation	Senior Clerk	CP-02	27 of 88

Reference Instructions

- 10.7 Receive the Applicant's File and both copies of Service Connection Order (CP Form-16) from SDO/AM (O), duly authorized (Para 10.6). Complete column No. 30 on Service Connection Register (CP Form-05).
- 10.8 Pass both copies of Service Connection Order (CP Form-16) to Connection Section Supervisor along with the Applicant's File (Para 11.0).

SUB-DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/ Extension of Load (Category-1) Connection	Code	Page
Section Designation	Connection Section Supervisor	CP-02	28 of 88

Reference Instructions

11. Receive from the Senior Clerk two copies of the Service Connection Order (CP Form-16) along with the applicant's file (Para 10.8).
 - 11.1 Prepare stores requisition in quadruplicate for all materials required in advance of requirement and in accordance with connection programme.
 - 11.2 In accordance with the procedures for obtaining materials from stores, batch together all the stores requisitions for materials for materials, to be drawn for the defined period. Send batch of requisitions and the relevant Service Connection Orders (CP Form-16) to SDO/AM (O) along with Applicant's File (Para 11.3).

SUB-DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/ Extension of Load (Category-1) Connection	Code	Page
Section Designation	Sub-Divisional Officer/Assistant Manager (Operation)	CP-02	29 of 88

Reference Instructions

- 11.3 Receive batches of stores requisition for required connection materials along with the relevant Service Connection Orders (CP Form-16) and Applicant's Files from Connection Section Supervisor (Para 11.2).

Check that all the four copies of the stores requisitions are properly prepared.

- 11.4 Check one-fourth of all the requisitions including all important items of remaining requisitions with the Service Estimate and make sure that requisitions have been prepared on the basis of approved Service Estimates and approved Service Connection Orders (CP Form-16).

- 11.5 Approve and sign all requisitions which are in order.

- 11.6 Send the approved stores requisitions and Service Connection Orders (CP Form-16) along with the Applicant's Files to Connection Section Supervisor for collection of materials (Para 12.0).

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SUB-DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/ Extension of Load (Category-1) Connection	Code	Page
Section Designation	Connection Section Supervisor	CP-02	30 of 88

Reference Instructions

12. Receive from SDO/AM (O), approved stores requisitions and related Service Connection Orders (CP Form-16) along with Applicant's Files (Para 11.6)

- 12.1 Take a batch of approved stores requisitions (four copies for each connection) after a determined period to the Executive Engineer/DM (O) personally and obtain his permission for issue of material from the store. (Certain specified materials may require the approval of the XEN/DM (O)).

Note for XEN/DM (O):

Executive Engineer/DM (O) will ensure through the Divisional Accounts Officer that payment of Service Connection Cost has been received from the prospective consumer before allowing permission for issue of material from Store.

- 12.2 Deliver all copies of stores requisitions duly approved for issue by the SDO/AM (O) and XEN/DM (O) (where required) to the Store Keeper or Store Incharge who will retain two copies and return the remaining two copies to the Connection Section Supervisor along with material for each connection.

- 12.3 After the material has been received, transport it to the Sub-Division.

Note: The entries regarding meters received will be recorded in CP Form-76.

- 12.4 Attach a copy of the stores requisition to each of the two copies of Service Connection Order (CP Form-16).

- 12.5 Before effecting connection, ensure that the actual material agrees with the estimate shown in Applicant's File. If actual is greater than estimate, arrange for revision of estimate, issue additional Demand Notice and suspend installation of connection, till compliance of additional Demand Notice.

Note for SDO/AM (O):

He will personally ensure that revised estimate has been prepared correctly and signed by Connection Section Supervisor.

- 12.6 Obtain a consumer's Meter Reading Card (CP Form-18).

SUB-DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/ Extension of Load (Category-1) Connection	Code	Page
Section Designation	Connection Section Supervisor	CP-02	31 of 88

Reference Instructions

- 12.7 i) Effect each connection, observing usual formalities. Ensure proper functioning of meter. Fill in all the columns of Service Connection Order. Also complete CP Form-138 (in duplicate) in respect of Street Light Connection and attach the same with Service Connection Order.
- ii) Hand over consumer's Meter Reading Card (CP Form-18) to the consumer after filling in all necessary columns and signature on CP Form-16 against the specified space. Arrange filling of receipt in consumers file with Senior Clerk Connection Section.
- iii) Record Measurements of the installed materials in Electrical Measurement Book (CP Form-20), completing all columns at the site.
- 12.8 Sign both copies of completed Service Connection Order. Pass daily both copies along with stores requisition and CP Form-138 (in respect of Street Light Connection) attached, to Senior Clerk (See CP Code-02/13).
- 12.9 Send Electrical Measurement Book (CP Form-20) at the close of the month to Senior Clerk (See CP Code-02/13.6).
- 12.10 Pass on the applicant's File to the Senior Clerk (See CP Code-02/13).

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SUB-DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/ Extension of Load (Category-1) Connection	Code	Page
Section Designation	Senior Clerk	CP-02	32 of 88

Reference Instructions

13. Receive the Applicant's File from Connection Section Supervisor (See CP Code-02/12.10).
- Receive both copies of Service Connection Order along with CP Form-140 and store requisition from the Connection Section Supervisor (See CP Code-02/12.8).
- 13.1 Enter on the Service Connection Register (CP Form-05):
- Column 31 load connected (kW).
 - Column 32 date of connection.
 - Column 33 Meter Number.
 - Column 34 Reference Number.
- 13.2 Take second copy of Part-D of the Service Estimate and Justification Form (CP Form-09) from the Applicant's File and attach 2nd copy of Service Connection Order to it. (These are the Revenue/CS Office copies).
- 13.3 Prepare Meter Reading Record (CP Form-21) enter date of preparation of Meter Reading Record in Column 35 of Service Connection Register (CP Form-05).
- 13.4 File top copy of Service Connection Order (CP Form-16) in Applicant's File.
- 13.5 Pass Service Connection Register (CP Form-05) along with Applicant's file Meter Reading Record (CP-21) and Revenue/CS Office, copies of Part-D of Service Estimate and Justification Form (CP Form-09) and Service Connection Order (CP Form-16) to Section Supervisor.
- 13.6 Receive Electrical Measurement Book (CP Form-20) (Para 12.9) and pass to SDO/AM (O), during first week of every month (See CP Code-02/14.6).

SUB-DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/ Extension of Load (Category-1) Connection	Code	Page
Section Designation	Connection Section Supervisor	CP-02	33 of 88

Reference Instructions

- 13.7 Receive from Senior Clerk the Service Connection Register along with Consumer's File, Meter Reading Record and the Revenue/CS Office copies of Service Estimate and justification Form, Store Requisition and Service Connection Order along with CP Form-138 (in respect of Street Light Connection).
- 13.8 Check that the data in Meter Reading Record and CP Form-138 (in respect of Street Light Connection), is in accordance with information available on the various documents in the Applicant's File and the Service Connection Register. Sign Column 37 on Service Connection Register.
- 13.9 Pass Applicant's File, Meter Reading Record (CP Form-21) Service Connection Register (CP Form-05) and Revenue/CS Office copies to SDO/AM (O).

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SUB-DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/ Extension of Load (Category-1) Connection	Code	Page
Section Designation	Sub-Divisional Officer/Assistant Manager (Operation)	CP-02	34 of 88

Reference Instructions

14. i) Receive from Connection Section Supervisor Applicant's File Meter Reading Record, Service Connection Register and Revenue/CS Office Copies of Service Estimate and justification Form and Service Connection Order along with CP Form-138 (in respect of Street Light Connection).
- ii) Receive from XEN/DM (O) or SE/Manager (O) or Company Head Quarter attested photo copies of SCOs (CP Form-16) (along with Meter Reading, Record CP Form-23 from XEN/DM (O) only). (Para 23.32, 24.32, 25.32 and 26.32).
- iii) Hand over SCOs (CP Form-16) to Senior Clerk Connection Section (Para 16).
- iiii) Retain CP Form-23 for Recording Meter Readings.
- 14.1 Check that Meter Reading Record has been prepared correctly and that the other documents and the Service Connection Register (CP Form-05) are correct.
- 14.2 Sign columns – 38 on Service Connection Register (CP Form-05).
- 14.3 Send Meter Reading Record (CP Form-21) to Meter Reading Section Supervisor the same day for supplies other than MDI (over 25 kW). Retain MDI sheets for readings to be taken by Senior Officers.
- 14.4 Send Revenue/CS Office copies of Part-D of Service Estimate and justification Form, Service Connection Order and attached Store Requisition and CP Form-138 (in respect of Street Light Connection) to Revenue Officer/AM (CS) daily (CP Code-08/6). Complete columns – 36 in Service Connection Register.

Note for SDO/AM (O):

- On each morning SDO/AM (O) will personally ensure that Service Connection Orders along with Part-D of Service Estimate and justification Form and Store Requisition along with CP Form-138 (in respect of Street Light Connection) in respect of all new connections installed on previous day have been dispatched to Revenue Officer/AM (CS).
- 14.5 Send the Applicant's File and the Service Connection Register (CP Form-05) to the Senior Clerk.
- 14.6 Receive the Electrical Measurement Book (CP Form-20) from Senior Clerk during first week of each month (Para 13.6).

SUB-DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/ Extension of Load (Category-1) Connection	Code	Page
Section Designation	Sub-Divisional Officer/Assistant Manager (Operation)	CP-02	35 of 88

Reference Instructions

- 14.7 Carry out percentage check of material installed at site and record entry in the Electrical Measurement Book (CP Form-20) in accordance with prevailing instructions. Return EMB (CP Form-20) to Connection Section Supervisor.

Note: For the cases involving fixed cost of connection, the EMB shall be forwarded to XEN/DM (O) for his prescribed check.

15. Tariff and other changes are dealt with by the SDO/AM (O) arising out of requests from consumer or from reports by Meter Readers and Line Superintendents.

- 15.1 Receive request or report for change, obtain approval of competent authority.

- 15.2 Prepare CP Form-65 (advice of tariff / other changes) in triplicate and distribute copies as follows:

Top copy- Revenue Officer/AM (CS)	(CP Code-08/6)
2 nd copy-Connection Section Supervisor	(CP Code-02/15.3)
3 rd copy-Meter Reading Supervisor	(CP Code-02/15.6)

Note for SDO/AM (O):

Receive CP Form-65 from XEN/DM (O) or SE/Manager (O) (Para 23.40, 24.40). Arrange entry of changes on CP Form-23.

SUB-DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/ Extension of Load (Category-1) Connection	Code	Page
Section Designation	Connection Section Supervisor	CP-02	36 of 88

Reference Instructions

- 15.3 Receive CP Form-65 (Copy-2) from SDO/AM (O) (Para 15.2). Enter tariff changes in the appropriate columns of Service Connection Register i.e.
- Entry in the register for the new tariff with all details.
 - Cross reference above mentioned details in remarks column, with the original entry in the register of the former tariff.
- 15.4 Enter all other changes in the appropriate columns of Service Connection Register (CP Form-05).
- 15.5 File CP Form-65 in Applicant's File.

SUB-DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/ Extension of Load (Category-1) Connection	Code	Page
Section Designation	Meter Reading Section Supervisor	CP-02	37 of 88

Reference Instructions

15.6 Receive CP Form-65 (Copy-3) from SDO/AM (O) (Para – 15.2).

15.7 Amend / Change details on Meter Reading Record File CP Form-65.

053.

SUB-DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/ Extension of Load (Category-1) Connection	Code	Page
Section Designation	Senior Clerk	CP-02	38 of 88

Reference Instructions

16. i) Receive form SDO/AM (O), the Applicant's File and the Service Connection Register (CP Form-05).
- ii) Receive from SDO/AM (O) attested photo copies of SCOs (CP Form-16) (Para – 14) (iii) and file in the individual Applicant's File.

- 16.1 At the end of each week, prepare list of connections installed on the following proforma in triplicate:

Sr. No.	Application No.	Registration Date	Reference No.	Tariff
1	2	3	4	5

- 16.2 Distribute copies of above list as follows:-

- Top copy to Company's Computer Centre (Para 22.5)
- 2nd copy to Executive Engineer/DM (O) (Para 21.1)
- Retain 3rd copy in the file to be maintained on yearly basis.

- 16.3 At the end of the month (after obtaining the required information from the Disconnection and Reconnection Section Supervisor) prepare CP Form-25 completing Section A to D.

- 16.4 Prepare list of connections installed during the month on (CP Form-26) in duplicate.

- 16.5 Receive 2nd copy of CP Form-26 from XEN/DM (O) or SE/Mgr. (O) or Chief Executive Officer (Paras 23.37, 24.37, 25.37 and 26.37). Prepare CP Form-25 (6 copies) and pass the same to SDO/AM (O) along with (CP Form-26) in duplicate (Para – 17).

SUB-DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/ Extension of Load (Category-1) Connection	Code	Page
Section Designation	Sub-Divisional Officer/Assistant Manager (Operation)	CP-02	39 of 88

Reference Instructions

17. At the end of the month receive CP Form-25 (6 copies) and CP Form-26 (2 copies) from Connection Section Senior Clerk (Para 16.5). Check that CP Form-25 and CP Form-26 have been correctly prepared and number of connections installed is the same in both the Formats.
- 17.1 Sign the CP Form-25 and distribute as follows:-
- RO/AM (CS) 2 copies (CP Code-16/2)
XEN/DM (O) 1 copy
SE/Manager (O) 1 copy
Company's Manager Commercial /Customer Services 1 copy.
- 17.2 Sign CP Form-26 and send top copy to RO/AM (CS) (CP Code-16/2). Place 6th copy of CP Form-25 and 2nd copy of CP Form-26 in a file to be maintained on yearly basis.
- 17.3 Examine critically the weekly and monthly outputs (Para – 22.7). Take remedial measures to rectify the omissions /short comings within 3 days from the date of receipt of outputs.
- 17.4 Receive one copy of Master File from Commercial Superintendent (CP Code-10/6.5) for office record.

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SUB-DIVISIONAL OFFICE

Procedure	Collection – Demand Notices of Service Connection Cost	Code	Page
Office	Bank	CP-02	40 of 88

Reference Instructions

18. Receive from the payer, the Demand Notice along with the cash or pay order (Cheques other than from Government Departments are not accepted).
- 18.1 Acknowledge receipt by stamping the Demand Notices and the two counterfoils paid and writing the amount paid in words as well as figures. Sign Demand Notices and the counterfoils in token of receipt of payment.
- 18.2 Detach the two counterfoils from the Demand Notices and give the Demand Notices to the payer.
- 18.3 Prepare separate bank scrolls in respect of payments by cash and crossed cheques in triplicate and enter on the scroll.

A – Demand Notice Number

B – Reference Number

C – Name

D – Amount

All scrolls will be serially numbered on monthly basis.

Note: Payment received through crossed cheques drawn on other than the receiving bank branches will be entered on a separate scroll sheet giving heading "Payments Received Through Cheques Sent for Clearance of Proceeds." Separate scroll for cheques should always bear the last serial number of the day.

- 18.4 At the end of each day.

Add scroll, enter total and stamp the scroll.

- 18.5 Send top copy of the scroll along with one counterfoil of Demand Notices to Executive Engineer/DM (O) and 2nd copy along with 2nd counterfoil (applicant's reply) to:-

- i) SDO/AM (O) in case of Demand Notices issued by SDO/AM (O) or XEN/DM (O). (Para 23.16)
- ii) SE/Manager (O) in case of Demand Notices issued by SE/Manager (O) (Para 24.16)
- iii) Chief Executive Officer of case in Demand Notices issued by Chief Executive Officer (Paras 25.16 & 26.16)

SUB-DIVISIONAL OFFICE

Procedure	Collection – Demand Notices of Service Connection Cost	Code	Page
Office	Bank	CP-02	41 of 88

Reference Instructions

- 18.6 At the end of each week and the last working day of the month, remit the total of collections to the company's account at the designated local head office.
- 18.7 Prepare a bank statement at the end of each week and last working day of the month (in triplicate). Send first copy to the Executive Engineer/DM (O) 2nd copy to the Finance Director and retain 3rd copy in the Bank.

DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load Connection	Code	Page
Section	Divisional Accounts Officer in the office of		
Designation	Executive Officer/Deputy Manager (Operation)	CP-02	42 of 88

Reference Instructions

19. Receive 3rd copy of Demand Notice for Service Connection Cost from SDO/AM (O), SE/Manager (O) and Manager(P&E) (CP Code-02/7.2) (ii), 24-15 (ii), 25-15 (i) and 26-15 (i). Enter Demand Notice particulars in Columns 1 to 6 of Divisional Office Demand Notice Register (CP Form-68). File in "Awaiting Payment File", keeping a separate section for each month.

Note: Separate register CP Form-68 and Awaiting Payment File in Sub-Division, Division, Circle and DISCO will be maintained.

- 19.1 Receive bank scrolls and supporting Demand Notice counterfoils from Bank.
- 19.2 Check serial No. to ensure that all scrolls have been received.
- 19.3 Check bank scroll to supporting counterfoils and check addition of the bank scrolls.
- 19.4 Correct the scrolls where necessary. Prepare Query letter (CP Form-50) and send top copy to the Manager of the bank branch. File 2nd copy in bank Query letter file.
- 19.5 Enter the scrolls in the Demand Notice Cash Book (by bank branches) (CP Form-56). Enter payment details in Columns 7 and 8 CP Form-68, comparing that the amount deposited by the applicant is equal to the amount in the Demand Notice. In case of difference, take immediate remedial action through XEN/DM (O). Remove paid Demand Notices from "Awaiting Payment File" and place in "paid Demand Notice File" also enter payment details on Demand Notice and sign in token of having done needful.

Note: Separate CP Form-56 (Billing Cash Book by Bank Branches – Demand Notices) will be maintained for each bank branch designated for collection of Service Connection Cost on the basis of Demand Notices issued by each Sub-Division, Operation Division, Circle Office and Company Office respectively.

- 19.6 File Bank Scrolls and supporting counterfoils in scroll sequence in a Bank Branch wise file to be maintained for each month.
- 19.7 From the Bank scrolls and counterfoils available in the file for scrolls, prepare an abstract to obtain the following analysis at the end of the each month:
- Service Connection Cost for General Connections.
 - Service Connection Cost for Industrial Connections.
 - Service Connection Cost Agricultural Connections.
 - Service Connection Cost for any other Connection.

DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load Connection	Code	Page
Section Designation	Divisional Accounts Officer in the Office of Executive Engineer/Deputy Manager (Operation)	CP-02	43 of 88

Reference Instructions

Check that Abstract total agrees with the totals of Billing Cash Book for Demand Notices (CP Form-56). In the event of difference, check the entries in (CP Form-56) and on the Bank Scrolls /Abstract until reconciliation has been reached.

- 19.8 (i) At the end of the month, receive details of Paid Demand Notices for Service Connection Cost (CP Form-07) from SDOs/AM (O), SE/Mgr. (O) and Chief Executive Officer (Paras 7.6, 23.20, 24.20, 25.20 and 26.20). Reconcile payments received as per information received from Sub-Divisional Offices/Circle/Company with those mentioned in abstract vide Para 19.7 and those mentioned in CP Form-56 (CP Code-2/19.1). Also ensure that monthly list of Paid Demand Notices, is in conformity with the weekly lists of Paid Demand Notices received by Head Draftsman at Para 21. In case of variation, initiate remedial measures.
- (ii) At the end of the month, receive list of cancelled Demand Notices (CP Form-08) from SDOs/Circle/Company (Para 7.9, 24.23, 25.23 and 26.23). Remove Cancelled Demand Notices from "Awaiting Payment File". Stamps cancelled and file in "Cancelled Demand Notices" file.
- 19.9 Receive weekly bank statements from the Bank Branches (CP Code-02/18.7), check it with the Billing Cash Book for Demand Notices and also ensure that collection received each week is remitted promptly. In case of any delay, take up with the Bank and pursue till the remittance is made.

DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load Connection	Code	Page
Section Designation	Divisional Accounts Officer in the Office of Executive Engineer/Deputy Manager (Operation)	CP-02	44 of 88

Reference Instructions

19.10 At the end of the month, receive monthly Bank Statement. Carry out Bank Reconciliation as under:-

- a) Check Scrolls (CP Form-44) total from Bank Statement to the Demand Notices Cash Book (CP Form-56), marking each checked item with tick (✓) enter any difference between amount on statement and in Cash Book and advise the bank to make correction in statement if the Cash Book is proved correct.
- b) Mark O/S against any unmatched item in Cash Book and Bank Statement.
- c) Balance the Billing Cash Book for Demand Notices as under:-
 - Total collection for the month.
 - Add balance from previous month.
 - Deduct remittance during the month.
 - Balance at the end of the month.

19.11 Prepare reconciliation in duplicate for each branch on CP Form-53 (Bank Reconciliation of collection of Service Connection Cost Demand Notices) as follows:-

A-Cash Book Abstract:

1. Obtain this figure from last month's reconciliation statement.
2. Total of "Service Connections Cost" from CP Form-56 (Demand Notices Cash Book).
3. Total of 1 and 2.
4. Total of weekly remittances from bank statements.
5. 3-4 (Equal Balance in Cash Book).

B-Bank Statement:

1. Balance shown on the bank statement.
2. Scroll marked "O/S" in the cash book (not shown in the bank statement).
3. Scroll marked "O/S" in the bank statement (not in the cash book).

DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load Connection	Code	Page
Section Designation	Divisional Accounts Officer in the Office of Executive Engineer/Deputy Manager (Operation)	CP-02	45 of 88

Reference Instructions

4. Adjustment in the cash book not yet cleared on the bank statement.
5. $1 + 2 - 3 + \text{or} - 4$

If item, A5 and item B5 do not agree, record reasons for the difference on CP Form-53 and take the necessary steps to correct all errors. Also take action to get the bank to clear all outstanding items at B2 and B4. Ensure that outstanding items at B3 have been received and entered in the cash book for the current month. If not clear with the bank and obtain scroll or make copies of all missing items.

- 19.12 Obtain signature of Executive Engineer/DM (O) and send one copy to the Finance Director along with monthly account.

Note: Executive Engineer/DM (O) is responsible for ensuring correct bank reconciliation. He will therefore take action to correct the errors which give rise to the differences on CP Form-53, before the next statement is due.

- 19.13 Prepare Bank Head Office collection and remittances summary in duplicate for each Bank of CP Form-55 from each Bank Branch Demand Notice Cash Book. On this summary underline with red ink all items of collection which have not been remitted in accordance with standing instructions.

- 19.14 Obtain signature of XEN/DM (O) on CP Form-55. Send top copy to Company's Finance Director along with monthly account.

- 19.15 At the end of each month, prepare ledger posting summary for (Demand Notice Cash Book) for posting into the General Ledger for incorporation in the monthly account.

Note: This procedure is the same as laid down in the Divisional Accounting Manual (Section D-A 2/3).

DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load	Code	Page
Section	Connection		
Designation	Executive Engineer/Deputy Manager (Operation)	CP-02	46 of 88

Reference Instructions

20. Each month check 10% entries of Demand Notices in each Sub-Division for Service Connection Cost to the Demand Notice Register (CP Form-67). Check all charges over Rs.50,000/- as per Demand Notices and the Demand Notice Register with the Service Estimate and Justification Form, the Electrical Measurement Book and the Stores Requisitions
- 20.1 Take action in all cases where there are doubts regarding the correctness of the charges. Sign the Demand Notice Register against all items checked in Column 12.
- 20.2 Ensure by examination of Demand Notice Register that the SDO/AM (O) has carried out his required check of Demand Notices for Service Connection Cost.

DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load	Code	Page
Section	Connection		
Designation	Head Draftsman of Division	CP-02	47 of 88

Reference Instructions

21. Receive weekly detail of Paid Demand Notices from SDOs/AM (O), SE/Manager (O), Chief Executive Officer (Paras 7.6, 24.19, 25.19 and 26.19).
- 21.1 Receive weekly 2nd copy of list of connections installed from the SDOs/AM (O), SE/Mgr. (O), Chief Executive Officer (Paras 16.2, 24.36, 25.36 and 26.36).

Note for XEN/DM (O):

He shall arrange checking of weekly list of connections installed with the Revenue/CS Office Record to ensure that billing has been started in each case.

COMPANY'S COMPUTER OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load	Code	Page
Section Designation	Connection Manager (MIS)	CP-02	48 of 88

Reference Instructions

22. Receive CP Form -03 from the applicant (Paras 2, 2.00 and 2.4).
- 22.1 Receive CP Form-03 from the SDOs/AM (O), XENs/DM (O), SEs/Manager (O) on daily basis (Paras 24.00, 23.4, 24.4, 25.4 and 26.4).
- 22.2 Receive CP Form-75 (Advice to Company's Computer and RO/AM (CS) of rejection of applications for new connection (Para 2.7, 23.7, 24.7, 25.7 and 26.7).
- 22.3 Receive perforated slip of CP Form-13 and CP Form-14 (Para 7.2 (V), 23.15 (V) 24.15 (V), 25.15 (IV) and 26.15 (V).
- 22.4 Receive weekly detail of paid Demand Notice from SDOs/AM (O), XENs/DM (O), SEs/Manager (O) and Chief Executive Officer (Para 7.6, 23.19, 24.19, 25.19 and 26.19).
Receive 3rd copy of list of cancelled Demand Notices (paras 7.9, 23.23, 24.23, 25.23 and 26.23).
- 22.5 Receive weekly top copy of list of connections installed from SDOs/AM (O), XENs/DM (O), SEs/Manager (O) and Chief Executive Officer (Paras 16.2, 23.36, 24.36, 25.36 and 26.36).
- 22.6 Arrange processing of data mentioned in paras 22 to 22.5 and produce within three days of expiry of week/month (as the case may be), the following outputs (two copies for each Company/Circle/Division/Sub-Division).
- i) Weekly reports showing application not registered by the Company/Circle/Division/Sub-Divisional Offices along with reasons.
 - ii) Weekly reports showing applications where Demand Notices have not been issued within prescribed period along with reasons.
 - iii) Weekly statement showing Demand Notices issue out of turn along with reasons.
 - iv) Weekly reports showing applications where Demand Notices have been issued but payments not received within grace period.
 - v) Weekly reports showing applications where Demand Notices have been paid but connections not installed within prescribed period along with reasons.
 - vi) Monthly Reports of Demand Notices issued during the month.
 - vii) Monthly Reports of Demand Notices paid during the month.
 - viii) Monthly reports showing previous progressive pending applications on the 1st day of the month, applications registered during the month, Demand Notices cancelled during the month, Connections installed during the month and remaining progressive pending applications at the end of month.
 - ix) Monthly reports of connections installed out of turn.

COMPANY'S COMPUTER CENTRE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load	Code	Page
Section Designation	Connection Manager (MIS)	CP-02	49 of 88

Reference Instructions

22.7 Distribute copies of outputs mentioned in Para 22.6 as under:

- One copy to Chief Executive Officer
- One copy to SE/Manager (O)
- One copy to XEN/DM (O)
- One copy to SDO/AM (O)

Note for Chief Executive Officer, SE/Manager (O), XEN/DM (O) and SDO/AM (O):

- i). They shall scrutinize out puts and take corrective action, under intimation to Computer Centre.
 - ii). They shall examine the reports critically and take corrective action. They shall also record action taken on every output before placing the same in proper file, to be maintained separately for every type of output.
- 22.8 i). At the end of month, intimate the number of cases of each Sub-Division /Division /Circle and Company in respect of following categories to the SEs/Manager (O), Chief Executive Officer:-
- Applications not registered by the CEO, SEs/M (O), XENs/DM (O) and SDOs/AM (O).
 - Applications where Demand Notices have not been issued within prescribed period.
 - Demand Notices issued out of turn.
 - Demand Notices, where payment has been received.
 - Applications where Demand Notices have been paid but connection not installed within prescribed period.
- Connections installed out of turn.
- ii) At the end of month, provide Division-wise Circle-wise Company wise, information to SEs/Manager (O) and Chief Executive Officer in respect of previous progressive pending applications on the 1st day of the month, applications registered during the month, Demand Notices cancelled during the month, connections installed during the month and remaining progressive pending applications at the end of month.

DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load for supply at 400 Volts for Load not Exceeding 70 kW	Code	Page
Section Designation	(Category-2) Divisional Office Executive Engineer/Deputy Manager (Operation)	CP-02	50 of 88

Reference Instructions

23. Receive the Application Form (CP Form-03) from the applicant properly filled in and signed along with the following documents:

- Ownership proof of the premises where connection is required.
- An affidavit from the owner of the premises to the effect that no connection existed previously at the premises for which connection is applied for and that the shall pay to the DISCO any outstanding dues in respect of any previous connection which existed at the premises is question, if noticed thereafter.
- "No Objection Certificate" from the landlord (if the applicant is a tenant along with landlord's proof of ownership and affidavit mentioned above).
- Attested copies of Computerized National Identity Cards of the applicant and two witnesses.
- The power of attorney (in case of a company), in favour of the applicant to the effect the applicant is authorized to sign the application and execute agreement on behalf of the Company along with Memorandum and Articles of Association of the Company.
- Available site plan Industry/premises where connection is required.
- In case of change of name/reconnection/extension or reduction of load, a certificate from the Revenue/CS Office of the DISCO to the effect that no areas are outstanding against the premises along with proof of ownership/NOC.

Note: The consumer desiring of reduction /extension of load will submit his request on the prescribed application form (CP Form-143) or (CP Form-144) as the case may be, which will be processed in accordance with the procedure prescribed for the new connection.

DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load for supply at 400 Volts for Load not Exceeding 70 kW	Code	Page
Section Designation	(Category-2) Divisional Office Executive Engineer/Deputy Manager (Operation)	CP-02	51 of 88

Reference Instructions

23.1 Register the application in Service Connection Register (CP Form-05) for appropriate tariff and fill in Columns 1, 3 and 4 to 8.

Note:

- i). Applications for temporary general, industrial and bulk supply connections will be entered in CP Form-05 to be maintained separately for Tariffs E-1 and E-2.
- ii). Temporary connections may be installed out of turn to regular connections.

23.2 Enter on all copies of Application Form (CP Form-03) at relevant places:

- Date Application received.
- Date of Registration.
- Register's Serial Number.
- Tariff Applicable.

23.3 Complete detachable counterfoil of Application Form (CP Form-03) entering tariff applicable and deliver to the applicant.

23.4 Send copies of Application Form (CP Form-03) to Revenue/CS Office (CP Code-08/2) and Company's Computer Centre (CP Code-02/22.1) not later than the following day.

23.5 Open a new file and place Application Form (CP Form-03) along with supporting documents in it.

23.6 Visit the site for technical feasibility and survey. Decide within five days whether the connection can be given or not in accordance with the standing instructions issued from time to time.

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DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load for supply at 400 Volts for Load not Exceeding 70 kW	Code	Page
Section Designation	(Category-2) Divisional Office Executive Engineer/Deputy Manager (Operation)	CP-02	52 of 88

Reference Instructions

23.7 If the connection cannot be given, fill in relevant part on and enter on application;

"NOT ACCEPTED"

And give reasons for non-acceptance on the application and in the Service Connection Register (CP Form-05) against relevant entry under his dated signature.

- Sign CP Form-03 and arrange relevant entry in Service Connection Register. File CP Form-03 in "Application Not Accepted File" and return copy of CP Form-03 along with supporting documents to the applicant.
- Send intimation of rejection of application (s) for new connection at the end of each week through CP Form-75 (Advice to Company's Computer Centre and RO/AM (CS) of rejection of application for new connection).
- If the connection can be given, fill in relevant part and enter on the Application Form.

"ACCEPTED FOR PROCESSING"

Sign on CP Form-03. Send copy of CP Form-03 back to the applicant.

- 23.8 Prepare the Service Estimate and accord its approval.
- 23.9 Fill in Columns 9, 11, 12 and 13 on Service Connection Register (CP Form-05).
- 23.10 Allocate Reference Number.
- 23.11 Prepare Demand Notice for Service Connection Cost (CP Form-13) in quadruplicate and for Security Deposit (CP Form-14) in triplicate from the Service Estimate and Justification Form (CP Form-09) filling in all prescribed data.

Note:

- i) In case of Demand Notice for Service Connection Cost, indicate office address of XEN/DM (O) and RO/AM (CS) concerned on all the copies.
- ii) The grace period of compliance of Demand Notice will be given (in case of all categories of connections) as one month. The Demand Notice will be automatically cancelled and prospective consumer will lose his right of connection, if the compliance regarding payment of Security Deposit and other charges along with submission of test report is not made within one month of issue of the Demand Notice.

DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load for supply at 400 Volts for Load not Exceeding 70 kW	Code	Page
Section Designation	(Category-2) Divisional Office Executive Engineer/Deputy Manager (Operation)	CP-02	53 of 88

Reference Instructions

- 23.12 Sign Demand Notices CP Form-13 and CP Form-14 and affix office stamp.
- 23.13 Allocate Demand Notice serial number to CP Form-13 and CP Form-14 on calendar year basis (Starting from 1st January each year).

Note:

- i) Demand Notice Number for Service Connection Cost and Security Deposit will be the same with the distinction of words "C" and "S" respectively added on the right hand side of the Demand Notice e.g 2124-C for Service Connection Cost and 2124-S Security Deposit.
 - ii) The Demand Notice Number should first be entered in Column-3 of Demand Notice Register (CP Form-67), then entered on (CP Form-13 and CP Form-14).
- 23.14 Fill in Columns 15 to 20 on Service Connection Register (CP Form-05) from the Demand Notice. Separate line should be used for Service Connection Cost and Security Deposit.
- 23.15
- i) Enter details of Demand Notice in Column Nos. 1, 2, 4 to 8 of CP Form-67. Separate line is to be used for Service Connection Cost and Security Deposit.
 - ii) Detach perforated slip (for use by Computer Centre) from top copy of CP Form-13. Send top copy of Demand Notice for Service Connection Cost (CP Form-13) to the applicant by Registered Post, 2nd copy to the Revenue Officer/AM (CS) and 3rd copy to his Divisional Accounts Officer (CP Code-02/19). File 4th copy in applicants file.
 - iii) Detach perforated slip (for use by Computer Centre) from top copy of CP Form-14. Send top copy of Demand Notice for Security Deposit (CP Form-14) to the applicant by Registered Post and 2nd copy to the Revenue/CS Office General Section (see CP Code-08/3). File 3rd copy in the applicant's file.
 - iv) Enter Serial No. and date of Postal Receipt in Column 9 of register (CP Form-67). Sign in column 10. File Postal Receipt in applicant's File.
 - v) Send perforated slips mentioned in Para 24.15 (ii) and (iii) to Company's Computer Centre at the end of each week (Para 22.3).

DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load for supply at 400 Volts for Load not Exceeding 70 kW	Code	Page
Section Designation	(Category-2) Divisional Office Executive Engineer/Deputy Manager (Operation)	CP-02	54 of 88

Reference Instructions

- 23.16 Receive consumer's acceptance, counterfoils of Demand Notices and duplicate scrolls from bank.
- 23.17 Check the counterfoils with the scrolls. Complete Columns 21 and 22 of the Service Connection Register; enter payment details on copies of Demand Notices in Applicant's File. File the counterfoils in the consumer's file.
- 23.18 Allocate a new priority number of the application in Tariff-wise priority register (CP Form-06) on the basis of the sequence in which the payment has been made. Also complete remaining columns of priority register. Enter priority number in column 2 of Service Connection Register. Exhibit Tariff-wise priority list on the Notice Board.
- 23.19 At the end of each week prepare detail of paid Demand Notices on the following proforma in triplicate:

DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load for supply at 400 Volts for Load not Exceeding 70 kW	Code	Page
Section Designation	(Category-2) Divisional Office Executive Engineer/Deputy Manager (Operation)	CP-02	55 of 88

Reference Instructions

DETAIL OF PAID DEMAND NOTICES FOR THE WEEK ENDING _____

Sr. No.	Application Registration		Demand Notice No.	Amount Paid		Date of Payment		Priority No.
	No.	Date		Service Connection Cost	Security Deposit	Service Connection Cost	Security Deposit	

Send top copy to Company's Computer Centre, 2nd copy to SDO/AM (O) and place third copy in a file to be maintained on yearly basis (Para 21 and 22.4).

Note:

- i) If the last day of the month is not at the end of a week, last weekly input of the month will be prepared as if it were the end of the week and sent to Company's Computer Centre on the 1st of next month.
 - ii) Computer Centre will also process the data and produce outputs on the same lines.
- 23.20 At the end of the month, prepare details of paid Demand Notices for Service Connection Cost in each month on CP Form-04B (Detail of Capital contribution paid by consumers during the month) in duplicate sign CP Form-04B. Send top copy to Divisional Accounts Officer and place 2nd copy in a file to be maintained (19.8).
- 23.21 Cancel Demand Notice where payment has not been made and or test report not received within grace period.
- 23.22 Mark off cancelled Demand Notices for Service Connection Cost and Security Deposit on CP Form-04 and CP Form-71.

DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load for supply at 400 Volts for Load not Exceeding 70 kW	Code	Page
Section Designation	(Category-2) Divisional Office Executive Engineer/Deputy Manager (Operation)	CP-02	56 of 88

Reference Instructions

- 23.23 On the first day of each month check Service Connection Register (CP Form-05) and prepare lists of cancelled Demand Notices for Service Connection Costs and Security Deposit on CP Form-8 (List of cancelled Demand Notices) in triplicate, sign lists and send top copy to RO/AM (CS) (Para 5 of CP Code-08), 2nd copy to Company's Computer Centre (Para 22.4). Retain third copy and place in file of cancelled Demand Notices.
- 23.24 Receive from the applicant, Wiring Contractor's Test report (CP Form-15).
- 23.25 Complete Columns 23 and 24 on Service Connection Register.
- 23.26 Examine the test report (CP Form-15) to ensure that it is complete. If not completed properly, return it to applicant.
- 23.27 Where test report is found properly completed, pass on to the SDO/AM (O) for verification and return. On receipt of test report from SDO/AM (O) place the same in Applicant's file. Complete Columns 26 and 27 (Leaving Column 25 blank) on Service Connection Register (CP Form-05).

Note for SDO/AM (Operation):

Visit the premises and complete tests as specified, enter result on test report and return to the Executive Engineer.

- 23.28 Prepare a Service Connection Order (CP Form-17), work order /Instructions in duplicate taking into account the priorities. Enter serial number in Columns 28 and 29 of the Service Connection Register (CP Form-05). Sign it for authorizing the connection. Complete column No. 30 on Service Connection Register (CP Form-05).
- 23.29 Arrange approval of store requisition/issue of material and execution of work order /installation of service by SDO/AM (O). Place one copy of Store Requisition in Consumer's File to complete the record. After completion of work, arrange inspection of installation for satisfactory completion of work according to specified standards /specifications, instructions and Service Estimate.
- 23.30 On satisfactory completion of installations arrange installation of meter through committee comprising of SDO/AM (Operation) and SDO/AM (M&T).

DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load for supply at 400 Volts for Load not Exceeding 70 kW	Code	Page
Section Designation	(Category-2) Divisional Office Executive Engineer/Deputy Manager (Operation)	CP-02	57 of 88

Reference Instructions

23.31 On installation of connection, take following actions:

- Complete Meter Reading Card (CP Form-19).
- Arrange its delivery to consumer after obtaining the signature on CP Form-16 or 17 against the specified space.
- Complete Columns 31, 32, 33 and 34 of Service Connection Register (CP Form-05).
- Prepare Meter Reading Record (CP Form-23).
- Enter date of its preparation in Column – 35 of Service Connection Register (CP Form-05).

23.32 Send top copy of Service Connection Order to the RO/AM (CS) on the following day of installation and complete Column 36 and 37 of Service Connection Register (CP Form-05).

- Send attested photocopy of SCO along with Meter Reading Record (CP Form-23) to the SDO/AM (O) on the day of installation.

23.33 File 2nd copy of SCO in the Applicant's File.

23.34 Sign Column 38 of Service Connection Register (CP Form-05).

DIVISIONAL OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load for supply at 400 Volts for Load not Exceeding 70 kW	Code	Page
Section Designation	(Category-2) Divisional Office Executive Engineer/Deputy Manager (Operation)	CP-02	58 of 88

Reference Instructions

23.35 At the end of each week prepare list of connections installed on the following Proforma in triplicate:

Sr. No.	Application No.	Registration Date	Reference No.	Date of Connection	Tariff
1	2	3	4	5	6

23.36 Distribute copies of above list as follows:

- Top copy to Company's Computer Centre.
- 2nd Copy to SDO/AM (O).
- Retain third copy in the file to be maintained.

23.37 Prepare list of connections installed during the month on CP Form-26 in triplicate and distribute copies as under:

- Top copy to Company's Computer Centre.
- 2nd copy to SDO/AM (O) for preparation of CP Form-25.
- Retain 3rd copy in the file to be maintained.

CIRCLE OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load for supply at 400 Volts for Load not Exceeding 500 kW	Code	Page
Section Designation	(Category-3) Drawing Section (Circle Office) Head Draftsman	CP-02	59 of 88

Reference Instructions

- 23.38 Tariff and other changes are dealt with by the XEN/DM (O) arising from request from consumer or from reports by SDO/AM (O).
- 23.39 Receive request or report for change. Obtain approval of competent authority.
- 23.40 Prepare CP Form-65 change Notification (Advice of Tariff /Other Charges) in triplicate and distribute copies as follows:
- Top Copy - RO/AM (CS) (CP Code-08/6)
 - 2nd Copy - SDO/AM (O)
 - 3rd copy - Retain in Divisional Office
- 23.41 Enter tariff changes in the appropriate columns of Service Connection Register(CP Form-05) i.e.
- Entry in the register for the new tariff with all details.
 - Cross referencing above mentioned details in remarks column, with the original entry in the register of the former tariff.
- 23.42 Enter all other changes in the appropriate columns of Service Connection Register (CP Form-05).
- 23.43 File CP Form-65 in Applicant's File.

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CIRCLE OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load for supply at 400 Volts for Load not Exceeding 500 kW	Code	Page
Section Designation	(Category-3) Drawing Section (Circle Office) Head Draftsman	CP-02	60 of 88

Reference Instructions

24. Receive Application Form (CP-03) the applicant properly filled in and signed along with.

- Ownership proof of the premises where connection is required.
- An affidavit from the owner of the premises to the effect that no connection existed previously at the premises for which connection is applied for and that the shall pay to the DISCO any outstanding dues in respect of any previous connection which existed at the premises is question, if noticed thereafter.
- "No Objection Certificate" from the landlord (if the applicant is a tenant along with landlord's proof of ownership and affidavit mentioned above).
- Attested copies of Computerized National Identity Cards of the applicant and two witnesses.
- The power of attorney (in case of a company), in favour of the applicant to the effect the applicant is authorized to sign the application and execute agreement on behalf of the Company along with Memorandum and Articles of Association of the Company.
- Available site plan Industry/premises where connection is required.
- In case of change of name/reconnection/extension or reduction of load, a certificate from the Revenue/CS Office of the DISCO to the effect that no areas are outstanding against the premises along with proof of ownership/NOC.

- Note:**
1. Copy of CP Form-03 will be sent by the applicant under registered cover to concerned Company's Computer Centre (Para-22).
 2. The consumer desiring for reduction/extension of load will submit his request on the prescribed application form (CP Form-143) or (CP Form-144) as the case may be, which will be processed in accordance with the procedure prescribed for the new connection.

CIRCLE OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load for supply at 400 Volts for Load not Exceeding 500 kW	Code	Page
Section Designation	(Category-3) Drawing Section (Circle Office) Head Draftsman	CP-02	61 of 88

Reference Instructions

- 24.1 Register the application in Service Connection Register (CP Form-05) for appropriate tariff and fill in column 1, 3 and 4 to 8.

Note:

- i) Applications for temporary general, industrial and bulk supply connections will be entered in CP Form-05 to be maintained separately for tariffs E-1 and E-2.
- ii) Temporary connections may be installed out of turn to regular connection.

- 24.2 Enter on Application Form (CP Form-03) at relevant places:

- Date Application received.
- Date of Registration.
- Register's Serial Number.
- Tariff Application.

- 24.3 Complete detachable counterfoil of CP Form-03 entering tariff applicable and deliver to the applicant.

- 24.4 Send copy of CP Form-03 to Revenue/CS Office (CP Code-08/2) and company's Computer Centre (CP Code-02/22.1) not later than the following day.

- 24.5 Open a new file and place CP Form-03 along with supporting documents in it. Send the file to the Superintending Engineer/Manager (Operation) for preparation of technical data and service estimate.

CIRCLE OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load for supply at 400 Volts for Load not Exceeding 500 kW	Code	Page
Section Designation	(Category-3) Drawing Section (Circle Office) Superintending Engineer/Manager (Operation)	CP-02	62 of 88

Reference Instructions

- 24.6 Receive Applicant's File form Head Draftsman. Visit the site for technical feasibility and survey. Decide within five days whether the connection can be given or not in accordance with the standing instructions issued from time to time.
- 24.7 If the connection cannot be given, fill in relevant part and enter on application;

"NOT ACCEPTED"

And give reasons for non-acceptance on the application and in the Service Connection Register against relevant entry under his dated signature.

- Sign CP Form-03 and against relevant entry in Service Connection Register. File CP Form-03 in "application not accepted file" and return copy of CP Form-03 along with supporting documents to the applicant.
- Send intimation of rejection of application(s) for new connection at the end of each week through CP Form-75 (Advice to Company's Computer Centre and RO/AM (CS) of rejection of application for new connection).
- If the connection can be given, fill in relevant part of the Application Form:

"ACCEPTED FOR PROCESSING"

- Sign on CP Form-03, send copy of CP Form-03 back to the applicant.

- 24.8 Prepare the service estimate and accord its sanction.
- 24.9 Fill in columns 9, 11, 12 and 13 on Service Connection Register.
- 24.10 Allocate Reference Number.
- 24.11 Prepare Demand Notice for Service Connection Cost (CP Form-13) in quadruplicate and for Security Deposit (CP Form-14) in triplicate from the Service estimate and justification Form filling in all prescribed data.

Note:

- i) In case of Demand Notice for Service Connection Cost, indicate office address of XEN/DM (O) concerned all the copies.

CIRCLE OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load for supply at 400 Volts for Load not Exceeding 500 kW	Code	Page
Section Designation	(Category-3) (Circle Office) Superintending Engineer/Manager (Operation)	CP-02	63 of 88

Reference Instructions

- ii) The grace period of compliance of Demand Notice will be given (in case of all categories of connections) as one month. The Demand Notice will be automatically cancelled and prospective consumer will lose his right of connection, if the compliance regarding payment of Security Deposit and other charges along with submission of test report is not made within one month of issue of the Demand Notice.

24.12 Sign Demand Notice CP Form-13 and CP Form-14 and affix office stamp.

24.13 Allocate Demand Notice serial number to CP Form-13 and CP Form-14 on calendar year basis (starting from 1st January each year).

Note:

- i) Demand Notice Number for Service Connection Cost and Security Deposit will be the same with the distinction of work "C" and "S" respectively added on the right hand side of the Demand Notice e.g 2124 C for Service Connection Cost and 2124 S for Security Deposit.
 - ii) The Demand Notice Number should first be entered in column-3 of Demand Notice Register (CP Form-67) then enter on (CP Form-13 and CP Form-14).
- 24.14 Fill in Columns – 15 to 20 on Service Connection Register (CP Form-05) from the Demand Notice. Separate line should be used for Service Connection Cost and Security Deposit.
- 24.15
- i) Enter details of Demand Notice in Columns No 1, 2, and 4 to 8 of CP Form-71. Separate line is to be used for Service Connection Cost and Security Deposit.
 - ii). Detach perforated slip (for use by Computer Centre) from top copy of CP Form-13. Send top copy of Demand Notice for Service Connection Cost (CP Form-13) to the applicant by Registered Post, 2nd copy to the Revenue/CS Office and 3rd copy to the Executive Engineer/DM (O) CP Code-02/19. File 4th copy in Applicant's File.
 - iii). Detach perforated slip (for use by Computer Centre) from top copy of CP Form-14. Send top copy of Demand Notice for Security Deposit (CP Form-14) to the applicant by Registered post and 2nd copy to the Revenue/CS Office General Section (see CP Code-08/3). File 3rd copy in the Applicant's File.

CIRCLE OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load for supply at 400 Volts for Load not Exceeding 500 kW	Code	Page
Section Designation	(Category-3) (Circle Office) Superintending Engineer/Manager (Operation)	CP-02	64 of 88

Reference Instructions

- iv) Enter Serial No. and date of postal receipt in Column-9 of register (CP Form-67). Sign in Column – 10. File Postal receipt in Applicant's File.
 - v) Send perforated slips mentioned in Para 24.15 (ii) and (iii) to Company's Computer Centre at the end of each week (Para 22.3).
- 24.16 Receive consumer's acceptance Counterfoils of Demand Notices and duplicate scrolls from bank.
- 24.17 Check the counterfoils with the scrolls. Complete columns -21 and 22 of the Service Connection Register (CP Form-05). Enter payment details on copies of Demand Notices in Applicant's File. File the counterfoils in the Applicant's File.
- 24.18 Allocate a new priority number of the application in Tariff-wise priority register (CP Form-06) on the basis of the sequence in which the payment has been made. Also complete remaining columns of priority register. Enter priority number in Column – 2 of Service Connection Register (CP Form-05). Exhibit Tariff-wise priority list on the Notice Board.
- 24.19 At the end of each week prepare detail of paid Demand Notices on the following proforma in triplicate:

CIRCLE OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load for supply at 400 Volts for Load not Exceeding 500 kW	Code	Page
Section Designation	(Category-3) (Circle Office) Superintending Engineer/Manager (Operation)	CP-02	65 of 88

Reference Instructions

DETAIL OF PAID DEMAND NOTICES FOR THE WEEK ENDING _____

Sr. No.	Application Registration		Demand Notice No.	Amount Paid		Date of Payment		Priority No.
	No.	Date		Service Connection Cost	Security Deposit	Service Connection Cost	Security Deposit	

Send top copy to Company's Computer Centre, 2nd copy to XEN/DM (O) and place third copy in a file to be maintained on yearly basis (Para 21 & 22.4).

Note:

- If the last day of the month is not at the end of a week, last weekly input of the month will be prepared as if it were the end of the week and sent to Company's Computer Centre on the 1st of next month.
- Computer Centre will also process the data and produce outputs on the same lines.

- 24.20 At the end of the month, prepare details of paid Demand Notices for Service Connection Cost in each month on CP Form-07 (detail of capital contribution paid by consumers during the month), in duplicate. Sign CP Form-07 and send top copy to the Executive Engineer/DM (O) (Para 19.8). Place 2nd copy of CP Form-07 in a file to be maintained.
- 24.21 Cancel Demand Notice where payment has not been made and test report not received within grace period.
- 24.22 Mark off cancelled Demand Notices for Service Connection Cost and Security Deposit on CP Form-05 and CP Form-67.

CIRCLE OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load for supply at 400 Volts for Load not Exceeding 500 kW	Code	Page
Section Designation	(Category-3) Circle Office Superintending Engineer/Manager (Operation)	CP-02	66 of 88

Reference Instructions

- 24.23 On the first day of each month check Service Connection Register and prepare lists of cancelled Demand Notices for Service Connection Cost and Security Deposit on CP Form-08 (List of cancelled Demand Notices) in quadruplicate, sign lists and send top copy to Executive Engineer/Manager (O) (Para 19.8), 2nd copy to RO/AM (CS) (Para-5 of CP Form-08) and third copy to Company's Computer Centre (Para 22.4). Retain fourth copy and place in the file of cancelled Demand Notices.
- 24.24 Receive from the applicant, Wiring Contractor's Test Report (CP Form-15).
- 24.25 Complete Columns 23 and 24 on Service Connection Register (CP Form-05).
- 24.26 Examine the test report to ensure that it is complete. If not completed properly, return it to applicant.
- 24.27 Where test report is found properly completed pass on to the XEN/DM (Operation) for verification and return. On receipt of test report from XEN/DM (Operation), place the same in Applicant's File. Complete Columns 26 and 27 (leaving Column 25 blank) on Service Connection Register (CP Form-05).

Note for XEN/DM (Operation):

Visit the premises and complete test as specified, enter result on test report and return to the Superintendent Engineer.

- 24.28 Prepare a Service Connection Order (CP Form-17), work order/Instructions in duplicate taking into account the priorities. Enter serial number in Columns 28 and 29 of the Service Connection Register. Sign CP Form-17, for authorizing the connection. Complete Column No. 30 on Service Connection Register (CP Form-05).
- 24.29 Arrange approval of store requisition/issue of material and execution of work order /installation of service by Manager Project (Construction), XEN/DM (Operation). Place one copy of store requisition in Applicant's File to complete the record. After completion of work, Manager Project (Construction), XEN/DM (Operation) will report to him.

Note for Manager Project (Construction), XEN/DM (Operation):

Manager Project (Construction) or XEN/DM (Operation) will ensure through B&AO /Divisional Accounts Officer of his office that payment of Service Connection Cost has been received from the prospective consumer before allowing permission for issue of material from store.

- 24.30 Arrange inspection of the installations for satisfactory completion of work according to specified standard/specifications, instructions and service estimate. Arrange installation of meter through committee comprising of XEN/DM (Operation), SDO/AM (Operation) and SDO/AM (M&T).

CIRCLE OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load for supply at 400 Volts for Load not Exceeding 500 kW	Code	Page
Section Designation	(Category-3) Circle Office Superintending Engineer/Manager (Operation)	CP-02	67 of 88

Reference Instructions

- 24.31 On installation of connection, take following actions:
- Complete meter reading card (CP Form-19).
 - Arrange its delivery to consumer after obtaining the signature on CP Form-17 against the specified space.
 - Complete columns 31, 32, 33 and 34 of Service Connection Register (CP Form-05).
 - Prepare meter reading record (CP Form-12).
 - Enter date of its preparation in Column 35 of Service Connection Register (CP Form-05).
- 24.32 Send top copy of Service Connection Order to the RO/AM (CS) on the day of installation and complete Columns 36 and 37 of Service Connection Register.
- Send copies of SCO along with meter reading record (CP Form-23) to the XEN/DM (O) on the day of installation.
 - Send attested photo copy of SCO to the SDO/AM (O).
- 24.33 File 3rd copy of SCO in the Applicant's File.
- 24.34 Sign Column 38 of Service Connection Register (CP Form-05).

CIRCLE OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load for supply at 400 Volts for Load not Exceeding 500 kW	Code	Page
Section Designation	(Category-3) Circle Office Superintending Engineer/Manager (Operation)	CP-02	68 of 88

Reference Instructions

- 24.35 At the end of each week prepare list of connections installed on the following Proforma in quadruplicate.

Sr. No.	Application Registration No.	Registration Date	Reference No.	Date of Connection	Tariff
1	2	3	4	5	6

- 24.36 Distribute copies of above list as follows:

- Top copy to Company's Computer Centre.
- 2nd copy to SDO/AM (O) for preparation of CP Form-25.
- 3rd copy to XEN/DM (O).
- Retain fourth copy in the file to be maintained.

- 24.37 Prepare list of connections installed during the month on CP Form-26 in quadruplicate and distribute copies as under:-

- Top copy to RO/AM (CS).
- 2nd copy to XEN/DM (O).
- 3rd copy to SDO/AM (O) for preparation of CP Form-25.
- Retain 4th copy in the file to be maintained.

CIRCLE OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load for supply at 400 Volts for Load not Exceeding 500 kW	Code	Page
Section Designation	(Category-3) Circle Office Superintending Engineer/Manager (Operation)	CP-02	69 of 88

Reference Instructions

- 24.38 Tariff and other changes are dealt with by the SE/Mgr. (O) arising from request from consumer or from reports by SDO/AM (O).
- 24.39 Receive request or report for change. Obtain approval of competent authority.
- 24.40 Prepare CP Form-65 (Advice of Tariff /Other changes) in triplicate and distribute copies as follows:
- Top copy to RO/AM (CS) (CP-08/6).
 - 2nd copy to SDO/AM (O).
 - 3rd copy to retain in Circle Office.
- 24.41 Enter tariff change in the appropriate columns of Service Connection Register (CP Form-05) i.e.
- Entry in the register for the new tariff with all details.
 - Cross referencing above mentioned details in remarks columns, with the original entry in the register of the former tariff.
- 24.42 Enter all other changes in the appropriate columns of Service Connection Register (CP Form-05).
- 24.43 File CP Form-65 in Applicant's File.

COMPANY'S HEAD QUARTER

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load for supply at 11 KV & 33 KV for Load not Exceeding 5000 kW (Category-4)	Code	Page
Section Designation	Planning and Engineering Manager (Planning and Engineering)	CP-02	70 of 88

Reference Instructions

25. Receive the Application Form (CP-03) form the applicant properly filled in and signed along with.

- Ownership proof of the premises where connection is required.
- An affidavit from the owner of the premises to the effect that no connection existed previously at the premises for which connection is applied for and that the shall pay to the DISCO any outstanding dues in respect of any previous connection which existed at the premises is question, if noticed thereafter.
- "No Objection Certificate" from the landlord (if the applicant is a tenant along with landlord's proof of ownership and affidavit mentioned above).
- Attested copies of Computerized National Identity Cards of the applicant and two witnesses.
- The power of attorney (in case of a company), in favour of the applicant to the effect the applicant is authorized to sign the application and execute agreement on behalf of the Company along with Memorandum and Articles of Association of the Company.
- Available site plan Industry/premises where connection is required.
- In case of change of name/reconnection/extension or reduction of load, a certificate from the Revenue/CS Office of the DISCO to the effect that no areas are outstanding against the premises along with proof of ownership/NOC.
- Any other information (if required) by the Company for connections above 11 kV as per requirements of the Distribution Code and the Grid Code (wherever applicable).

Note: The consumer desiring of reduction /extension of load will submit his request on the prescribed application form (CP Form-143) or (CP Form-144) as the case may be, which will be processed in accordance with the procedure prescribed for the new connection.

COMPANY'S HEAD QUARTER

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/ Extension of Load for supply at 11 KV & 33 KV for Load not Exceeding 5000 kW (Category-4)	Code	Page
Section	Planning and Engineering		
Designation	Manager (Planning and Engineering)	CP-02	71 of 88

Reference Instructions

25.1 Register the application in Service Connection Register (CP Form-05) for appropriate tariff and fill in columns 1, 3 and 4 to 8.

Note:

- i) Application for temporary general, industrial and bulk supply connections will be entered in CP Form-05 to be maintained separately for tariffs E-1 and E-2.
- ii) Temporary connections may be installed out of turn to regular connections.

25.2 Enter on Application Form (CP Form-03) at relevant places.

- Date of Application Received.
- Date of Registration.
- Register's Serial Number.
- Tariff Applicable.

25.3 Complete detachable counterfoil of CP Form-03 entering tariff and deliver to the applicant.

25.4 Send copy of CP Form-03 to Revenue/CS Office (CP Code-08/2) and Company's Computer Centre (CP Code-02/22.1) not later than the following day.

25.5 Open a new file and place CP Form-03 along with supporting documents in it.

25.6 Visit the site for technical feasibility and survey. Decide within eight days whether the connection can be given or not in accordance with the standing instructions issued from time to time.

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COMPANY'S HEAD QUARTER

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load for supply at 11 kV & 33 KV for Load not Exceeding 5000 kW (Category-4)	Code	Page
Section Designation	Planning and Engineering Manager (Planning and Engineering)	CP-02	72 of 88

Reference Instructions

25.7 If the connection cannot be given, fill in relevant part and enter on application.

"NOT ACCEPTED"

And give reasons for non-acceptance on the application and in the Service Connection Register against relevant entry under his dated signature.

- Obtain the signature of Chief Executive Officer on a copy of CP Form-03 and against relevant entry in Service Connection Register. File CP Form-03 in "Application Not Accepted File" and return a copy of CP Form-03 along with supporting documents to the applicant.
- Send intimation of rejection of application(s) for new connection at the end of each week through CP Form-75(Advice to Company's Computer Centre and RO/AM (CS) of rejection of application for new connection).
- If the connection can be given, fill in Application Form:

"ACCEPTED FOR PROCESSING"

- Sign on CP Form-03 obtain signature of Chief Executive Officer. Send copy of CP Form-03 back to the applicant.

25.8 Prepare the Service Estimate and put up to Chief Executive Officer for its sanction.

25.9 On receipt of approval of Chief Executive Officer, fill in Columns 9, 11, 12 and 13 on Service Connection Register.

25.10 Allocate Reference Number.

25.11 Prepare Demand Notice for Service Connection Cost (CP Form-13) in quadruplicate and for Security Deposit (CP Form-14) in triplicate from the Service Estimate and justification Form filling in all prescribed data.

Note:

- i) In case of Demand Notice for Service Connection Cost, indicate office address of XEN/DM (O) and RO/AM (CS) concerned on all the copies.
- ii) The grace period of compliance of Demand Notice will be given (in case of all categories of connections) as one month the Demand Notice will be automatically cancelled and prospective consumer will lose his right of connection, if the compliance regarding payment of Security Deposit and other charges along with submission of test report is not made within one month of issue of the Demand Notice.

COMPANY'S HEAD QUARTER

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load for supply at 11 kV & 33 KV for Load not Exceeding 5000 kW (Category-4)	Code	Page
Section Designation	Planning and Engineering Manager(Planning and Engineering)	CP-02	73 of 88

Reference Instructions

- 25.12 Obtain stamp and signature of Chief Executive Officer on Demand Notice CP Form-13 and CP Form-14.
- 25.13 Allocate Demand Notice serial number to CP Form-13 and CP Form-14 on calendar year basis (starting from 1st January each year).

Note:

- Demand Notice Number for Service Connection Cost and Security Deposit will be the same with the distinction of word "C" and "S" respectively added on the right hand side of the Demand Notice e.g 2124 C for Service Connection Cost and 2124 S for Security Deposit.
 - The Demand Notice Number should first be entered in Column - 3 of Demand Notice Register (CP Form-67), then entered on CP Form-13 and CP Form-14.
- 25.14 Fill in Columns 15 to 20 on Service Connection Register from the Demand Notice. Separate line should be used for Service Connection Cost and Security Deposit.
- 25.15 Enter details of Demand Notice in Columns No 1, 2, and 4 to 8 of CP Form-67. Separate line is to be used for Service Connection Cost and Security Deposit.

Note for Chief Executive Officer:

Check all entries of Demand Notice for Service Connection Cost to the Demand Notice Register (CP Form-67). Sign against each item checked in Column-11 of the register.

Note for Chief Executive Officer, SE/Mgr. (O), XEN/DM (O), SDO/AM (O):

- Detach perforated slip (for use by Computer Centre) from top copy of CP Form-13. Send top copy of Demand Notice for Service Connection Cost (CP Form-13) to the applicant by Registered Post, 2nd copy to the Revenue/CS Office and 3rd copy to the Executive Engineer/DM (O). File 4th copy in Applicant's File.
- Detach perforated slip (for use by Computer Centre) from top copy of CP Form-14. Send top copy of Demand Notice for Security Deposit (CP Form-14) to the applicant by Registered Post and 2nd copy to the Revenue/CS Office General Section (see CP Code-08/3). File 3rd copy in the applicant's file.

COMPANY'S HEAD QUARTER

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load for supply at 11 kV & 33 kV for Load not Exceeding 5000 kW (Category-4)	Code	Page
Section Designation	Planning and Engineering Manager(Planning and Engineering)	CP-02	74 of 88

Reference Instructions

- iii) Enter Serial No and Date of postal receipt in Column-9 of register (CP Form-67). Sign in Column-10. File postal receipt in Applicant's File.
 - iv) Send perforated slips mentioned in Para 25.15 (i) and (ii) to Company's Computer Centre at the end of each week (Para 22.3).
- 25.16. Receive consumer's acceptance counterfoils of Demand Notices and duplicate scrolls from bank.
- 25.17. Check the counterfoils with the scrolls. Complete Column 21 and 22 of the Service Connection Register. Enter payment details on copies of Demand Notices in Consumer's File. File the counterfoils in the Applicant's File.
- 25.18. Allocate a new priority number of the application in Tariff-wise priority register (CP Form-06) on the basis of the sequence in which the payment has been made. Also complete remaining columns of priority register. Enter priority number in Column-2 of Service Connection Register. Exhibit Tariff-wise priority list on the Notice Board.
- 25.19. At the end of each week prepare detail of paid Demand Notices on the following Performa in triplicate:

COMPANY'S HEAD QUARTER

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load for supply at 11 kV & 33 kV for Load not Exceeding 5000 kW (Category-4)	Code	Page
Section Designation	Planning and Engineering Manager (Planning and Engineering)	CP-02	75 of 88

Reference Instructions

DETAIL OF PAID DEMAND NOTICES FOR THE WEEK ENDING _____

Sr. No.	Application Registration		Demand Notice No.	Amount Paid		Date of Payment		Priority No.
	No.	Date		Service Connection Cost	Security Deposit	Service Connection Cost	Security Deposit	

Send top copy to Company's Computer Centre, 2nd copy to SE/Mgr. (O) and place third copy in a file to be maintained on yearly basis (Para 21 and 22.4).

Note:

- If the last day of the month is not at the end of a week, last weekly input of the month will be prepared as if it were the end of the week and sent to Company's Computer Centre on the 1st of next month.
- Computer Centre will also process the data and produce outputs on the same lines.

25.20 At the end of the month, prepare details of paid Demand Notices for Service Connection Cost in each month on CP Form-07 (Detail of capital contribution paid by consumers during the month), in duplicate. Obtain signature of Chief Executive Officer on CP Form-07 and send top copy to the Executive Engineer/DM (O). Place 2nd copy of CP Form-07 in a file to be maintained.

25.21 Cancel Demand Notice where payment has not been made and or test report not received within grace period.

25.22 Mark off cancelled Demand Notices for Service Connection Cost and Security Deposit on CP Form-05 and CP Form-67.

COMPANY'S HEAD QUARTER

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load for supply at 11 kV & 33 kV for Load not Exceeding 5000 kW (Category-4)	Code	Page
Section Designation	Planning and Engineering Manager(Planning and Engineering)	CP-02	76 of 88

Reference Instructions

- 25.23 On the first day of each month check Service Connection Register and prepare lists of cancelled Demand Notices for Service Connection Costs and Security Deposits on CP Form-08 (List of cancelled Demand Notices) in quadruplicate, pass lists to Chief Executive Officer for signature and send top copy to Executive Engineer/DM (O) (Para 19.8), 2nd copy to RO/AM (CS) (CP Code-08/5) and third copy to Company's Computer Centre (Para 22.4), retain fourth copy and place in file of cancelled Demand Notices.
- 25.24 Receive from the applicant, Wiring Contractor's Test report (CP Form-15).
- 25.25 Complete Columns 23 and 24 on Service Connection Register.
- 25.26 Examine the test report (CP Form-15) to ensure that it is complete. If not completed properly, return it to consumer.
- 25.27 Where test report (CP Form-15) is found properly completed, pass on to the XEN/DM (Operation) for verification and return. Place test report (CP Form-15) in Applicant's File. Complete Columns 26 and 27 (Leaving Column 25 blank) on Service Connection Register (CP Form-05).

Note for SE/Manager (Operation):

Visit the premises and complete test as specified, enter result on test report (CP Form-15) and return to the Manager(Planning and Engineering).

- 25.28 Prepare a Service Connection Order (CP Form-17) work order/instructions in duplicate taking into account the priorities. Enter serial number in Columns 28 and 29 of the Service Connection Register (CP Form-05). Obtain signature of Chief Executive Officer for authorizing the connection. Complete Column No. 30 on Service Connection Register (CP Form-05).
- 25.29 Arrange approval of Store Requisition /issue of material and execution of work order /installation of service by Manager Project (Constr.), SE/Manager (Operation). Place one copy of Store requisition in Applicant's File to complete the record.
- 25.30 On satisfactory completion of installations by Manager Project (Constr.), SE/Manager (Operation), Manager (P&E) will arrange installation of meter through committee comprising of SE/Mgr. (Operation), XEN/DM (M&T) and XEN/DM (Operation).

COMPANY'S HEAD QUARTER

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load for supply at 11 kV & 33 kV for Load not Exceeding 5000 kW (Category-4)	Code	Page
Section Designation	Planning and Engineering Manager(Planning and Engineering)	CP-02	77 of 88

Reference Instructions

- 25.31 On installation of connection, take following actions:
- Complete Meter Reading Card (CP Form-19).
 - Arrange its delivery to consumer after obtaining the signature on CP Form-17 against the specified space.
 - Complete Columns 31, 32, 33 and 34 of Service Connection Register (CP Form-05).
 - Enter date of its preparation in Column – 35 of Service Connection Register (CP Form-05).
- 25.32 Send top copy of Service Connection Order (CP Form-05) to the Revenue Officer/AM (CS) on the day of installation and complete Columns 36 and 37 of Service Connection Register.
- Send attested photocopy of SCO to SE/Mgr. (Operation).
 - Send attested photocopy of SCO along with Meter Reading Record (CP Form-23) to the XEN/DM (O) on the day of installation.
 - Send attested photocopy of SCO to the SDO/AM (O).
- 25.33 File 2nd copy of SCO in the Applicant's File.
- 25.34 Obtain signature of Chief Executive Officer in Column 38 of Service Connection Register(CP Form-05).

COMPANY'S HEAD QUARTER

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load for supply at 11 kV & 33 kV for Load not Exceeding 5000 KW (Category-4)	Code	Page
Section Designation	Planning and Engineering Manager(Planning and Engineering)	CP-02	78 of 88

Reference Instructions

- 25.35 At the end of each week prepare list of connections installed on the following Proforma in quadruplicate.

Sr. No.	Application Registration No.	Registration Date	Reference No.	Date of Connection	Tariff
1	2	3	4	5	6

- 25.36 Distribute copies of above list as follows:

- Top copy to Company's Computer Centre.
- 2nd copy to XEN/DM (O).
- 3rd copy to SDO/AM (O).
- Retain fourth copy in the file to be maintained.

- 25.37 Prepare list of connections installed during the month on CP Form-26 in quadruplicate and distribute copies as under:

- Top copy to Revenue Officer/AM (CS).
- 2nd copy to SDO/AM (O) for preparation of CP Form-25.
- 3rd copy to XEN/DM (O).
- Retain 4th copy in the file to be maintained.

COMPANY'S HEAD QUARTER

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load for supply at 11 kV & 33 kV for Load not Exceeding 5000 kW (Category-4)	Code	Page
Section Designation	Planning and Engineering Manager(Planning and Engineering)	CP-02	79 of 88

Reference Instructions

- 25.38 Tariff and other changes are dealt with by the Manager (P&E) arising from request from consumer or from reports by SDO/AM (O).
- 25.39 Receive request or report for change. Obtain approval of competent authority.
- 25.40 Prepare CP Form-65 change notification (Advice of Tariff/Other Changes) in triplicate and distribute copies as follows.
- Top copy - RO/AM (CS) (CP-08/6)
 - 2nd copy - SDO/AM (O)
 - 3rd copy - Company's Head Quarter
- 25.41 Enter tariff changes in the appropriate columns of Service Connection Register (CP Form-05) i.e.
- Entry in the register for the new tariff with all details.
 - Cross referencing above mentioned details in remarks column, with the original entry in the register of the former tariff.
- 25.42 Enter all other changes in the appropriate Service Connection Register (CP Form-05).
- 25.43 File CP Form-65 in Applicant's File.
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COMPANY'S HEAD QUARTER

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load for supply at 66 kV & 132 kV or 220 kV (Category-5)	Code	Page
Section Designation	Planning and Engineering Manager(Planning and Engineering)	CP-02	80 of 88

Reference Instructions

26. Receive Application Form (CP Form-03) from the applicant properly filled in and signed along with.

- Ownership proof of the premises where connection is required.
- An affidavit from the owner of the premises to the effect that no connection existed previously at the premises for which connection is applied for and that the shall pay to the DISCO any outstanding dues in respect of any previous connection which existed at the premises is question, if noticed thereafter.
- "No Objection Certificate" from the landlord (if the applicant is a tenant along with landlord's proof of ownership and affidavit mentioned above).
- Attested copies of Computerized National Identity Cards of the applicant and two witnesses.
- The power of attorney (in case of a company), in favour of the applicant to the effect the applicant is authorized to sign the application and execute agreement on behalf of the Company along with Memorandum and Articles of Association of the Company.
- Available site plan Industry/premises where connection is required.
- In case of change of name/reconnection/extension or reduction of load, a certificate from the Revenue/CS Office of the DISCO to the effect that no areas are outstanding against the premises along with proof of ownership/NOC.
- Any other information (if required) by the Company for connections above 11 kV as per requirements of the Distribution Code and the Grid Code (wherever applicable).
- In case the Grid Station required for provision of supply falls within the purview of the dedicated system under the NEPRA Eligibility Criteria, the supply under this Tariff shall not be available to such a prospective consumer unless he provides, to the satisfaction and approval of the Company, an Independent Grid Station of his own including Land, Building, Transformers, Circuit Breakers and other necessary equipment and apparatus for receiving and controlling the supply, or, alternatively, pays to the Company for all such Land, Building, Transformers, Circuit Breakers and other necessary equipment and apparatus if so provided and installed by the Company. The recovery of remaining cost of service connection shall be regulated by NEPRA Eligibility Criteria.

Note: The consumer desiring for reduction/extension of load will submit his request on the prescribed application form (CP Form-143) or (CP Form-144) as the case may be, which will be processed in accordance with the procedure prescribed for the new connection.

COMPANY'S HEAD QUARTER

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load for supply at 66 kV or 132 kV or 220 kV (Category-5)	Code	Page
Section Designation	Planning and Engineering Manager (Planning and Engineering)	CP-02	81 of 88

Reference Instructions

26.1 Register the application in Service Connection Register (CP Form-05) for appropriate tariff and fill in Columns 1, 3 and 4 to 8.

Note:

- i) Applications for temporary general, industrial and bulk supply connections will be entered in CP Form-05 to be maintained separately for Tariffs E-1 and E-2.
- ii) Temporary connections may be installed out of turn to regular connections.

26.2 Enter on all copies of Application Form (CP Form-03) at relevant places :

- Date Application received.
- Date of Registration.
- Register's Serial Number.
- Tariff Applicable.

26.3 Complete detachable counterfoil of CP Form-03 entering tariff applicable and deliver to the applicant.

26.4 Send copy of CP Form-03 Revenue/CS Office (CP Code-08/2) and Company's Computer Centre (CP Code-02/22.1) not later than the following day.

26.5 Open a new file and place copy of CP Form-03 along with supporting documents in it.

26.6 For 66 kV or 132 kV:

Send the file to CE (T&G) for preparation of technical data and service estimate, the estimate thus prepared will be approved by BOD.

For 220 kV:

Send the file to MD, NTDC for preparation of technical data and service estimate. He will return the applicants file along with the estimate to CEO. The estimate will be approved by the BOD.

COMPANY'S HEAD QUARTER

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load for supply at 66 kV & 132 kV or 220 kV (Category-5)	Code	Page
Section Designation	Planning and Engineering Manager(Planning and Engineering)	CP-02	82 of 88

Reference Instructions

26.7 If the connection cannot be given fill in Part-J and enter on application;

"NOT ACCEPTED"

And give reasons for non-acceptance on the application and in the Service Connection Register (CP Form-05) against relevant entry under his dated signature.

- Obtain the signature of Chief Executive Officer on CP Form-03 and against relevant entry in Service Connection Register File CP Form-03 in "Application Not Accepted File" and return CP Form-03 along with supporting documents to the applicant.
- Send intimation of rejection of application(s) for new connection at the end of each week through CP Form-75 (Advice to Company's Computer Centre and RO/AM (CS) of rejection of application for new connection).
- If the connection can be given, fill in relevant part and enter on the Application Form.

"ACCEPTED FOR PROCESSING"

- Sign on CP Form-03 obtain signature of Chief Executive Officer. Send copy of CP Form-03 back to the applicant.

26.8 Send the case through Chief Executive Officer to BOD for obtaining the approval.

26.9 On receipt of approval of the BOD, fill in Columns 9, 11, 12 and 13 on Service Connection Register (CP Form-05).

26.10 Allocate Reference Number.

26.11 Prepare Demand Notice for Service Connection Cost (CP Form-13) in quadruplicate and for Security Deposit (CP Form-14) in triplicate from the Service Estimate and Justification Form filling in all prescribed data.

Note:

- i) In case of Demand Notice for Service Connection Cost, indicate office address of XEN/DM (O) and RO/AM (CS) concerned on all the copies.
- ii) The grace period of compliance of Demand Notice will given (in case of all categories of connections) as one month the Demand Notice will be automatically cancelled and prospective consumer will lose his right of connection. If the compliance regarding payment of Security Deposit and other charges along with submission of test report is not made within one month of issue of the Demand Notice.

COMPANY'S HEAD QUARTER

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load for supply at 66 kV or 132 kV or 220 kV (Category-5)	Code	Page
Section Designation	Planning and Engineering Manager (Planning and Engineering)	CP-02	83 of 88

Reference Instructions

- 26.12 Obtain Stamp and signature of Chief Executive Officer on Demand Notice CP Form-13 and CP Form-14.
- 26.13 Allocate Demand Notice serial number to CP Form-13 and CP Form-14 on calendar year basis (Starting from 1st January each year).

Note:

- i) Demand Notice Number for Service Connection Cost and Security Deposit will be the same with the distinction of word "C" and "S" respectively added on the right hand side of the Demand Notice e.g. 2124 C for Service Connection Cost and 2124 S for Security Deposit.
 - ii) The Demand Notice Number should first be entered in column 3 of Demand Notice Register (CP Form-67), then entered on CP Form-13 and CP Form-14.
- 26.14 Fill in Column-15 to 20 on Service Connection Register from the Demand Notice Separate line should be used for Service Connection Cost and Security Deposit.
- 26.15 Enter details of Demand Notice in Columns No. 1, 2, 4 to 8 of CP Form-67. Separate line is to be used for Service Connection Cost and Security Deposit.

Note for Chief Executive Officer:

Check all entries of Demand Notice for Service Connection Cost to the Demand Notice Register (CP Form-67). Sign against each item checked in Column – 11 of the Register.

Note for Manager(Planning and Engineering)

- i) Detach perforated slip (for use by Computer Centre) from top copy of CP Form-13, send top copy of Demand Notice for Service Connection Cost (CP Form-13) to the applicant by Registered Post, 2nd copy to the Revenue/CS Office CP Code-08/3 and 3rd copy to the Executive Engineer/DM (O) (CP Code-02/19). File 4th copy in Consumer's File.
- ii) Detach perforated slip (for use by Computer Centre) from top copy of CP Form-14. Send top copy of Demand Notice for Security Deposit (CP Form-14) to the applicant by Registered Post and 2nd copy to the Revenue/CS Office General Section (see CP Code-08/3). File 3rd copy in the Applicant's File.

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COMPANY'S HEAD QUARTER

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load for supply at 66 kV or 132 kV or 220 kV (Category-5)	Code	Page
Section Designation	Planning and Engineering Manager (Planning and Engineering)	CP-02	84 of 88

Reference Instructions

- iii) Enter Serial No. and date of postal receipt in Column – 9 of register (CP Form-67). Sign in column – 10. File postal receipt in Consumer's File.
 - iv) Send perforated slips mentioned in Para 26.15 (i) and (ii) to Company's Computer Centre at the end of each week (Para 22.3).
- 26.16 Receive consumer's acceptance counterfoils of Demand Notices and duplicate scrolls from bank.
- 26.17 Check the counterfoils with the scrolls. Complete columns 21 and 22 of the Service Connection Register (CP Form-05). Enter payment details on copies of Demand Notices in Applicant's File. File the counterfoils in the Applicant's File.
- Issue directions to Manager Project (Constr.) for execution of work upto 132 kV. For connections at 220 kV, funds will be transferred to MD, NTDC for execution of work.
- 26.18 Allocate a new priority Number of the application in Tariff-wise priority register (CP Form-06) on the basis of the sequence in which the payment has been made. Also complete remaining columns of priority register. Enter priority number in column-2 of Service Connection Register (CP Form-05). Exhibit Tariff-wise priority list on the Notice Board.
- 26.19 At the end of each week prepare detail of paid Demand Notices on the following proforma in triplicate:

COMPANY'S HEAD QUARTER

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load for supply at 66 kV or 132 kV or 220 kV (Category-5)	Code	Page
Section Designation	Planning and Engineering Manager (Planning and Engineering)	CP-02	85 of 88

Reference Instructions

DETAILS OF PAID DEMAND NOTICES FOR THE WEEK ENDING _____

Sr. No.	Application Registration No.	Demand Notice		Amount Paid		Date of Payment		Priority No.
		No.	Date	Service Connection Cost	Security Deposit	Service Connection Cost	Security Deposit	

Send top copy to Company's Computer Centre, 2nd copy to XEN/DM (O) and place third copy in a file to be maintained on yearly basis (Para 21 and 22.4).

Note:

- i) If the last day of the month is not at the end of a week, last weekly input of the month will be prepared as if it were the end of the week and sent to Company's Computer Centre on the 1st of next month.
 - ii) Computer Centre will also process the data and produce outputs on the same lines.
- 26.20 At the end of the month, prepare details of paid Demand Notices for Service Connection Cost in each month on CP Form-07 (Detail of capital contribution paid by consumers during the month), in duplicate. Obtain signature of Chief Executive Officer on CP Form-07 and send top copy to the Executive Engineer/DM (O). Place 2nd copy of CP Form-07 in a file to be maintained.
- 26.21 Cancel Demand Notice where payment has not been made and or test report not received within grace period.
- 26.22 Mark off canceled Demand Notices for Service Connection Cost and Security Deposit on CP Form-05 and CP Form-67.

COMPANY'S HEAD QUARTER

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load for supply at 66 kV or 132 kV or 220 kV (Category-5)	Code	Page
Section Designation	Planning and Engineering Manager (Planning and Engineering)	CP-02	86 of 88

Reference Instructions

- 26.23 On the first day of each month check Service Connection Register and prepare lists of cancelled Demand Notices for Service Connection Costs and Security Deposits in CP Form-08 (List of cancelled Demand Notices) in quadruplicate, pass lists to Chief Executive Officer for signature and send top copy to Executive Engineer/DM (O) (Para 19.8), 2nd copy to RO/AM (CS) (Para – 5 of Code-CP-08) and third copy to Company's Computer Centre. (Para 22.4) Retain fourth copy and place in file of cancelled Demand Notices.
- 26.24 Receive from the applicant, Wiring Contractor's test report (CP Form-15).
- 26.25 Complete Columns 23 and 24 on Service Connection Register (CP Form-05).
- 26.26 Examine the test report (CP Form-15) to ensure that it is complete. If not completed properly, return it to consumer.
- 26.27 Where test report (CP Form-15) is found properly completed, visit the premises and complete test as specified. Enter result on Form, and place in Consumer's File. Complete columns 26 and 27 (leaving column 25 blank) on Service Connection Register.
- 26.28 Prepare a Service Connection Order (CP Form-17), work order/Instructions in duplicate taking into account the priorities. Enter serial number in columns 28 and 29 of the Service Connection Register. Obtain signature of Chief Executive Officer for authorizing the connection. Complete column No. 30 on Service Connection Register (CP Form-05).
- 26.29 Arrange approval of store requisition/issue of material and execution of work order /installation of service by Manager Project (GSC). Place one copy of store requisition in Consumer's File to complete the record.

Note for PD (GSC)/Manager (P&E):

PD (GSC)/Manager (P&E) will ensure through B&AO of his office that payment of Service Connection Cost has been received from the prospective consumer before allowing permission for issue of material from Store.

- 26.30 On satisfactory completion of installations by PD (GSC), Manager (P&E) will arrange installation of meter through committee comprising of SE/Manager (Operation), XEN/DM (T&I), XEN/DM (P&I), XEN/DM (M&T) and XEN/DM (Operation).

COMPANY'S HEAD QUARTER

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load for supply at 66 kV or 132 kV or 220 kV (Category-5)	Code	Page
Section	Planning and Engineering		
Designation	Manager (Planning and Engineering)	CP-02	87 of 88

Reference Instructions

- 26.31 On installation of connection, take following actions:
- Complete Meter Reading Card (CP Form-19).
 - Arrange its delivery to consumer after obtaining the signature on CP Form-17 against the specified space.
 - Complete Columns 31, 32, 33 and 34 of Service Connection Register (CP Form-05).
 - Prepare Meter Reading Record (CP Form-23).
 - Enter date of its preparation in column – 35 of Service Connection Register (CP Form-05).
- 26.32 Send top copy of Service Connection Order to the Revenue Officer/AM (CS) on the day of installation and complete columns 36 and 37 Service Connection Register (CP Form-05).
- Send attested copy of SCO to SE/Mgr. (O).
 - Send attested photo copy of SCO along with Meter Reading Record (CP Form-23) to the XEN/DM (O) on the day of installation.
 - Send attested photo copy to SCO to the SDO/AM (O).
- 36.33 File 2nd copy of SCO in the Applicant's File.
- 36.34 Obtain signature of Chief Executive Officer in Column 38 of Service Connection Register (CP Form-05).

COMPANY'S HEAD QUARTER

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load for supply at 66 kV or 132 kV or 220 kV (Category-5)	Code	Page
Section Designation	Planning and Engineering Manager (Planning and Engineering)	CP-02	88 of 88

Reference Instructions

- 26.35 At the end of each week prepare list of connections installed on the following Proforma in quadruplicate.

Sr. No.	Application No.	Registration Date	Ref. No.	Date of Connection	Tariff
1	2	3	4	5	6

- 26.36 Distribute copies of above list as follows:

- Top copy to Company's Computer Centre.
- 2nd copy to XEN/DM (O).
- 3rd copy to SDO/AM (O).
- Retain fourth copy in the file to be maintained.

- 26.37 Prepare list of connections installed during the month on CP Form-26 in quadruplicate and distribute copies as under:

- Top copy to Revenue Officer/AM (CS).
- 2nd copy to SDO/AM (O) for preparation of CP Form-25.
- 3rd copy to XEN/DM (O).
- Retain fourth copy in the file to be maintained.

SUB-DIVISIONAL OFFICE

Procedure	Temporary Disconnection	Code	Page
		CP-03	1 of 6

Reference General System Description

1. If a consumer is leaving premises temporarily or when another consumer is not immediately taking over the premises, a temporary disconnection may be effected after receipt in writing of a request to do so.
- 1.1 In this event the consumer will give an undertaking on Non-Judicial Stamp Paper of Rs.20/- to the effect that he would continue to pay the "Charge due" monthly and would not claim for any "concession" on this account.

Note for Computer Centre:

Computer Centre will prepare Disconnection Notices and Orders (to remove equipments) in case consumers fail to make payment of monthly bills.

- 1.2 SDO/AM (O) affixes the Temporary Disconnection Order and keeps a proper record.
- 1.3 At the time of reconnection, SDO/AM (O) must ensure that "Charge due" and Reconnection Fee have been paid.

SUB-DIVISIONAL OFFICE

Procedure Section Designation	Temporary Disconnection Disconnection and Reconnection Section Supervisor	Code CP-03	Page 2 of 6
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Reference Instructions

2. Disconnection at request of consumer.
 - 2.1 Receive the request from consumer in writing for Temporary Disconnection.
 - 2.2 Prepare Temporary Disconnection Order (CP Form-27) in duplicate.
 - 2.3 Obtain SDO's/AM (O)'s approval and signature if the sanctioning authority is SDO/AM (O). In other cases obtain approval and signature of the Competent Authority through SDO/AM (O).
 - 2.4 Enter order in Register of Temporary Disconnection Order (CP Form-28) and issue order to Lineman concerned to effect the disconnection.

SUB-DIVISIONAL OFFICE

Procedure Section Designation	Temporary Disconnection Disconnection and Reconnection Lineman	Code CP-03	Page 3 of 6
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Reference Instructions

3. Receive two copies of Temporary Disconnection Order (CP Form-27) from the Disconnection and Reconnection Section Supervisor.
- 3.1 Effect the disconnection and enter on both copies of Temporary Disconnection Order (CP Form-27).
 - Date when disconnected.
 - Meter(s) No.(s) and Condition.
 - Reading (s).
 - Obtain signature of consumer.
 - Obtain signature of disconnection Section Supervisor and SDO/AM (O).
- 3.2 Return both copies of Temporary Disconnection Order (CP Form-27) duly completed to Section Supervisor.

SUB-DIVISIONAL OFFICE

Procedure Section Designation	Temporary Disconnection Disconnection and Reconnection Section Supervisor	Code CP-03	Page 4 of 6
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Reference Instruction

4. Receive back both copies of completed Temporary Disconnection Order (CP Form-27) from Lineman. Check that form has been properly completed.
- 4.1 Send 2nd copy of the order to Revenue/CS Office General Section (see CP Code-13/2).
- 4.2 Complete Temporary Disconnection Order Register CP Form-28.
- 4.3 Pass on top copy of Temporary Disconnection Order (CP Form-27) to Meter Reading Supervisor for entry of meter reading, in Meter Reading Record (see CP Code-03/5).
- 4.4 Receive back top copy of Temporary Disconnection Order (CP Form-27) from Meter Reading Supervisor and file in Applicant's File.
- 4.5 At the end of each month prepare a statement showing the number of Temporary Disconnection Orders issued executed and lying pending (CP Form-25).
- 4.6 Pass statement to Senior Clerk, Connection Section (see CP Code-02/16.3).

SUB-DIVISIONAL OFFICE

Procedure Section Designation	Temporary Disconnection Meter Reading Meter Reading Supervisor	Code CP-03	Page 5 of 6
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Reference Instructions

5. Receive top copy of Temporary Disconnection Orders (CP Form-27) from Disconnection and Reconnection Section Supervisor.
 - Enter meter readings on Meter Reading Record (CP Form-21/23).
 - Enter date of Temporary Disconnection on Meter Reading Record (CP Form-21/23).
- 5.1 Initial and pass on Temporary Disconnection Order (CP Form-27) to Disconnection and Reconnection Section Supervisor (CP Code-3/4.4).

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SUB-DIVISIONAL OFFICE

Procedure Section Designation	Temporary Disconnection Disconnection and Reconnection Sub-Divisional Officer/Assistant Manager (Operation)	Code CP-03	Page 6 of 6
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Reference Instructions

6. Each month, SDO/AM (O) will ensure that executed CP Form-27 have correctly been incorporated in CP Form-25.



SUB-DIVISIONAL OFFICE

Procedure Section Designation	Permanent Disconnection	Code CP-04	Page 1 of 7
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Reference General System Description

1. A premises is liable to be disconnected if the consumer is a defaulter in making payments of the energy consumption charges bill(s), or if he is using the electric connection for a purpose other than for which it was sanctioned, or if he has extended his load beyond the sanctioned load even after receipt of a notice in this respect from the DISCO.
 - 1.1 The Disconnection Section Supervisor arranges for the removal of the equipment.
 - 1.2 The equipment can also be removed on the written request of the consumer.

Note for SDO/AM (O):

SDO/AM (O) must ensure that the Disconnection Order effected at the request of the consumer is sent to the Revenue/CS Office immediately through a separate special memo.

SUB-DIVISIONAL OFFICE

Procedure Section Designation	Permanent Disconnection Disconnection and Reconnection Section Supervisor	Code CP-04	Page 2 of 7
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Reference Instructions

2. Receive two copies of Disconnection Order (to Remove Equipment) (CP Form-29) along with one copy of list of CP Form-118 from the Revenue/CS Office General Section. Obtain approval of SDO/AM (O) under his signature and stamp (see CP Code-14/2.9).
- 2.1 Enter date of receipt of list CP Form-118 along with Disconnection Order in column – 7 of list. Place list in a file in Batch No. order. Separate file to be maintained for each month.
- 2.2 Issue two copies of Disconnection Order to Lineman who will affect the disconnection order and remove the equipment (Para-3/CP Code-04). The material and equipment which is removed from the site as a result of disconnection shall be kept in the SDO/AM (O)'s Office for 365 days from the date of disconnection and an entry to this effect shall be made in a register to be kept for this purpose. It shall be re-installed after payment of reconnection charges without recovering cost thereof on application for reconnection within 365 days to be reckoned from the date of disconnection. If a disconnected consumer does not come forward for reconnection within 365 days from the date of disconnection, then the removed material and equipment shall be returned to the store. Removed material and equipment shall be taken on stock and it shall be issued as stock material by the concerned office. Meters removed are taken on charge in Register (CP Form-77).
- 2.3 On receipt of a written request from the consumer to remove the equipment, prepare Disconnection Order in duplicate and obtain approval of SDO/AM (O) under his signature and stamp.
- 2.4 Complete Columns 1 to 6 of Disconnection Order Register (CP Form-30).
- 2.5 Same as 2.2 above.



SUB-DIVISIONAL OFFICE

Procedure Section Designation	Permanent Disconnection Disconnection and Reconnection Lineman	Code CP-04	Page 3 of 7
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Reference Instructions

3. Receive two copies of the Disconnection Order (CP Form-29) from the Section Supervisor. Visit the premises and remove the equipment.

Note: No disconnection order will be affected when the defaulter produces receipt of "Paid Bill" to the staff. However, the concerned staff member will record the particulars of payment i.e. amount due and name of Bank branch on Disconnection Order.

- 3.1 Enter on all copies of Disconnection Order (CP Form-29).

- Date equipment removed.
- Name of the Lineman who removed the material.
- Signature of Line Superintendent.
- Obtain stamp and signature of SDO/AM (O).

- 3.2 Attach with one copy of the disconnection order, the acknowledged copy of Material Return Note and return all copies of the disconnection order to the Section Supervisor.

SUB-DIVISIONAL OFFICE

Procedure Section Designation	Permanent Disconnection Disconnection and Reconnection Section Supervisor	Code CP-04	Page 4 of 7
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Reference Instructions

- 3.3 Receive from Lineman two copies of Disconnection Order (CP Form-29) duly completed along with the acknowledged copy of Material Return Note attached with one copy of the Disconnection Order.
- 3.4 Complete Columns 7 to 10 Disconnection Order Register (CP Form-30).
- 3.5 Send 2nd copy of Disconnection Order (CP Form-29) in Revenue/CS Office, General Section along with the copy of Material Return Note (CP Code-14/2.11). Complete Columns 11 and 12 in the Disconnection Order Register (CP Form-30).

Complete items 1 to 18 of register permanently disconnected defaulters (CP Form-31).

Note: Index showing Sr. No., Reference No., Tariff, Arrears and Page No. shall be prepared at the start of the register. New defaulters will be added on daily basis. At least four pages of CP Form-31 shall be allotted to each defaulter for recording measures adopted for recovery by SDO/AM (O), XEN/DM (O), DCM, Tehsildar Recovery etc.

- 3.6 At the end of each week put up permanently disconnected defaulter's register (CP Form-31) to SDO/AM (O) for his checking and recording instructions for recovery (Para 5.1).
- 3.7 Receive back Permanently Disconnected Defaulter's Register (CP Form-31) from SDO/AM (O) (Para 5.3). Take the recovery action as per instructions/Observations by the SDO/AM (O). Receive CP Form-29 from SDO/AM (O) and place in a file to be maintained (Para 5.3).
- 3.8 At the end of month prepare the following abstract on CP Form-31 :

		Number	Amount of Arrears
a)	Opening balance at the beginning of month		
b)	Additions during the month		
c)	Total (a+b)		
d)	Recovery during the month (quote Reference Nos. at the bottom)		
e)	Adjustment during the month (quote Reference Nos. at the bottom)		
f)	Closing balance at the end of month (c-d-e)		
g)	Sites visited by the SDO/AM (O) during the month (quote Reference Nos. at the bottom)		

SUB-DIVISIONAL OFFICE

Procedure Section Designation	Permanent Disconnection Disconnection and Reconnection Section Supervisor	Code CP-04	Page 5 of 7
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Reference Instructions

- 3.9 Send other copy of Disconnection Order (CP Form-29) to Meter Reading Section Supervisor for entries on the relevant Meter Reading Record (see CP Code-04/4).
- 3.10 Obtain the relevant Applicant's File from Connection Section Senior Clerk.
- 3.11 Write "Supply Removed" and removal date on file.
- 3.12 File copy of the disconnection order in Applicant's File when received back from Meter Reading Section Supervisor and send the file back to Connection Section Senior Clerk.
- 3.13 At the end of the month prepare a statement showing the Number of Disconnection Orders received. Number of orders executed and Number of orders lying pending (CP Form-25).
- 3.14 Pass statement to Senior Clerk Connection Section (see CP Code-02 /16.3).

SUB-DIVISIONAL OFFICE

Procedure Section Designation	Permanent Disconnection Meter Reading Section Supervisor	Code CP-04	Page 6 of 7
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Reference Instructions

4. Receive copy of Disconnection Order (CP Form-29) from Disconnection and Reconnection Section Supervisor (see CP Code-4/3.9).
- 4.1 Enter on relevant Meter Reading Record:
 - Date Equipment Removed.
 - Final Meter Reading.
 - Disconnection Order Number.
- 4.2 Write "EQUIPMENT REMOVED" in large letters across the Meter reading Record. Retain Meter Reading Record in binder.
- 4.3 Initial Disconnection Order (CP Form-29) and send to Disconnection and Reconnection Section Supervisor.

Note: The purpose of leaving the Meter Reading Record in the binder is to facilitate the Meter Reader to check the connection and ensure that it has not been illegally re-established.

SUB-DIVISIONAL OFFICE

Procedure Section Designation	Permanent Disconnection Disconnection and Reconnection Section Supervisor	Code CP-04	Page 7 of 7
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Reference Instructions

5. At the end of each week, examine Disconnection Order Register to ensure that all orders are being dealt with. Sign register in token of having examined and taken action where necessary.
- 5.1 At the end of each week, examine CP Form-31 (Para – 3.6). Ensure that particulars of all the Consumers disconnection permanently during the week are entered in CP Form-31. Record instructions for Supervisor Disconnection and Reconnection Section to pursue recovery. Also review the progress of recovery from defaulters in the light of previous instructions and record observations.
- 5.2 Visit a reasonable number of permanently disconnected defaulting premises having arrears more than Rs. 5,000/- each month so that all the premises are checked once every six month to ensure that the same are not getting supply from neighbor or other unauthorized measures. Record observation /instructions for Supervisor Disconnection and Reconnection Section for pursuing recovery. Send the register back to Supervisor Disconnection and Reconnection Section.

Note for XEN/DM (O):

During his visit to the Sub-Division he will review the register of permanently disconnected defaulters (CP Form-31) and record his observations. He shall also visit reasonable number of permanently disconnected premises having arrears more than Rs. 50,000/- each month; so that all such premises are checked once a year to ensure that the same are not getting supply from the neighbour or other unauthorized measures.

Note for SE/Mgr. (O):

During his periodic visit to the Sub-Divisions he will inspect CP Form-31, review all the cases having arrears more than Rs.100,000/- obtain the explanation from the SDO/AM (O) regarding non-recovery and reasons for accumulation of arrears.

- 5.3 Receive CP Form-61 from XEN/DM (O) (CP Code-17/3.1). Check that all Reference Nos. on CP Form-60 exist on CP Form-31. In case of variation take corrective action pass on CP Form-31 to Disconnection and Reconnection Section Supervisor (Para – 3.7).

SUB-DIVISIONAL OFFICE

Procedure	Reconnection	Code	Page
		CP-05	1 of 5

Reference General System Description

1. The disconnected premises shall be reconnected at the request of the consumer:

- i) If all outstanding dues are paid.
- ii) Recovery of minimum/fixed charges made as per reconnection policy,
- iii) Security deposit and charges for reconnection recovered as per policy.

When the applicant has paid all the dues as mentioned above, the Revenue/CS Office, General Section issues a Reconnection Order to the SDO/AM (O). Reconnection Section of SDO/AM (O) will effect the reconnection after recovery of service cost, where involved, obtaining a fresh wiring test report from the consumer and observing other formalities as per Reconnection Policy.

- 1.1 The Reconnection Section reconnects the premises and informs the Revenue/CS Office General Section using a copy of Reconnection Order (CP Form-32).
- 1.2 Where a meter is being changed on reconnection after temporary disconnection, a meter change order (CP Form-42) is required in addition to the reconnection instructions (see CP Code-9/1.2).

SUB-DIVISIONAL OFFICE

Procedure Section Designation	Reconnection Disconnection and Reconnection Sub-Divisional Officer/Assistant Manager (Operation)	Code CP-05	Page 2 of 5
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Reference Instructions

2. Receive 2nd and 3rd copies of the Reconnection Order (CP Form-32) from the Revenue/CS Office, General Section (see CP Code-15/3.2).
- 2.1 Check that reconnection has been authorized by Revenue Officer/AM (CS).
- 2.2 Arrange recovery of Service Cost, where involved.
- 2.3 Sign 2nd and 3rd copies of Reconnection Order (CP Form-32) and pass on to the Disconnection and Reconnection Section Supervisor (see CP Code-5/3).

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SUB-DIVISIONAL OFFICE

Procedure Section Designation	Reconnection Disconnection and Reconnection Section Supervisor	Code	Page
		CP-05	3 of 5

Reference Instructions

3. Receive 2nd and 3rd copies of Reconnection Order (CP Form-32) from SDO/AM (O) (see CP Code-5/2.3).
- 3.1 Complete columns 1 to 4 in the Reconnection Application Register (CP Form-33).
- 3.2 Visit the premises and Wiring Test Report (CP Form-15). If satisfactory reconnect supply.
- 3.3 Complete Wiring Test Report (CP Form-15).
- 3.4 Enter on the 2nd and 3rd copies of Reconnection Order (CP Form-32):
 - Name of the Lineman who reconnected the premises.
 - Date reconnected.
 - Meter reading and conditions of meter.
 - Signature of Supervisor/Line Superintendent.

Report to SDO/AM (O) and obtain his stamp and signature on the forms.
- 3.5 Complete columns 5 to 9 in the Reconnection Application Register (CP Form-33). Also complete columns 14 to 15 of CP Form-118 against relevant Disconnection Order (CP Form-29) vide which the premises was disconnected.
- 3.6 Send 2nd Copy of Reconnection Order to Revenue/CS Office (see CP Code 15/4).
- 3.7 File Wiring Test Report (CP Form-15) in Applicant's File.
- 3.8 Pass 3rd copy of Reconnection Order (CP Form-32) to the Meter Reading Section Supervisor (see CP Code 5/3-12).
- 3.9 Receive back 3rd copy of Reconnection Order (CP Form-32) from Meter Reading Section Supervisor (see CP Code 5/3.14) and file in Applicant's File.
- 3.10 At the end of the moth prepare a statement showing number of Reconnection Orders received reconnection executed and Reconnection Orders lying pending (CP Form-25).
- 3.11 Pass the statement to Senior Clerk Connection Section (see CP Code-02/16.3).

SUB-DIVISIONAL OFFICE

Procedure Section Designation	Reconnection Disconnection and Reconnection Meter Reading Section Supervisor	Code CP-05	Page 4 of 5
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Reference Instructions

- 3.12 Receive 3rd copy of Reconnection Order (CP Form-32) from Disconnection and Reconnection Section Supervisor (see CP Code 5/3.8).
- 3.13 Enter date of reconnection and meter reading on Meter Reading Record.
- 3.14 Initial and pass on Reconnection Order (CP Form-32) to Disconnection and Reconnection Section Supervisor (see CP Code 5/3.9).

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SUB-DIVISIONAL OFFICE

Procedure Section Designation	Reconnection Disconnection and Reconnection Sub-Divisional Officer/Assistant Manager (Operation)	Code CP-05	Page 5 of 5
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Reference Instructions

At the end of each week check the Reconnection Application Register (CP Form-33) to ensure that orders are being dealt with (see CP Code-05/2.7).

Sign register in token of having examined and take action where necessary.

SUB-DIVISIONAL OFFICE

Procedure	Meter Reading	Code	Page
		CP-06	1 of 17

Reference General System Description

1. Meter Reading Record General Consumers (CP Form-21) is maintained at Sub-Divisional Office under a Meter Reading Section Supervisor. New records are made out by the Connection Section. Meters are read by Meter Reading Clerks under control of a Line Superintendent Incharge who reports to the Meter Reading Section Supervisor. Meter Reading programme is prepared in such a way that all meters in each feeder are read within a short period as possible. Line Superintendents are responsible for ensuring correct recording of Meter Reading by Meter Reading Clerks. Meters for maximum demand supplies over 20 kW are read by Senior Officers in accordance with procedure in vogue. They retain the Meter Reading Record and advise the Revenue Officer/AM (CS) of the recordings each month. Otherwise, the Meter Readings are transferred by Meter Reading Clerks to meter reading lists which are checked by the Line Superintendent and signed by the Meter Reading Section Supervisor and the SDO/AM (O) before dispatch to Revenue Officer/AM (CS).
- 1.1 The Meter Clerks and Line Superintendent Incharge of the group of feeders are responsible for guarding against line losses on the feeders under their control and are answerable to Meter Reading Section Supervisor.

The Meter Reading Section Supervisor is in turn responsible for minimizing the line losses of all the feeders under his control and is answerable to SDO/AM (O).

The SDO/AM (O) is overall responsible for the line losses, in his Sub-Division.

SUB-DIVISIONAL OFFICE

Procedure	Meter Reading	Code	Page
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Reference General System Description

- 1.2 The Incharge Line Superintendent keeps the Rise and Fall Register (CP Form-58) of the consumption of doubtful cases and submits it each week to the Meter Reading Section Supervisor showing clearly the action he has taken to rectify the defects and to avert its occurrence in future recommending at the same time the action to be taken against the Meter Clerk or any other official responsible for the loss. The Meter Reading Section Supervisor if not satisfied with the report of the Line Superintendent in the Rise and Fall Register (CP Form-58) may investigate the matter further and bring it to the notice of SDO/AM (O) and if appropriate to the XEN/DM (O) for their personal investigation of the functioning of such meters(s). Their findings are submitted to the DISCO's Manager (Commercial) for making final decision on what actions to be taken.

SDO/AM (O) checks the register, takes any action necessary and signs the register each week. XEN/DM (O) will inspect the registers each alternate month.

- 1.3 Meter Reading and Bill Distribution checks will be carried out in accordance with instructions issued from time to time by:

- Line Superintendent Incharge of Group of Feeders.
- Meter Reading Section Supervisor.
- SDO/AM (O), XEN/DM (O), SE/Manager (O).

BY LINE SUPERINTENDENT INCHARGE

The Line Superintendent Incharge of Group of Feeders will carry out the following checks over the readings recorded by the Meter Readers and bills delivered by Bill Distributors in a month, over and above the discrepancies already noted by him from the readings supplied by the Meter Reader.

- General 5%
- Industrial 15%
- Tube wells 15%

He ensures by his percentage check that losses are brought down to bare minimum and bills are delivered to the consumers.

He will report to the SDO/AM (O) through the Supervisor all cases where the Meter Readers do not carry out the instructions in CP Code-06 Para 5 to 5.6 and bills are not delivered to the consumers by the Bill Distributors.

BY METER READING SECTION SUPERVISOR

The Meter Reading Section Supervisor will also exercise at least 15% check on Industrial and Tube well Consumers and meter readings/bill distribution at premises having connected load up to 20 kW and up to 20 general consumers per week, and report to the SDO/AM (O) any discrepancy noticed on the readings recorded by the Meter Reader(s) and Line Superintendent.

SUB-DIVISIONAL OFFICE

Procedure	Meter Reading	Code	Page
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Reference BY SDO/AM (O)

The SDO/AM (O) will physically check at site readings and distribution of bills of at least 2% of Industrial and Tube well Connections with connected load up to 25kW each month and at least 5 meters per day unless there are extenuating circumstances. Two meters to be checked should be those which the Meter Readers had read the previous day. He will initiate disciplinary action against the Meter Reader who do not carry out instructions in CP Code-06 Para 5 to 5.6 and Bill Distributors who fail to deliver the bills as reported by L/S Incharge /Supervisor Meter Reading Section besides irregularities noticed by himself.

BY EXECUTIVE ENGINEER/DEPUTY MANAGER (OPERATION)

The XEN/DM (O) will physically check at site at least 10% readings of meters of industrial and commercial consumers having connected load above 25KW and up to 500 kW and at least 2 meters a day, one meter independently i.e. which has not been checked by the SDO/AM (O), if not held up elsewhere. He will also check delivery of bills to consumers whose readings are checked as mentioned above.

BY SUPERINTENDING ENGINEER/MANAGER (OPERATION)

The SE/Mgr. (O) will physically check at site at least 15% meter readings/delivery of bills of consumers having connected load over 500 kW and at least 5 meters and delivery of bills per week as follows, if not held up else ware:

- a) One meter checked by the SDO/AM (O)
- b) One meter checked by XEN/DM (O)
- c) Three other meters

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SUB-DIVISIONAL OFFICE

Procedure	Meter Reading	Code	Page
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Reference General System Description

1. The following bound register should be maintained by Line Superintendent Incharge, Meter Reading Section Supervisor, SDDO/AM (O), Executive Engineer/DM (O) and Superintending Engineer/Manager (O) for above checking and the same should be accountable documents:
 - CP Form-22, by Meter Reading Supervisor-II, Meter Reading Section Supervisor-I or Line Superintendent-II, Meter Reading Section Supervisor and SDO/AM (O).
 - CP Form-24, by XEN/DM (O) and Superintending Engineer/Mgr. (O).
2. In order to check if the meters of Industrial, Commercial and Tube-wells connections have been tampered, the results of meter testing by Power/Energy Analyzer, Rotary sub-standard and check meter etc. should be entered in a register which should be an accountable document. Checks should be made a regular feature. Checks should be made as follows:
 - SDO/AM (O) - Monthly
 - XEN/DM (O) - Accompanied by SDO/AM (O) quarterly
 - SE/Mgr. (O) - Accompanied by XEN/DM (O) and SDO/AM (O) half yearly
 - Chief Engineer - Annually of checks made by SE/Mgr. (O).
3. The Supervisor and Officers responsible for carrying out regular prescribed percentage checks of meter reading must sign the consumer meter reading card available with the consumers as proof of their check. They should also intimate the result of checking to the respective Sub-Division and Revenue/CS Office indicating the action to be taken where necessary.
4. SDOs/AMs (O) and ROs/AMs (CS) must ensure that necessary action, as advised by the checking officer, is taken promptly and properly.

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SUB-DIVISIONAL OFFICE

Procedure	Meter Reading	Code	Page
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Reference General System Description

Meter reading for employees entitled to Free Electricity will be taken along with normal reading programmes.

1.5 Rotation of Meter Readers.

The meter reading areas of all Meter Readers be rotated after each six month's period they shall normally be rotated on the 1st of January and 1st of July every year but when there is a deliberate mistake, they can be rotated any time. The Meter Reading Section Supervisor is responsible for periodic checking of Meter Readers in the field to ensure that this instruction is enforced.

1.6 Where Bill Distributors are under Sub-Division control, the SDO/AM (O) will arrange for rotation of their delivery areas so that a distributor does not deliver bills in same location on more than two consecutive months. Bill Distributors should not be allocated to specific delivery areas.

Note - 1:

In accordance with the yardstick prescribed for Meter Reading Section in the Manual, Line Superintendent Grade-II (Line Superintendent Incharge of Group of Feeders) is provided where the number of consumers is more than 3000 in Rural and 5000 in Urban Sub-Divisions. In Rural and Urban Sub-Divisions where number of consumers are less than 3000 and 4000 respectively, functions prescribed for Line Superintendent Grade-II (Incharge of Group of Feeders) in the manual will be carried out by the Line Superintendent Grade-I (Meter Reading Section Supervisor) in addition to the functions already defined for him.

SUB-DIVISIONAL OFFICE

Procedure	Meter Reading	Code	Page
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Reference General System Description

Note – 2

Where Meter Reading Section Supervisor Grade-I or Grade-II in place of Line Superintendent Grade-II are posted, all functions as prescribed for Line Superintendent Grade – II in the Manual other than the following functions defined for Meter Reading Section Supervisor Grade-I or Meter Supervisor Grade-II will also be carried out by Line Superintendent Grade-I in addition to his own functions:

i) Meter Reading Section Supervisor Grade-I

Functions prescribed for Line Superintendent Grade-II vide Paras 1.3, 5.9, 5.10, 6.1, 6.2, 6.3 and 6.4 of CP Code-06 including other duties if assigned by Supervisors.

ii) Meter Supervisor Grade-II

Functions prescribed for Line Superintendent Grade-II vide Paras 1.5, 4, 4.1, 4.2, 4.3, 5.7, 5.9, 5.11 and 6.3 of CP Code-06 including other duties if assigned by Supervisor.

SUB-DIVISIONAL OFFICE

Procedure Section Designation	Meter Reading Up to 25kW installed Load Meter Reading Meter Reading Section Supervisor	Code CP-06	Page 7 of 17
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Reference Instructions

2. New Connections

Receive each day Meter Reading Records (CP Form-21) from SDO/AM (O) for all new connections and change of name and from Disconnection and Reconnection Section for change of meter.

- 2.1 Insert new Meter Reading Records in binder in feeder walkable order number ready for the next month meter reading.

3. Monthly Meter Reading Up to 25 kW installed Loads

Enter programme details in the Meter Reading Programme Register (CP Form-34) in advance of each month, completing columns 1, 4 and 5.

Note: The meter reading and billing programmes should be approved in advance each year (in month of June) by the Manager (Commercial).

- 3.1 Issue CP Form-21 (Meter Reading Records) of the particular feeder in accordance with meter reading programme to the Line Superintendent Incharge of the group of feeders.
- 3.2 Enter the name of the Line Superintendent Incharge of Feeder in Column-3 in the Meter Reading Programme Register (CP Form-34) and enter the date in Column-1 if necessary.

SUB-DIVISIONAL OFFICE

Procedure Section Designation	Meter Reading Up to 25 kW installed Load Meter Reading Line Superintendent Incharge Group of Feeder	Code CP-06	Page 8 of 17
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Reference Instructions

4. Receive from Meter Reading Section Supervisor the Meter Reading Records of the particular feeder.
- 4.1 Allocate meter reading work so that a day's work is issued to each Meter Reader in accordance with the rotation programme (see CP Code-06/1.5)
- 4.2 Enter the name of the Meter Reading Clerk in the Meter Reading Programme Register (CP Form-34), along with the date of issue, feeder number and month of readings.
- 4.3 Issue the particular Meter Reading Records to the Meter Reading Clerk concerned for recording of meter readings.

SUB-DIVISIONAL OFFICE

Procedure Section Designation	Meter Reading Up to 25 kW installed Load Meter Reading Meter Reading Clerk	Code CP-06	Page 9 of 17
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Reference Instructions

5. Receive Meter Reading Records (CP Form-21) from Line Superintendent Incharge of Group of Feeders.
- 5.1 Visit the premises including temporarily and permanently disconnected and obtain Consumers Meter Reading Card (CP Form-18).
Read all the meters at the user's premises as indicated by the Meter Reading Record.
- 5.2 Enter on the Meter Reading Record.
 - The date of Reading.
 - The Meter Reading.
 - Advance (Units consumed sine previous reading) initials.

Note for Meter Reader:

1. If there is no Meter Reading Record (CP Form-21) for a newly installed meter, make use of blank CP Form-21 and enter all particulars of the connection. Insert it in the binder at the proper place.
2. At the time of reading check the following irregularities in case of all the meters/premises and fill in Columns 1 to 5 of discrepancies report (CP Form-59).
 - A. Suspected theft.
 1. Prize Bond/Postal Order/Meter Security Slip is missing or torn out.
 2. Bond/Terminal cover seal is broken or missing.
 3. Hole in MSB/Meter body.
 4. MSB is showing signs of tampering.
 5. Joint/Load/Cutout connected before meter.
 6. Terminal Cover missing.
 7. Un-metered service.
 8. Meter hanging loose/tilted/physically un-balanced.
 9. Meter glass broken/dis-coloured.
 10. Meter dead/stop/burnt.
 11. Meter sticking.
 12. Meter digits upset.
 13. Meter running reverse.
 14. Meter connected on temporarily/permanently disconnected account.
 15. Meter missing.
 16. Meter found but no record exists.
 17. Any other reason.
 - B. Meter Card not available with Consumer.
 - C. Premises locked.
 - D. Abnormally high reading.
 - E. Abnormally low reading.
 - F. Multiplying factor wrong on record.
 - G. Supply not in use.

SUB-DIVISIONAL OFFICE

Procedure Section Designation	Meter Reading Up to 25 kW installed Load Meter Reading Meter Reading Clerk	Code CP-06	Page 10 of 17
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Reference Instructions

- H. Investigation for change of tariff.
- I. Wrong size meter.
- J. Improper meter location.
- K. MSB open.
- M. Any other discrepancy.

Note – 3

He will take corrective action in conjunction with Meter Reading Section Supervisor and SDO/AM (O) to rectify the discrepancies and prepare following abstract at the end of the month.

For L.S-II/or MS-I or MS-II.

ABSTRACT:

- i) The number of discrepancies outstanding at the beginning of the month.
- ii) Number of discrepancies added during the month.
- iii) Total (i) + (ii).
- iv) Number of discrepancies rectified.
- v) Number of discrepancies outstanding at the end of the month.

All reports on CP Form-59 for a month will be got bound in the shape of register.

5.3 Enter on Meter Reading Card at user's premises.

- The date of meter reading.
- The meter reading.
- Advance (Units consumed since previous reading).
- Initials.

Return Consumer's Meter Reading Card to the consumer before leaving the premises.

5.4 Transfer the entries of the readings from CP Form-21 to the Meter Reading List CP Form-35 for computer processing to be prepared in duplicate, along with any special remarks on the same day.

5.5 Add the units consumed column, enter the total and sign the Meter Reading Forwarding List.

5.6 Pass the list and CP Form-21 to Line Superintendent Incharge. Report to Line Superintendent all cases where the record of CP Form-21 is not shown on CP Form-35.

Report to Line Superintendent all cases where Meter Reading Cards have been lost by consumers (CP Code-06/5.13).

SUB-DIVISIONAL OFFICE

Procedure Section Designation	Meter Reading Up to 25kW installed Load Meter Reading Line Superintendent Incharge of Group of Feeders	Code CP-06	Page 11 of 17
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Reference Instructions

- 5.7 Receive the Meter Reading forwarding list and CP Form-21 from Meter Reading Clerk. Check that the meter readings on the list are complete and the total of units consumed is correct sign the list.
- 5.8 Prepare a Meter Reading List on CP Form-35 duplicate of all meters not read. (see CP Code-06/6).
- 5.9 Prepare a list of the suspected consumers having abnormal and subnormal reading feeder-wise in a Rise and Fall Register (CP Form-58) with other discrepancies noted from the Meter Reading Lists for the suspected consumers and make comparison of the same with his past consumption as shown in CP Form-21.
- 5.10 Prepare a list of all faulty meters which have not been removed and pass to Supervisor (see CP Code-06/7.5).
- 5.11 Prepare a list showing all CP Form-11 records which are not shown on CP Form-35 and pass it to the Supervisor (see CP Code-06/5.6 and CP Code-06/7.6).
- 5.12 Enter all details from list under 5.11 above on to the CP Form-35 and make sure that a new reading has been obtained and entered on CP Form-35.
- 5.13 Prepare a list of premises temporarily disconnected. Receive Meter Reading Clerks report regarding missing consumers Meter Reading Cards. Prepare new consumers Meter Reading Cards in all cases, arrange delivery to the consumers after obtaining receipts and filing of receipts in respective Applicant's File.

SUB-DIVISIONAL OFFICE

Procedure Section Designation	Meter Reading-Follow-up Reading Meter Reading Meter Reading Line Superintendent Incharge of Group of Feeders	Code CP-06	Page 12 of 17
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Reference Instructions

6. Arrange of reading all meters which were missed by the Meter Reading Clerks, using lists prepared at 5.8 of CP Code-06 and also those of suspected consumption as recorded in the Rise and Fall Register (CP Form-58) (CP Code-06/5.9) and meters of premises temporarily disconnected using list prepared at 5.13 of CP Code-06.
- 6.1 Enter readings in CP Form-21 (Meter Reading Records) and on the Meter Reading List of CP Form-35 (see CP Code-06/5.7 and 5.8).
- 6.2 Where the meter has become defected and not recording the actual consumption make estimate of the consumption on an average basis as per standing instructions.
- 6.3 Where premises disconnected temporarily/permanently are found to have been reconnected without authorization vide para-6 above, enter reading on Meter Reading Lists and Meter Reading Record clearly marking the same "Unauthorized Reconnection" on both the above documents.
- 6.4 Amend additions on and sign copies of Meter Reading List (CP Form-35) and send to Meter Reading Supervisor along with CP Form-21 within two days after the original meter reading date (see CP Code-06/7).
- 6.5 File the second copies of the Meter Reading Lists (CP Form-35).
- 6.6 Report all cases of unauthorized reconnection at para-6.3 to SDO/AM (O) through the Meter Reading Section Supervisor for investigation and taking corrective action.

Note:

SDO/AM (O) will investigate all cases reported under para 6.3 and arrange for immediate disconnection to prevent unauthorized reconnection again.

SUB-DIVISIONAL OFFICE

Procedure Section Designation	Meter Reading Up to 25 kW Reading installed Load Meter Reading Meter Reading Section Supervisor	Code CP-06	Page 13 of 17
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Reference Instructions

7. Receive CP Form-21 and Meter Reading Lists from the Line Superintendent Incharge of Group of Feeders (see CP Code-6/6.4).
- 7.1 Complete Columns 6 to 10 in Meter Reading Programme Register (see CP Form-34).
- 7.2 Sign Meter Reading Lists (CP Form-35) after checking to see that they have been properly prepared.
- 7.3 Obtain signature and stamp of the SDO/AM (O).
- 7.4 Send through SDO/AM (O) the Meter Reading Lists (top copy) to Billing Section of Revenue/ CS Office (see CP Code-10/2.8).

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SUB-DIVISIONAL OFFICE

Procedure Section Designation	Meter Reading-Follow-up Readings Meter Reading Meter Reading Section Supervisor	Code CP-06	Page 14 of 17
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Reference Instructions

- 7.5 Receive the list of faulty meters and reports in writing to SDO/AM (O) all cases where faulty or incorrect meters have been recorded (see CP Code-06/5.10 and CP Code-06/11).
- 7.6 Receive list of all cases where a Meter Reading Record is not shown CP Form-35 Report all cases to Revenue Officer/AM (CS), through SDO/AM (O).

Note:

Revenue Officer/AM (CS) will investigate all cases reported under para 7.6 above and ensure that necessary corrections are made.

- 7.7 At the end of each week check the Rise and Fall Register (CP Form-58) maintained by the Line Superintendent Incharge of Group of Feeders, investigate the abnormal cases and report SDO/AM (O) of the functioning of faulty meters and action to be taken against the official at fault.

SUB-DIVISIONAL OFFICE

Procedure Section Designation	Meter Reading above 25 kW installed Load Meter Reading Sub-Divisional Officer/Assistant Manager (Operation)	Code CP-06	Page 15 of 17
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Reference Instructions

8. Read meters of all consumers with installed load above 25 kW and up to 500 kW.
- 8.1 Apply multiplying factors to obtain units consumed, enter on CP Form-23 and on Consumers Meter Reading Card.

Note for SDO/AM (O):

Where Consumer's Meter Reading Card is found lost, he will prepare a new Consumer's Meter Reading Card, and arrange its delivery to the consumer after obtaining receipt as well as filling of the receipt in the Applicant's File with Senior Clerk Connection Section.

- 8.2 Where electro mechanical MDI meter is installed, agree MDI with consumer's representative before re-setting indicator. Apply multiplying factor to obtain KW reading. Ensure that MDI is functioning properly. If not, arrange for repairs to be carried out and assess reading.
- 8.3 Where electro mechanical MDI meter is installed, calculate power factor and enter on CP Form-23.
- 8.4 Calculate load factor and enter on Meter Reading Record wherever required.
- 8.5 Enter readings, power factor and load factor if required on (CP Form-47) reading list (two copies). Send top copy to Revenue Officer/AM (CS) and second copy to Meter Reading Section Supervisor.
- 8.6 Receive copy of Meter Reading List from XEN/DM (O) for all consumers with installed load greater than 500 kW and pass on to Meter Reading Section Supervisor (see CP Code-06/9.5).

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DIVISIONAL OFFICE

Procedure Section Designation	Meter Reading above 500 kW installed Load Meter Reading Executive Engineer/Deputy Manager (Operation)	Code CP-06	Page 16 of 17
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Reference Instructions

9. The XEN/DM (O) will read the meters of all consumers with an installed load greater than 500 kW.
- 9.1 Apply multiplying factors to obtain units consumed, enter on CP Form-23 and on Consumer's Meter Reading Card.

Note for Executive Engineer/Deputy Manager (Operation):

Where Consumer's Meter Reading Card is found lost, he will prepare a new Consumer's Meter Reading Card, and arrange its delivery to the consumer after obtaining receipt as well as filling of the receipt in the Applicant's File.

- 9.2 Where electro mechanical MDI meter is installed, agree MDI with consumer's representative before re-setting indicator. Apply multiplying factor to obtain KW reading. Ensure that MDI is functioning properly, if not, arrange for repairs to be carried out and assess reading.
- 9.3 Where electro mechanical MDI meter is installed, calculate power factor and enter on CP Form-23.
- 9.4 Calculate load factor and enter on CP Form-23 wherever required.
- 9.5 Enter readings, power factor and load factor if required on (CP Form-47) reading list (two copies). Send top copy to Revenue Officer/AM (CS) and second copy to SDO/AM (O) (SDO/AM (O), will send the copy to Meter Reading Section Supervisor)(see Code-06/8.6).

SUB-DIVISIONAL OFFICE

Procedure Section Designation	Meter Reading-Periodic Reporting Meter Reading Sub-Divisional Officer/Assistant Manager (Operation)	Code CP-06	Page 17 of 17
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Reference Instructions

10. Receive CP Form-36 (Line Losses, Billing and Arrears Analysis) from Revenue Officer/AM (CS).
- 10.1 Obtain any necessary explanation from Line Superintendent and Meter Reading Section Supervisor in respect for discrepancies or excessive losses. Take remedial action to reduce Line Losses.
11. Receive from Meter Reading Section Supervisor report on the functioning of individual faulty meters (see CP Code-06/7.5) and arrange replacement of the faulty meters (see CP Code-07).
- 11.1 Investigate and report to XEN/DM (O) or SE/Mgr. (O) if required and take appropriate action in the findings of investigation.
12. At the end of each week, examine the Rise and Fall Register (CP Form-58) and ensure that all abnormal cases are being dealt with. Take appropriate action against the official at fault. Sign the register.
13. Receive list of estimated meter readings (CP Form-92) from Revenue Officer/AM (CS) (see Code-10 /2.26). Examine all entries and take appropriate action as follows:
 - 13.1 Arrange for replacement or repair of faulty meters (see also item 11 above).

SUB-DIVISIONAL OFFICE

Procedure	Meter Change	Code	Page
		CP-07	1 of 5

Reference General System Description

1. If a meter at the consumer's premises is to be changed for whatever reason:
 - (i) The cost of replacement of meter will be borne by DISCO, if the meter becomes defective/damaged/burnt/slow not due to consumer's fault.
 - (ii) The cost will be borne by the consumer, if the meter becomes defective/damaged/burnt/slow due to consumer's fault including overloading and premises internal wiring defect.

SUB-DIVISIONAL OFFICE

Procedure Section Designation	Meter Change Disconnection and Reconnection Section Supervisor	Code CP-07	Page 2 of 5
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Reference Instructions

2. Prepare 'Meter Change Order' (CP Form-42) in duplicate and enter:
 - Date
 - Consumer's name and address of premises
 - Reference number
 - Reason for change
- 2.1 Obtain signature of Competent Authority.
 - To authorize change.
 - To indicate whether a charge for damage is to be made from consumer or otherwise.
- 2.2 Issue top copy of the Meter Change Order (CP Form-42) and new Consumer's Meter Reading Card to Lineman (see CP Code-7/2.4).
- 2.3 Retain second copy in book.

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SUB-DIVISIONAL OFFICE

Procedure Section Designation	Meter Change Disconnection and Reconnection Lineman	Code CP-07	Page 3 of 5
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Reference Instructions

- 2.4 Receive the Meter Change Order (CP Form-42) from the Disconnection and Reconnection Section Supervisor (see CP Code-7/2.2).
- 2.5 Effect change of meter, completes the Meter Change Form, and passes it to the Section Supervisor (see CP Code-7/2.6).

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SUB-DIVISIONAL OFFICE

Procedure Section Designation	Meter Change Disconnection and Reconnection Section Supervisor	Code CP-07	Page 4 of 5
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Reference Instructions

- 2.6 Receive back from Lineman the top copy of the Meter Change Order (CP Form-42) duly completed (see CP Code-7/2.5). Copy details on to second copy retained in book.
- 2.7 Send top copy of Meter Change Order (CP Form-42) to RO/AM (CS) (see CP Code-09/2).
- 2.8 Detach second copy of Meter Change Order (CP Form-42) from book and send to Meter Reading Section Supervisor (see CP Code-7/2.11)
- 2.9 Receive second copy of Meter Change Order (CP Form-42) back from Meter Reading Section Supervisor (see CP Code-7/2.13). Check that all numbers are complete. Investigate and find any missing numbers. File in consumer's individual file.
- 2.10 Investigate and clear any second copy Meter Change Order (CP Form-42) which remaining for more than two weeks in book.

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SUB-DIVISIONAL OFFICE

Procedure Section Designation	Meter Change Meter Reading Meter Reading Section Supervisor	Code CP-07	Page 5 of 5
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Reference Instructions

- 2.11 Receive completed Meter Change Orders (CP Form-42) from Disconnection and Reconnection Section Supervisor (see CP Code-7/2.8).
- 2.12 Enter details of new meter on Meter Reading Record (CP Form-21) and also meter readings of old and new meters.
- 2.13 Return Meter Change Orders (CP Form-42) to Disconnection and Reconnection Section Supervisor after signing each (see CP Code-7/2.9).

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REVENUE/CS OFFICE

Procedure Section Designation	New Connection Change of Name, Change of Tariff and Reduction/Extension of Load	Code	Page
		CP-08	1 of 15

Reference General System Description

1. The Revenue/CS Office General Section Receive from Sub-Divisional Office Connection Section, Divisional Office, Circle Office and DISCO copies of:-
 - Application.
 - Demand Notice.
 - Part-D of service estimate and justification form.
 - Change Notification and files them in individual consumers files.
- 1.1 The Revenue/CS Office General Section maintains and application register for connections of all categories.
- 1.2 The counterfoil of the Paid Demand Notice is received from the bank, and is checked against the copy of Demand Notice received from the Sub-Divisional Office, Circle Office and Company.
- 1.3 New connections and changes as advised by the Sub-Divisional Office, Divisional Office, Circle Office and Company are advised to the Computer Centre on classified CP Forms which are prepared by the Commercial Assistant Consumers Record and sent to the Computer Centre by him.
- 1.4 On daily basis all new connections and changes are checked to Computer Centre proof lists, from the Consumers Individual Files to ensure that the Computer Master files are correct.
- 1.5 Computer Centre proof lists consist of the following:-
 1. Master Data.
 2. Master File Addition List.
 3. List of Duplicate Reference Numbers.

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REVENUE/CS OFFICE

Procedure	New Connection Change of Name, Change of Tariff and Reduction/Extension of Load	Code	Page
Section Designation	General Commercial Assistant Consumers Records	CP-08	2 of 15

Reference Instructions

2. Receive from Sub-Divisional Office Connection SDO/AM (O), Circle Office and DISCO CP Form-03 of the Application Form for connection of all categories (see CP Code-2/2.4, 23.4, 24.4 and 25.4).
- 2.1 Complete Columns 1 to 4 in the Revenue/CS Office Application Register (CP Form-43). There is a separate register for reach tariff group.
- 2.2 Open a Consumer's File for each application and file application form. Keep files in application registration number order.
3. Receive copies of all Demand Notices from SDO/AM (O), Divisional Office, Circle Office and Company Office (see CP Code 2/7.2, (ii, iii), 23.15 (ii, iii), 24.15 (ii, iii), 25.15 (ii, iii) and 26.15 (i).
- 3.1 Enter details in Columns 8 to 11 in Revenue/CS Office Application Register (CP Form-43) from Demand Notice.
- 3.2 Pass all Demand Notices to General Accounts Assistant/Clerk (Para 3.3).

REVENUE/CS OFFICE

Procedure	New Connection Change of Name, Change of Tariff and Reduction/Extension of Load	Code	Page
Section	Accounts		
Designation	General Accounts Assistant /Clerk	CP-08	3 of 15

Reference Instructions

- 3.3 Receive 2nd copy of Demand Notices from Commercial Assistant Consumers Record (CP Code-08/3.2).
- Receive 2nd copy of Demand Notice from Commercial Superintendent (CP Code-15/2.3).
- 3.4 Check serial number to ensure that all have been received.
- 3.5 File in "awaiting payment file", keeping a separate section for each month.
4. Receive "paid" counter-foils of Demand Notice and Bank Scrolls (CP Form-44) from Divisional Accountant. (see CP Code-11/9.4).
- 4.1 Match "Counter-foils" against copy of Demand Notices in "awaiting payment file".
- 4.2 Remove paid Demand Notices and analysis to obtain totals for:
- A - Security Deposits.
- B - Service Connection Costs.
- Agree total of A and B with total of Bank Scrolls. Enter analysis on the Scrolls.
- 4.3 Enter the details of the Demand Notices on the Security Deposit Register (CP Form-45) and payment details on Demand Notice.
- 4.4 Pass scrolls and counter-foils to Divisional Accounts Officer (see CP Code-11/9.5) and pass paid Demand Notices to commercial Assistant Consumers Records (CP Code-08/4.5).

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REVENUE/CS OFFICE

Procedure	New Connection Change of Name, Change of Tariff and Reduction/Extension of Load	Code	Page
Section Designation	General Commercial Assistant Consumer's Records	CP-08	4 of 15

Reference Instructions

- 4.5 Receive paid Demand Notices from General Accounts Assistant /Clerk (see CP Code-08/4.4). Complete Columns 12 to 14 in Revenue/CS Office Application Register (CP Form-43).
- 4.6 File in Consumers Files.
- 4.7 Enter Reference Number from Demand Notices on to Consumer's File. Keep File in Reference Number Order.

REVENUE/CS OFFICE

Procedure	New Connection Change of Name, Change of Tariff and Reduction/Extension of Load	Code	Page
Section	Accounts		
Designation	General Accounts Assistant/Clerk	CP-08	5 of 15

Reference Instructions

5. Receive list of cancelled Demand Notices from SDO/AM (O), Circle Office and DISCO through Revenue/CS Office Divisional Accountant (see CP Code-02/7.9, 23.23, 24.23 and 25.23).
- 5.1 Remove cancelled Demand Notices from "awaiting payment file" stamp "Cancelled" and file in "Cancelled Demand Notices" file.
- 5.2 File List.

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REVENUE/CS OFFICE

Procedure	New Connection Change of Name, Change of Tariff and Reduction/Extension of Load	Code	Page
Section	Accounts		
Designation	General Accounts Assistant/Clerk	CP-08	6 of 15

Reference Instructions

- 5.3 Check file of Cancelled Demand Notices in General Section in first week each month and enter date and "Cancelled" in Revenue/CS Office Application Register Column 13.
6. Receive through Revenue Officer/AM (CS) copies of all Tariff Changes (CP Form-65), Service Connection Order and copy of Part-D of Service Estimate and Justification Form (CP Form-09) from SDO/AM (O), Divisional Office, Circle Office and DISCO (see CP Code-02/14.4, 15.2, 23.32, 23.40, 24.32, 24.40, 25.32 and 25.40).
- 6.1 Check that all serial numbers are complete, if not, follow up and obtain all missing numbers.
- 6.2 Compare Service Connection Order with Part-D of Service Estimate and Justification Form (CP Form-09) to ensure that service rental or service capital cost has been adjusted to take account of any discrepancy between the lengths of the service entered on each form and the actual measurement. Report any omission to Revenue Officer/AM (CS).
- 6.3 Complete columns 5 to 7 and 15 to 21 in Revenue/CS Office Applications Register (CP Form-43).

REVENUE/CS OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load	Code	Page
Section	General		
Designation	Commercial Assistant Consumer's Records	CP-08	7 of 15

Reference Instructions

6.4 Prepare Master Data Addition/Change Form in duplicate as follows:

- i) For new connections, change of name and Reduction/Extension of load other than Maximum Demand Tariff.

CP FORM-134

- ii) For Maximum Demand Tariff new applications, change of name and Reduction/Extension of load.
- iii) Add street light CP Form-138.

CP FORM-135

Obtain signature of Commercial Superintendent and Revenue Officer/AM (CS) in token of their check.

6.5 Prepare Forwarding Memo CP Form-78 in duplicate. Send top copy of each Form to the Commercial Assistant Data Control along with the Forwarding Memo CP Form-78 daily (see CP Code-08/6.8). Enter details in and sign Input Data Batch Register CP Form-80.

6.6 File documents CP Form-09, CP Form-16, 17 and Form-65 in Consumer's File and pass the completed Files to the Commercial Superintendent each day (see para 6.11).

6.7 Pass 2nd copy of each Form to the Commercial Superintendent daily (see para 6.11).

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REVENUE/CS OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load	Code	Page
Section	General		
Designation	Commercial Assistant Data Control	CP-08	8 of 15

Reference Instructions

- 6.8 Receive daily from Commercial Assistant Consumer's Records.

Forwarding Memo CP Form-78 and attached Computer Centre forms in respect of new connections, change of name, change of tariff and other changes (see CP Code-08/6.5)

- 6.8 Send input data to Computer Centre in the dispatch box. Obtain receipt form Computer Centre on Data Batch Register CP Form-80 for all documents passed.

Send input data to Supervisor PC and obtain his signature on CP Form-80 for all documents.

- 6.9 Receive from Computer Centre; the Master File proof lists daily. Record in Data Batch Register CP Form-80 and pass to Commercial Superintendent (see Code-08/6.13).

Receive from Supervisor PC the Master File proof list and error list daily. Record in Data Batch Register CP Form-80 and pass to Commercial Superintendent (Para 6.14).

REVENUE/CS OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load	Code	Page
Section Designation	General Commercial Superintendent	CP-08	9 of 15

Reference Instructions

- 6.11 Each day receive 2nd copy of CP Forms-134, 135, 138 and the completed Consumer's Files from Commercial Assistant Consumer's Record (see Para 6.6.).
- 6.12 Check that all formalities for opening a Consumer's Master File in the Computer Centre have been complied with and that the service rental where applicable has been correctly calculated and is in accordance with the length of service shown in the Service Connection Order.
- 6.13 Receive Computer Master File proof list from the Commercial Assistant Data Control (CP Code-08/6.10) check all details to the copy Forms CP Form-138 and Consumers Files.

Initial all entries on proof list in token of check.

- 6.14 Daily arrange rectification of an error in Compute processing by Computer Centre through RO/AM (CS). Also ensure allotment of correct Reference Numbers against duplicate Reference Number contained in proof lists by SDO/AM (O) in three days at the latest and send necessary input to Computer Centre following the procedures as per Para 6.6 to 6.13. Record action taken against respective entries in Consumers' Files Return Consumers Files to the Commercial Assistant Consumers Records (CP Code-08/7(i)).

Note:

1. Commercial Superintendent will be personally responsible for non-rectification of errors by Computer Centre due to delay/non-advising of corrections to Computer Centre.
2. Revenue Officer/AM (CS) should also review the proof lists to ensure that the same are being properly checked and corrective action where necessary is taken in time.

REVENUE/CS OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load	Code	Page
Section	General		
Designation	Commercial Superintendent	CP-08	10 of 15

Reference Instructions

Daily check and ensure rectification of errors in Master File proof list and error list through RO/AM (CS) and Supervisor PC and obtain confirmation to this effect on Master File proof list by obtaining Supervisor PC's dated signature thereon. Record action taken against respective item on list.

Note:

Commercial Superintendent will personally ensure rectification of errors daily and where he will not contact Supervisor P.C on next working day at the latest, the proof lists would be assumed to be correct by the Supervisor PC.

- 6.15 Check input Data Batch Register to ensure that all data sent to the Computer Centre for processing has been received back.
- 6.16 Pass Computer Master File proof list to Commercial Assistant Consumers Records (CP Code-08/7 (ii)).

Note:

The Computer Master File proof list also contains the entries in respect of reconnections. These are checked by the Commercial Assistant Consumer Records (see CP-15/6).

REVENUE/CS OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load	Code	Page
Section	General		
Designation	Commercial Assistant Consumers Records	CP-08	11 of 15

Reference Instructions

7. i) Receive Consumer's Files from the Commercial Superintendent(see CP Code-08/6.14).
- iii) Receive Computer Master File proof list from Commercial Superintendent (See CP Code-08/6.16).
- 7.1 At the end of the month check the Revenue/CS Office Application Register CP Form-43 with the Computer Master File proof lists compare the following entries in the lists with the register.
- Name and address of supply
 - Tariff
 - Security deposit
 - Meter numbers, multiplying factors (if any)
 - Date of connection
 - Reference number
 - Sanctioned load

Date and Sign Application Register (CP Form-43) in column 22.

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REVENUE/CS OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction/Extension of Load	Code	Page
Section	General		
Designation	Commercial Assistant Consumer's Records	CP-08	12 of 15

Reference Instructions

- 7.2 On the last day of each month check Revenue/CS Office Applications Register CP Form-43 and report to the Revenue Officer/AM (CS) in respect of each application register:
- Those for which Demand Notices have not been issued.
 - Where Demand Notices have been issued out of turn.
 - Where Demand Notices have been paid but service connection not effected or effected out of turn.
- 7.3 Receive CP Form-25 along with CP Form-26 from Revenue Officer/AM (CS) (CP Code-16/2). Check that the number of Service Connection orders received during the month from each, Sub-Division is equal to the number of new connections shown on CP Form-25, Section-D and reconcile with the list. If the required number of new connection documents has not been received, check Revenue/CS Office Records with Sub-Divisional Records until all Service Connection Orders have been accounted for.
- 7.4 Attend at Sub-Divisional Office and check all the above items in para 7.2 with SDO/AM (O) obtain reasons and report to Revenue Officer/AM (CS).
- 7.5 Also carry Master File proof list to the Sub-Division and check in Sub-Divisions that all service connection orders affected during the month are entered on the Computer Centre Master File proof list. Arrange for submission of any missing documents to the Revenue Officer/AM (CS).
- 7.6 File Computer Centre proof lists in date order in a separate file for each Sub-Division.

REVENUE/CS OFFICE

Procedure	New Connection, Change of Name, Change of Tariff and Reduction /Extension of Load	Code	Page
Section Designation	Revenue Officer/Assistant Manager (Customer Service)	CP-08	13 of 15

Reference Instructions

8. Checks to be undertaken by Revenue Officer/AM (CS) each month.
- 8.1 Receive from Commercial Assistant Consumers Records reports on paid Demand Notices in respect of which the connections have not been effected after a period of a month. Investigate circumstances with SDO/AM (O) and report in writing to XEN/DM (O) cases where satisfactory reasons have not been given (see CP Code-08/7.2 and 7.4).
- 8.2 Receive from Commercial Assistant Consumers Records, reports on other irregularities in Demand Notices. Investigate circumstances with SDO/AM (O) and report in writing to XEN/DM (O) cases where satisfactory reasons not been given (see CP Code-08/7.4).
- 8.3 Receive reports on any omission to adjust estimated service capital cost when length of service shown on the service connection order varies with the original estimate. Investigate with SDO/AM (O) and report in writing to XEN/DM (O).
- 8.4 Check that the number of new connection orders received by the Commercial Assistant Consumers records (CP Code-08/7.3) equals the number of new connections shown on CP Form-25 each month. Record reasons in case of any difference and sign CP Form-25 for each Sub-Division. Investigate with SDO/AM (O) and report in writing to XEN/DM (O).
- 8.5 Examine daily the Data Batch Register CP Form-80 held by Commercial Assistant Data Control to ensure that the same is being maintained properly and Computer Centre is processing all documents sent to it at the right time in accordance with the laid down schedule. Sign Register in token of his review.
- 8.6 Check in Revenue/CS Office Applications Register (CP Form-43) and ensure that the register has been checked with the Computer Centre Master File proof list. Sign register in token of his check.

REVENUE/CS OFFICE

Procedure	New Connection Change of Name, Change of Tariff and Reduction /Extension of Load	Code	Page
Section Designation	Executive Engineer/Deputy Manager (Operation)	CP-08	14 of 15

Reference Instructions

9. Investigate:
- 9.1 Written reports from Revenue Officer/AM (CS) on all cases where satisfactory reasons have not been given to him regarding.
- Application for which Demand Notices have not been issued within reasonable time.
 - Cases where Demand Notices have been issued out of turn.
 - Cases where Demand Notices have been paid, but Service Connection has not been effected or effected out of turn (see CP Code-08/8.1).
- 9.2 Written reports from Revenue Officer/AM (CS) where there were omissions to adjust service capital costs when the length of service as shown in the Service Connection Order differs from the original estimate. (see CP Code-8.3).
- 9.3 Written reports from the Revenue Officer/AM (CS), where the number of connection orders received in the Revenue/CS Office do not equal to number of new connections shown in CP Form-25.

REVENUE/CS OFFICE

Procedure	New Connection Change of Name, Change of Tariff and Reduction /Extension of Load	Code	Page
Designation	Supervisor PC	CP-08	15 of 15

Reference Instructions

10. Receive CP Form-78 with attached documents (Para 6.11).
 - 10.1 Arrange key entry of all relevant data on the Computer and produce Master File proof list with errors list daily.
 - 10.2 Send Master File proof list with errors list daily to Commercial Assistant Data Control (Para 6.12).
 - 10.3 Arrange rectification of errors as per advice of RO/AM (CS) (Para 6.14-Note-2) and sign proof list and errors list copy in token of compliance. Where no request for rectification is made on next working day at the latest by Commercial Superintendent/RO/AM (CS) Proof list shall be assumed to be correct for transfer of relevant Diskette to Circle/Company's Computer Centre.

Note for Supervisor PC:

- i) He will maintain movement record for input received from and output sent to the concerned officials.
- ii) After making corrections pointed out by concerned officials in proof list /errors list, Supervisor PC will again obtain a print out for each input to ensure that the same is error free. Where there is still any error, he will arrange rectification through RO/AM (CS) on top priority basis.

REVENUE/CS OFFICE

Procedure Section Designation	Meter Change Billing Control	Code CP-09	Page 1 of 5
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Reference General System Description

1. On receipt of the Meter Change Order (CP Form-42) from the SDO/AM (O), the Commercial Assistant Consumers Records enters the change on CP Form-136 and the Meter Change Order is passed to the Commercial Superintendent along with the copy of CP Form-136.
 - 1.1 The Computer Centre Billing Master File is amended.
 - 1.2 Where a meter is being changed following temporary disconnection, a reconnection order (CP Form-32) is necessary along with the meter change order (CP Form-42) (see CP Code-15/1.4).

REVENUE/CS OFFICE

Procedure Section Designation	Meter Change General Commercial Assistant Data Control	Code CP-09	Page 2 of 5
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Reference Instructions

2. Receive top copy of Meter Change Order (CP Form-42) from SDO/AM (O) through Revenue Officer/AM (CS) (see CP Code-07/2.7).
 - 2.1 Prepare CP Form-136 (Consumer Meter Data Change Form) in duplicate. Obtain signature of Commercial Superintendent and Revenue Officer/AM (CS) in token of their check. Take top copy daily to Commercial Assistant Data Control along with top copy of Forwarding Memo CP Form-78 enter details in Data Batch Register CP Form-80 (CP Code-09/2.5).
 - 2.2 Pass second copy of CP Form-136 to Commercial Superintendent along with the Meter Change Order (CP Form-32) and copy of Forwarding Memo (CP Code-09/3).
 - 2.3 Receive back copy forwarding memo, copy Meter Change Orders (CP Form-32) and Computer Master File Proof List from Commercial Superintendent (CP Code-09/3.3).
 - 2.4 File copy forwarding memo after checking that all Meter Change Orders have been returned by Commercial Superintendent.
- File copy meter change order and CP Form-136 in Consumer's File, Master File proof list.

REVENUE/CS OFFICE

Procedure Section Designation	Meter Change General Commercial Assistant Data Control	Code CP-09	Page 3 of 5
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Reference Instructions

2.5 Receive daily from Commercial Assistant Consumers Records.

- Forwarding Memo CP Form-78 and attached Computer Centre forms in respect of meter changes. (See CP Code-09/2.1).
- Ensure that Commercial Assistant Consumers Records enters details in CP Form-80.

2.6 Send input data to Computer Centre in the dispatch box. Obtain receipt from Computer Centre on Data Batch Register CP Form-80 for all documents passed.

Send input data to Supervisor PC and obtain his signature on CP Form-80 for all attached documents.

2.6 Receive from Computer Centre daily the Master File Proof Lists. Record in Data Batch Register CP Form-80 and pass to Commercial Superintendent (see CP Code-09/3.1).

Receive from Supervisor PC daily the Master File Proof List with error list. Record in Data Batch Register CP Form-80 and pass to Commercial Superintendent (para 3.1).

REVENUE/CS OFFICE

Procedure Section Designation	Meter Change Billing Control Commercial Superintendent	Code CP-09	Page 4 of 5
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Reference Instructions

3. Receive daily from Commercial Assistant Consumers Records.
- Meter change orders.
 - Second copy of CP Form-136 along with copy of Forwarding Memo (CP Code-09/2.2).

3.1 Receive copy of Computer Master File Proof List from the Commercial Assistant Data Control Daily, (CP Code-09/2.7).

3.2 Receive Master File Proof List, with error list produced by PC from Commercial Assistant Data Control (Para 2.7).

Check details of meter change to the Master File Proof List. In case of error correct same with the Commercial Assistant Consumers Records and advise Computer Centre. Initial all entries on Master File Proof List.

Daily check and ensure rectification of errors in Computer processing or otherwise through Revenue Officer/AM (CS), Supervisor PC and obtain confirmation to this effect on Master File Proof List from Supervisor PC, by obtaining his dated signature thereon. Record corrective action against respective item on list.

Note:

Commercial Superintendent will personally ensure rectification of errors daily and where he will not contact Supervisor PC, on next working day at the latest, the proof lists would be assumed to be correct by the Supervisor PC.

3.3 Pass to Commercial Assistant Consumers Records.

- Copy Forwarding Memo (CP Form-78)
- Meter Change Orders (CP Form-42)
- Computer Centre Proof List (CP Code-09/2.3).

3.4 Pass CP Form-136 to Commercial Assistant Meter Reading Control (CP Code-10/2.9).

Note for Revenue Officer/AM (CS):

He will ensure that Master File Proof Lists are checked thoroughly by Commercial Superintendent and he has taken the corrective action.

REVENUE/CS OFFICE

Procedure Section Designation	Meter Change Computer Supervisor PC	Code CP-09	Page 5 of 5
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Reference Instructions

4. Receive CP Form-78 with attached documents (para 2.6).
 - 4.1 Arrange key entry of all relevant data on the Computer and produce Master File Proof List daily showing errors.
 - 4.2 Send Master File Proof Lists with error lists daily to Commercial Assistant Data Control (para 2.7).
 - 4.3 Arrange rectification of errors as per advice of Revenue/CS Office (para 3.2) and sign proof list and error list copy in token of compliance. Where no request for rectification is made on next working day at the latest by Commercial Superintendent, such lists shall be assumed to be correct for transfer of relevant soft copy to Circles/Company's Computer Centre.

Note for Supervisor PC:

- i) He will maintain movement record for input received from and output sent to the concerned officials.
- ii) After making corrective pointed out by concerned officials in proof list/error list, Supervisor PC will again obtain a print out for each input to ensure that the same is error free. Where there is still any error, he will arrange rectification through RO/AM (CS) on top priority basis.

REVENUE/CS OFFICE

Procedure	Billing	Code	Page
Section	Billing Control	CP-10	1 of 40

Reference General System Description

1. Meter reading and billing are carried out over all available days in a month in a complete cycle process. The Revenue/CS Office is organized in sections for each of the following:

- Billing, Control
- Debtors Control

Meter Reading Lists are prepared in advance by the Computer Centre. They are sent to the Revenue/CS Office who arranges for meter readings to be entered on the lists by the meter reading staff in the Sub-Divisional Office, follow up meter readings are prepared manually in Sub-Divisions. After entry of readings in the Sub-Divisional Office, the Meter Reading Lists are returned to the Revenue/CS Office where control records over the computer billing are maintained. After entry in the Revenue/CS Office Records the meter reading lists are collected together in a batch file for each Sub-Division. The batch files are then passed to the Computer Centre along with Forwarding Memo (CP Form-78).

- 1.1 Consumer's bills are prepared in the Computer Centre and sent to the Revenue/CS Office for distribution to consumers. Bills are distributed by Bill Distributors who are under the control of the SDO/AM (O).
- 1.2 With the preparation of consumers' bill the Computer also prints an assessment list showing the charges on each bill and also, at the end, the total of charges, and the total number of consumers connected, temporarily disconnected and with equipment removed in each bath.

REVENUE/CS OFFICE

Procedure Section Designation	Billing Billing Control	Code CP-10	Page 2 of 40
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Reference General System Description

- 1.3 The Computer Centre prepares Disconnection Notices (CP Form-48), which are sent to consumers who have not paid their bills by the due date. Following the expiry of the Disconnection Notice period i.e. seven days, the Disconnection Orders prepared by the computer are sent by the Revenue Officer/AM (CS) to SDO/AM (O) in respect of bills which remain unpaid. The computer maintains a record of all restraining orders granted to consumers by competent forum until disputes are decided and orders withdrawn.
- 1.4 Each month the Computer Centre prepares an analysis of energy sales by tariffs for each Feeder, each Sub-Division and Division and analysis of outstanding debts showing arrears by Tariff and age. A statement of feeder-wise line losses (CP Form-36) is prepared for each Sub-Division by the Computer Centre.
- 1.5 Adjustments to bills are made only on receipt of a properly authorized bill adjustment note (CP Form-57) prepared in the Revenue/CS Office. All adjustments are controlled by the Commercial Superintendent and dealt with under CP Code-18. Adjustments are processed separately each day by the Computer. The consumer's bill and the assessment list show details and the total of an adjustment respectively. The billing summary is amended by the Computer at the end of each month, for tariff for units and for value.

Where an adjustment is necessary following a decision by competent forum, this is carried out immediately, keeping in mind that the Computer may have record of the original restraining order. This must be cancelled and the original records reconstituted in the Computer before the adjustment is processed by the Computer Centre.

REVENUE/CS OFFICE

Procedure Section Designation	Billing Billing Control	Code CP-10	Page 3 of 40
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Reference General System Description

- 1.6 Separate Computer Records are maintained for Company employees entitled to free electricity. The bills show the gross amount, the allowance deducted and the net amount payable by the employee. At the end of the month the computer prepares lists of all such bills for each department, and a copy is sent by the Revenue/CS Office to the concerned Controlling Officer. The Controlling Officer checks the list to ensure that the deduction made is according to the rules and issues super-scribed check.
- 1.7 Where it is not convenient to dispatch data to (or from) a Revenue/CS Office to (or from) the Computer Centre, data collection will be arranged and controlled at the DISCO Head Quarters in the office of the Company's Manager (Commercial).
- 1.8 Where Bill Distributors are under the control of the Revenue/CS Office, the Billing Control Supervisor will arrange for rotation of their delivery areas so that a Distributor does not deliver bills in the same location on more than two consecutive months. Bill Distributors should not be allocated to specific delivery areas.

REVENUE/CS OFFICE

Procedure Section Designation	Billing General Section Commercial Assistant Data Control	Code CP-10	Page 4 of 40
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Reference Instructions

2. Receive from Computer Centre Meter Reading Lists CP Form-35 in duplicate prepared in accordance with the meter reading programme.
- 2.1 Enter details of list batches received in Data Batch Register, CP Form-80 using Columns 1 to 5. A separate CP Form-80 is maintained for recording all meter reading lists received.
- 2.2 Pass all lists to the Billing Control Supervisor and complete columns 10, 11 and 12.



REVENUE/CS OFFICE

Procedure Section Designation	Billing Billing Control Billing Control Supervisor	Code CP-10	Page 5 of 40
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Reference Instructions

- 2.3 Receive Meter Reading Lists (CP Form-35) for the next due meter readings from the Commercial Assistant Data Control (see CP Code-10/2.2).
- 2.4 Enter details from lists on to the Revenue/CS Office Meter Reading List Register, CP Form-79, Columns 1, 2 and 3.
- 2.5 Ensure that all lists relating to a particular batch have been received. Enquire from Computer Centre for any missing lists. Agree total number of entries in batch with the consumer's batch control book total maintained by the Commercial Superintendent on CP Form-124 (see CP Code-10/9.2).
- 2.6 Pass lists to Commercial Assistant Meter Reading Control for checking of meter changes (CP Code-10/2.9). Receive lists back from him and initial against all meter changes recorded by hand entry on the lists.
- 2.7 Send Meter Reading Lists to SDO/AM (O), in accordance with meter reading program. Enter date in register Column 4 of CP Form-79.
- 2.8 Receive completed Meter Reading Lists from SDO/AM (O). Enter date received in Column 5 of register CP Form-79. Ensure that all lists have been received back from SDO/AM (O). Enquire for any missing lists. Pass lists to Commercial Assistant Supervisor Meter Reading Control for checking and enter his name in column 6. This Supervisor will be responsible for all Meter Reading Lists in a batch.

Note for Revenue Officer/AM (CS):

He will ensure that Meter Reading Lists are sent each day to Sub-Division after completion as per para 2.9.

REVENUE/CS OFFICE

Procedure Section Designation	Billing Billing Control Commercial Assistant Meter Reading Control	Code CP-10	Page 6 of 40
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Reference Instructions

2.9 Receive Meter Reading Lists form Billing Control Supervisor (CP Code-10/2.6).

Receive CP Form-136 (Meter Data Change Form) form Commercial Superintendent (CP Code-9/3.4).

Check that all meter changes shown on CP Form-136 have been effected on the meter reading lists. Where not so, enter the initial reading of the new meter on the meter reading list in the previous reading column under the "previous reading" already printed. Also enter in the remarks column "meter change" and pass lists back to Billing Control Supervisor (CP Code-10/2.6).

REVENUE/CS OFFICE

Procedure Section Designation	Billing Billing Control Commercial Assistant Meter Reading Control	Code CP-10	Page 7 of 40
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Reference Instructions

- 2.10 Receive all completed Meter Reading Lists from Supervisor. Check that estimated consumptions have been entered in all cases where meter readings were not available for whatever reason. Where such estimates have not been entered make an estimate based on the average recorded consumption as per standing instructions. Advise SDO/AM (O) in writing of all such estimates and other corrections using CP Form-82 signed by the Revenue Officer/AM (CS).
- 2.11 Enter the total of each list in Column 7 of CP Form-79 held by Billing Control Supervisor. Advise SDO/AM (O) in writing in cases where list totals have been amended after adding omitted estimated consumption, using CP Form-82, signed by Revenue Officer/AM (CS).
- 2.12 Sort out Meter Reading Lists for each Computer predetermined Sub-Division batch.

Open an input Data Batch File for each Sub-Division batch. Attach Meter Reading Lists for each batch in the particular batch file.

Prepare CP Form-78 Forwarding Memo in duplicate. Count all entries on Meter Reading Lists in the Input Data Batch File and enter total on CP Form-78.

Pass CP Form-78 (both copies) and the Input Data Batch File to the Billing Control Supervisor.

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REVENUE/CS OFFICE

Procedure Section Designation	Billing Billing Control Billing Control Supervisor	Code CP-10	Page 8 of 40
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Reference Instructions

- 2.13 Receive input Data Batch File for Sub-Division and both copies of memo CP Form-78 from the Commercial Assistant Meter Reading Control.
- 2.14 Check that the batch file is complete in all respects and that the number of entries shown on CP Form-78 is correct. Ensure that the Commercial Assistant Meter Reading Control enters the total consumption of each Meter Reading List in Column 7 of Register (CP Form-79) and date in column 8. Initial in Column 9 against each line entry when it has been cleared on each day. Obtain the signature of the Revenue Officer/AM (CS) on (CP Form-78).

Note:

Revenue Officer/AM (CS) should check that batch file is complete and total consumption entered in column 8 of CP Form-79 is correct as per CP Form-35. Initial against each entry in column 10.

- 2.15 Pass input Data Batch File and Memo CP Form-78 to the Commercial Assistant Data Control. The Commercial Assistant Data Control maintains a separate Data Batch Register, CP Form-80 for input Data Batch Files and their related Computer Outputs. Enter details of each batch in that register, Columns 1 and 2 and sign in Column 3 when batches are handed over (see CP Code-10/2.17).
- 2.16 Retain the copy of CP Form-78 until processing at the Computer Centre is complete and correct.

REVENUE/CS OFFICE

Procedure Section Designation	Billing Billing Commercial Assistant Data Control	Code CP-10	Page 9 of 40
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Reference Instructions

2.17 Receive Input Data Batch File from Supervisor Billing Control. Ensure that he enters batch details in and signs Data Batch Register (CP Form-80) (CP Code-10/2.15).

2.18 Send input Data Batch File to Compute Centre in the dispatch box. Obtain receipt from Computer Center on Register CP Form-80 for all documents passed.

Send Input Data Batch File and CP Form-78 to Supervisor PC obtain receipt from him on CP Form-80 for all documents attached.

2.19	Receive from Computer Centre daily*monthly	0
-	Input Data Batch File (complete with all original documents)	*
-	Consumers Bill (CP Form-83& 84) /perforated Disconnection Notices	*
-	Billing Exception List (CP Form-85)	*
-	Age Analysis Report of Billing Exception (CP Form-86)	0
-	Bill Register (CP Form-87)	*
-	Heavy/Credit Balance List (CP Form-91)	*
-	List of Estimated Meter Readings (CP Form-92) 2 copies	*
-	Age Analysis of cases of Estimated Readings (CP Form-93)	0
-	Employees Free Electricity Assessment and Payment Summary 2 copies (CP Form-94)	0
-	Employees Free Electricity – Summary by batches (CP Form-95)	0
-	List of General Adjustments processed (CP Form-116)	*
-	List of General Adjustments processed during month (CP Form-117)	0
-	Disconnection Order (to Remove Equipment)	*
-	(In duplicate (CP Form-29) and list – 2 copies (CP Form-118)	
-	List of Outstanding Disconnection Order/3 copies (CP Form-120)	0

REVENUE/CS OFFICE

Procedure Section Designation	Billing Billing Control Commercial Assistant Data Control	Code CP-10	Page 10 of 40
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Reference Instructions

Enter details of all documents received in the Data Batch Register (CP Form-80).

Receive back (i) Input Data Batch File, enter its receipt in CP Form-80 and pass the same to Billing Control Supervisor (Para 2.26) (ii) CP Form-116 and 117 with error list and pass on to Commercial Superintendent.

2.20 Pass the following forms to the Billing Control Supervisor (CP Code-10/2.26).

- Input Data Batch File
- CP Form-85
- CP Form-87
- CP Form-91
- CP Form-92
- CP Form-94
- CP Form-95

Obtain signature in Columns 10, 11 and 12 of CP Form-80.

2.21 Pass on bills perforated Disconnection Notices, except MDI bills, to Commercial Assistant Dispatch and obtain signature in Columns 11 of CP Form-80 (CP Code-10/2.23). Place MDI bills perforated Disconnection Notices, in the appropriate Input Data Batch File before passing on to the Billing Control Supervisor.

2.22 Pass on CP Form-116 and 117 to the Commercial Superintendent (CP Code-18/10.15).

Pass on CP Form-29 and 118 to the Commercial Assistant Consumer Records (CP Code-13/2 and CP Code-14/2.1).

Pass on CP Form-120 to the Revenue Officer/AM (CS) (CP Code-14/6.1).

In all cases obtain signatures on CP Form-80.

REVENUE/CS OFFICE

Procedure Section Designation	Billing Disconnection Notices Billing Control Bill Dispatch Clerk	Code CP-10	Page 11 of 40
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Reference Instructions

2.23 Receive bills perforated Disconnection Notices from Commercial Assistant Data Control (CP Code-10/2.21).

2.24 Prepare bills perforated/notices for dispatch.

- Signature Stamping
- Bill Separation

Enter details in Consumer's Bill Dispatch Book, CP Form-66 completing all columns.

2.25 Dispatch/ensure delivery of bills perforated notices through Bill Distributors when instructed by Commercial Assistant Billing Control (CP Code-10/2.31).

REVENUE/CS OFFICE

Procedure Section Designation	Billing Billing Control Billing Control Supervisor	Code CP-10	Page 12 of 40
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Reference Instructions

2.26 Receive from Commercial Assistant Data Control (CP Code-10/2.20).

- Input data batch file (CP Form-85)
- Billing exceptions list (CP Form-86)
- Age analysis report of billing exceptions (CP Form-87)
- Bill Register (CP Form-91)
- Heavy /Credit balance list (CP Form-92)
- List of estimated meter readings (CP Form-93)
- Age analysis of cases of estimated readings (CP Form-94)
- Company employees free electricity Assessment /payment summary (CP Form-95)
- Summary by batches

Enter in Columns 1 and 2 of the Billing Control Register CP Form-81 check against Revenue/CS Office /Meter Reading List Register CP Form-79 that all batches due have been received. Pass one copy of CP Form-92 to RO/AM (CS) and one copy to CP Form-85& 92 to SDO/AM (O). Pass one copy of CP Form-85 and CP Form-93 to XEN/DM (O) and one copy to SE/Mgr. (O).

Pass all MDI batches to Commercial Superintendent for his detailed check (CP Code-10/3.3).

Receive Meter Reading error list from Supervisor PC (para 10.2). Arrange rectification of errors in collaboration with respective Commercial Assistant Meter Reading Control and other relevant staff of Revenue/CS Office, Sub-Division Office through RO/AM (CS), Supervisor PC, the same day.

Note:

- i) Necessary corrective action taken be recorded by the concerned official against respective item under his dated initials.
- ii) RO/AM (CS) must ensure settlement/rectification of all errors daily by exercising due vigilance.

Receive back error list from Supervisor PC (para 10.3), check and ensure that Supervisor PC has signed the error list in token of correction. Also receive processed Input Data Batch File from Commercial Assistant Data Control (para 2.19). Arrange filing of processed error list in Input Data Batch File.

REVENUE/CS OFFICE

Procedure Section Designation	Billing Billing Control Billing Control Supervisor	Code CP-10	Page 13 of 40
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Reference Instructions

- 2.27 File copy of CP Form-78 in Input Data Batch File (see CP Code-10/2.16).
- 2.28 Check that units billed as per Bill Register CP Form-87 tally with the units entered in Column 7 of CP Form-79. Arrange investigation of difference, if any, through Commercial Assistant Meter Reading Control who will list the reference-wise difference on the last page of CP Form-87. Take corrective action where necessary and record the same against each reference number. Initial against each entry.

Note:

- i) Computer Centre will have agreed the total of units billed with the total of units in the Meter Reading Lists. There should therefore be no error if the Computer Centre Control work is accurately perforated. Any discrepancy should be in the entries in CP Form-79. If an error is found in the Computer Centre work or in the Meter Reading Lists, report to the Revenue Officer/AM (CS) who will arrange correction after discussion with the Computer Centre.
- ii) Revenue Officer/AM (CS) will examine CP Form-87 on the 3rd day of its receipt to ensure that corrective action has been taken where necessary in case of differences. Sign CP Form-87 in token of examination.

REVENUE/CS OFFICE

Procedure Section Designation	Billing Billing Control Billing Control Supervisor	Code CP-10	Page 14 of 40
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Reference Instructions

Note:

(iii) The Computer Centre will ensure that following billing exceptions are invariably listed in CP Form-86:

- Consumers not billed due to non-availability of meter reading.
- Consumers not billed due to non-availability of Basic Data on Master File.
- Consumers in whose cases present readings were the same as the previous readings.
- Consumers in whose cases meter replacement is not available.
- Consumers in whose cases meter readings were supplied in excess of meter range on Master File.
- Consumers in whose cases present readings were less than the previous readings.
- Tubewells and Industrial consumers in whose cases Fixed Charges/Minimum Charges respectively were not billed due to non-availability of sanctioned load.
- Consumers not billed for want of Multiplying Factor or cases where zero Multiplying Factor has been applied.
- Readings supplied but RCO input not received.
- Reconnection effected without clearing arrears.
- Reconnection but reading not supplied.
- Defective Code (6) missing for previously defective meter without any replacement.
- Advance units not equal to those recorded in the meter Reading List.
- Consumption exceeding high limit.
- Consumption less than low limit.
- Meters shown as temporarily disconnected but reconnected without authority.
- Meters shown permanently disconnected but illegally re-connected.

REVENUE/CS OFFICE

Procedure Section Designation	Billing Billing Control Billing Control Supervisor	Code CP-10	Page 15 of 40
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Reference Instructions

- 2.29 Pass Input Data Batch File and CP Form-85, 87 and 91 to Commercial Assistant Billing Control (CP Code-10/2.30), and enter name of Assistant in appropriate Columns of CP Form-81.

Pass on Company Employees Free Electricity Assessment and Payment Summary CP Form-94 (2 copies) and Employees Free Electricity summary of allowances by Batches CP Form-95 Company Employees Free Electricity to Commercial Assistant Billing Control concerned (CP Code-10/4.1).

REVENUE/CS OFFICE

Procedure Section Designation	Billing Billing Control Commercial Assistant Billing Control	Code CP-10	Page 16 of 40
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Reference Instructions

- 2.30 Receive from Billing Control Supervisor Input Data Batch File billing exception list, assessment list and heavy/credit balance list (CP-10/2.29).
- 2.31 Collect consumers bill with credit balance as shown in CP Form-91 (heavy/credit balance list) from the Bill Dispatch Clerk for investigation instruct the Bill Dispatch Clerk to arrange delivery of all other bills (CP Code-10/2.25) except MDI, through Bill Distributor who will obtain acknowledgement on CP Form-74 (Consumer Bill Delivery Book).
- 2.32 Investigate all bills with credit balances daily report all case to Revenue Officer/AM (CS) where credit balances result from incorrect input entries or Computer processing and also arrange adjustments within three days at the latest (see CP Code-18). Enter details of all actions taken against relevant entries on the heavy/credit balance list.
- 2.33 Check heavy balance:-
- i) To ensure that the bill is not grossly excessive.
 - ii) To ensure that a DCO has been issued where required.
Mark each exception by underlining the entry in red ink.
- 2.34 Pass the heavy credit balance list to the Billing Control Supervisor (CP Code-10/2.38).

Note:

Revenue Officer/AM (CS) will ensure that necessary adjustments in all cases are carried out promptly and advised to the Computer Centre through input data for next month's billing. He will also sign CP Form-91 in token of his review.

REVENUE/CS OFFICE

Procedure Section Designation	Billing Billing Control Commercial Assistant Billing Control	Code CP-10	Page 17 of 40
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Reference Instructions

- 2.35 Examine all entries in the billing exceptions list and write explanation against each item, referring to the meter reading list or to Commercial Assistant Consumers Records to obtain necessary explanations. Pass the list to the Billing Control Supervisor (CP Code-10/2.38).
- 2.36 Check that each adjustment shown on the Bill Register CP Form-87 is represented by an adjustment note held in the file of the Commercial Superintendent (see CP Code-18/16.0). Report adjustment notes not effected by the Computer Centre in CP Form-87 to Commercial Superintendent who will arrange corrective action by Billing Control Supervisor.
- 2.37 Attach assessment list CP Form-87 into the Input Data Batch File and pass the file to the Debtors Control Supervisor (CP Code-11/10.1).

REVENUE/CS OFFICE

Procedure Section Designation	Billing Billing Control Billing Control Supervisor	Code CP-10	Page 18 of 40
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Reference Instructions

- 2.38 Receive billing exceptions list and the heavy /credit balance list from Commercial Assistant Billing Control (CP Code-10/2.35).
- 2.39 Examine each item on both lists and take necessary corrective action. Enter details of action taken on lists.
- 2.40 Pass lists to Revenue Officer/AM (CS) (CP Code-10/2.42).

REVENUE/CS OFFICE

Procedure Section Designation	Billing Billing Control Revenue Officer/Assistant Manager (CS)	Code CP-10	Page 19 of 40
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Reference Instructions

- 2.41 Receive all batches relating to MDI from Commercial Superintendent (see CP Code-10/3.5).

Check all bills shown on the assessment list in detail. Sign against each entry of bill in CP Form-87. Arrange for correction of any error. Return batches to Commercial Superintendent (CP Code-10/3.6).

Report all abnormalities in meter reading or changes to the Manager (Commercial), XEN/DM (O) concerned and follow up till final corrective action by them.

- 2.42 Receive the billing exceptions list and the heavy/credit balances list from Billing Control Supervisor (CP Code-10/2.40). At the end of each billing cycle prepare statements in quadruplicate showing Reference Number-wise billing exceptions (including MDI connections) remaining unrectified and arrange dispatch as follows:

- Top copy to Executive Engineer/DM (O)
- 2nd copy to Manager (Commercial)
- 3rd copy to Sub-Divisional Officer/AM (O)
- 4th copy is retain in the Office Record.

Note for Executive Engineer/Deputy Manager (Operation):

The Executive Engineer/DM (O) should invariably arrange rectification of discrepancies in conjunction with concerned SDO/AM (O) and RO/AM (CS) within 7 days of the receipt of statement in Divisional Office.

- 2.43 In case of the heavy balances examine all items underlined in red and ensure that appropriate follow up action is being taken. If not initiate the action where necessary.
- 2.44 In the case of credit balance ensure that corrective action has been taken. See also note under CP Code-10/2.52.
- 2.45 Ensure that appropriate action has been taken in all cases noted for correction on the bill exceptions. Examine other entries to ensure the action required has not been overlooked.
- 2.46 Pass heavy/credit balances list and billing exceptions list to Commercial Assistant Billing Control for filling in the appropriate Input Data Batch File (CP Code-10/2.48).

REVENUE/CS OFFICE

Procedure Section Designation	Billing Billing Control Commercial Assistant Billing Control	Code CP-10	Page 20 of 40
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Reference Instructions

- 2.48 Receive the heavy /credit balance list and the billing exceptions list from the Revenue Officer/AM (CS) (CP Code-10/2.46).
- 2.49 File these lists in the relevant Input Data Batch File.
- 2.50 Receive Batch Debtors Ledger CP Form-115, from the Debtors Control Supervisor (CP Code-11/14.4) and file in Input Data Batch File.
- 2.51 Check that the Input Data Batch File contains the following documents:
- Meter Reading List CP Form-35
 - Copy Forwarding Memo CP Form-78
 - Billing Exceptions List CP Form-85
 - Assessment List CP Form-87
 - Heavy /Credit Balance List CP Form-91
 - List of Estimated Meter Readings CP Form-92
- 2.52 Ensure that corrective action in all cases noted on documents in the Input Data Batch File has been taken and the cases completed. Where this is not so pass the file to the Revenue Officer/AM (CS) for his action.

Note:

Revenue Officer/AM (CS) is finally responsible for ensuring that conclusive action is taken on all cases requiring corrective action as shown in the Input Data Batch File before the next billing cycle commences.

- 2.53 Store Input Data Batch Files each billing cycle month so that all files for one batch will be together for a complete financial year and all batches run in batch number sequence.

REVENUE/CS OFFICE

Procedure	Billing Disconnection Notice	Code	Page
Section	Billing Control		
Designation	Billing Control Supervisor	CP-10	21 of 40

Reference Instructions

- 2.54 The Computer Centre prepares Disconnection Notices perforated with the next month's bills on expiry of days of grace for payment of last month bill after all cash paid to that date has been processed. Grace period of 07 days for payment of outstanding dues is allowed.
- 2.55 Arrange for detachment of notices which must not be sent because of special orders from the Revenue Officer/AM (CS) and record necessary remarks against relevant entries in the list. Sign the list.

Note:

The Computer Centre prepares notices only for consumers with debit balances on their accounts and which are not subject to orders issued by competent forum to suspend disconnections.

REVENUE/CS OFFICE

Procedure Section Designation	Billing Billing Control Commercial Superintendent	Code CP-10	Page 22 of 40
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Reference Instructions

FOR ALL SUPPLIES WITH MAXIMUM DEMAND INDICATOR METERS

3. Computer Centre produces pre-printed Meter Reading Lists (CP Form-47) and sends the same to Revenue/CS Office five days before next meter reading date.

Revenue/CS Office sends CP Form-47 to the Sub-Division/Division for completion and return in accordance with Meter Reading schedule. Receive through Revenue Officer/AM (CS) monthly Meter Readings (CP Form-47) from SDO/AM(O) and XEN/DM (O) along with CP Form-138.

- 3.1 Check pre-printed Meter Readings MDI List (CP Form-47) to ensure that it is complete in all respects. Also attach CP Form-138 with a relevant Meter Reading List of Street Light Connections.
- 3.2 Follow procedure as laid down in CP-10/2.6 to 2.16 prepare separate Input Data Batch File for MDI consumers for each Sub-Division.
- 3.3 Receive MDI batches from Billing Control Supervisor for detailed check (CP Code-10/2.26).
- 3.4 Check Meter Readings to Bill Register, calculation of charges and consumer's bills. Also check billing exception list and heavy /credit balance list, take corrective action and record action taken against each item in the lists.
- 3.5 After detailed checking, pass MDI batches to RO/AM (CS) for his detailed checking.
- 3.6 Receive back MDI batches from RO/AM (CS) (CP Code-10/2.41) and arrange for necessary correction. After corrections are completed, arrange for dispatch of bills.
- 3.7 File the copy of CP Form-78 in Input Data Batch File.
- 3.8 Check that units billed as per Bill Register (CP Form-87) tally with the units entered in Column 7 of CP Form-79. Investigate difference, if any and effect correction.

REVENUE/CS OFFICE

Procedure Section Designation	Billing Billing Control Commercial Superintendent	Code CP-10	Page 23 of 40
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Reference Instructions

Note:

- i) The Computer Centre will have agreed the total of units billed with the total of units in the Meter Reading Lists. There should therefore be no errors if the Computer Centre control work is accurately performed. Any discrepancy should be in the entries in CP Form-79. If an error is found in the Computer Centre work or in the Meter Reading Lists, report to the Revenue Officer/AM (CS) who will arrange correction after discussion with the Computer Centre.
- ii) Revenue Officer/AM (CS) will examine CP Form-87 on the 3rd day of its receipt to ensure that corrective action has been taken where necessary in all cases of differences. Sign CP Form-87 in token of examination.

REVENUE/CS OFFICE

Procedure Section Designation	Billing Billing Control Billing Control Supervisor	Code CP-10	Page 24 of 40
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Reference Instructions

FOR ALL SUPPLIES WITH MAXIMUM DEMAND INDICATOR (METERS)

Note:

3.9 The Computer Centre will ensure that following billing exceptions are invariably listed in CP Form-85.

- Consumers not billed due to non-availability of meter reading.
- Consumers not billed due to non-availability of Basic Data on Master File.
- Consumer in whose cases present readings were the same as the previous readings.
- Consumers in whose cases meter replacement is not available.
- Consumers in whose cases meter readings were supplied in excess of meter range on Master File.
- Consumers in whose cases present readings were less than the previous readings.
- Tube-wells and Industrial consumes in whose cases Fixed Charges/Minimum Charges respectively were not billed due to non-availability of sanctioned load.
- Consumers not billed for want of Multiplying Factor or cases where zero Multiplying Factor has been applied.
- Readings supplied but RCO input not received.
- Reconnection effected without clearing arrears.
- Reconnection but reading not supplied.
- Defective Code (6) missing for previously defective meter without any replacement.
- Advance units not equal to those recorded in the Meter Readings List.
- Consumption exceeding high limit.
- Consumption less than low limit.
- Meters shown as temporarily disconnected but reconnected without authority.
- Meters shown permanently disconnected but illegally re-connected.

REVENUE/CS OFFICE

Procedure Section Designation	Billing Control - Employees Free Electricity Commercial Assistant Billing Control	Code CP-10	Page 25 of 40
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Reference Instructions

FOR COMPANY EMPLOYEES RECEIVING FREE ELECTRICITY

4. Computer Centre calculates the expenditure for the year on the basis of total number of electricity units allowed to Company Employees and consolidates so that Company may approve and allocate necessary budget:

	Name of Formation	Account Head
*	Distribution Power	6131
*	M.F (T&Gs)	6132
*	M.F (Hydel)	6133
*	M.F (Thermal)	6134
*	Other Formations (Power)	6135
*	G.M (Coord.)	6136
*	G.M (Accounts) Power	6137
*	G.M (C.F)	6138
*	G.M.F (Water)	6139

There might be some budget variations due to certain reasons, but it will be very negligible. On the other hand, all field formations will not then ask for Budget on A/C of free electricity to employees through their normal budget, requirements except in cases where the facility is not provided.

Separate computer records are maintained for Company Employees who are entitled to free electricity. Meter Readings are recorded in the normal Meter Reading Programme. The Computer Master File identifies each employee and the free allowance admissible to him is deducted from his bill. The employee pays any balance due to the same manner as other consumers.

REVENUE/CS OFFICE

Procedure Section Designation	Billing Control - Employees Free Electricity Assistant	Code CP-10	Page 26 of 40
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Reference Instructions

- The payment of Free Electricity Bills for Company Employees in the administrative control of each Drawing and Disbursing Officer will be assumed to have been made by them and the Computer Centre will act to post the payment equal to the amount billed as per billing record same month (within due date) with Code "F". The Code "F" will be used to distinguish payments on account of free electricity from the payments posted in CP Form-87.
- At the end of each month the Computer Centre prepares(Company Employees Free Electricity Assessment /Payment Summary) CP Form-94 in duplicate for each Drawing and Disbursing Officer.

Note:

- i) G.M (Accounts) Power will be custodian of five digit codes allotted/to be allotted in conjunction with the office of G.M (IS) to different Drawing and Disbursing Officers under the accounting control of above mentioned Nine formations. The digit at ten thousandth place of Drawing and Disbursing Officers code will present above mentioned Nine formations as under:-

Name of Formation	Digit at ten thousandth place of Drawing and Disbursing Officer Code which represents the Formation
* Distribution Power	1
* M.F (T&Gs)	2
* M.F (Hydel)	3
* M.F (Thermal)	4
* Other Formations (Power)	5
* G.M (Coord.)	6
* G.M (Accounts) Power	7
* G.M (C.F)	8
* G.M.F (Water)	9

- ii) To avoid un-authorized use of Free Electricity facility, existing seven digits EPF/GPF Number which is unique for all Company employees used for the Software check of Computer Centre. Computer Centre does not allow its facility to the Company employee having invalid EPF/GPF Number until valid Number is provided.

REVENUE/CS OFFICE

Procedure Section Designation	Billing Billing Control – Employees Free Electricity Commercial Assistant Billing Control	Code CP-10	Page 27 of 40
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Reference Instructions

- 4.1 Receive two copies of Company Employees Free Electricity Assessment and Payment Summary (CP Form-94) in respect of Drawing and Disbursing Officers along with Summary of Free Electricity by Batches (CP Form-95) from the Billing Control Supervisor (CP Code-10/2.29).
- 4.2 Check that amount of all Company Employees free Electricity Assessment /Payment Summary (CP Form-94) is equal to the amount of all (CP Form-95).
- 4.3 Pass two copies of CP Form-94 to Divisional Accounts Officer (para-4.8).
- 4.4 Receive notice of all changes (Additions/Changes/Deletions) from each Drawing and Disbursing Officer. Prepare CP Form-96 in duplicate. Obtain signature of Revenue Officer/AM (CS).
- 4.5 Send top copy of Company Employees updating Form (CP Form-96) to Computer Centre through the Commercial Assistant Data Control who will record the same in his Register CP Form-80, using columns 1 to 7.
- Send top copy of CP Form-96 to Supervisor PC through the Commercial Assistant Data Control who will record the same in Data Batch Register (CP Form-80), using columns 1 to 7.
- 4.6 Receive Computer Master File Proof List of changes from Computer Centre through Commercial Assistant Data Control. Check proof list with the file copy of CP Form-96. Arrange for corrections where necessary. Initial all entries on proof list in token of check.
- Receive Master File Proof List with error list through Commercial Assistant Data Control. Check proof list with file copy of CP Form-96. Arrange rectification of errors on the same day through Billing Control Supervisor/Revenue Officer/AM (CS).

Note:

- i) Necessary corrective action taken should be recorded by the concerned official against respective items on the list under his dated initials.

REVENUE/CS OFFICE

Procedure Section Designation	Billing Billing Control – Employees Free Electricity Commercial Assistant Billing Control	Code CP-10	Page 28 of 40
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Reference Instructions

- ii) Revenue Officer/AM (CS) must ensure settlement/rectification of all errors daily exercising due vigilance.
- 4.7 File 2nd copy in the relevant Drawing and Disbursing Officer's File after checking with Computer proof list has been carried out.

Receive proof list and error list from Supervisor PC duly signed after processing and place the same in the relevant Drawing and Disbursing Officer's File.

Note for Revenue Officer/AM (CS):

Free Electricity Supply information with Revenue Officer/AM (CS) and Computer Centre will be revalidated every year in July by obtaining fresh applications. The Revenue Officer/AM (CS) will send a blank application form to each employee availing free electricity along with the bill of May each year for revalidation and return in the 3rd week of June. Where fresh application is not received in Revenue/CS Office/Customer Services Office, arrange feeding necessary input to Computer Centre to discontinue free electricity facility.

REVENUE/CS OFFICE

Procedure Section Designation	Billing Billing Control – Employees Free Electricity Divisional Accounts Officer	Code CP-10	Page 29 of 40
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Reference Instructions

- 4.8 Receive two /three copies of CP Form-94 (Company Employee Free Electricity Assessment and Payment Summary) (CP Code-10/4.3).
- Book expenditure under Account Head X-6131 pertaining to distribution employees to the Budget allocation provided to the Revenue Officer/AM (CS) for the purpose. Send, through Revenue Officer/AM (CS), one copy of CP Form-94 to each Drawing and Disbursing Officer by registered post AD for ensuring that permissible monthly free units are correct and all persons availing free supply are employees of Company.
 - Debit expenditure under Account Heads X-6132 to X-6139 (by preparing debit advice, Account head wise) to Finance Director Office along with Company Employees Free Electricity. Assessment and Payment Summary (CP Form-94), which will debit these amounts to the concerned Manager Finance. The Manager Finance will not debit these charges down to his subordinate offices. He will charge this amount to the Budget allocation provided to his office. These debit advices would be if irreversible send, through Revenue Officer/AM (CS), one copy of CP Form-94 to each Drawing and Disbursing Officer by registered post AD for ensuring that permissible monthly free units are correct and all persons availing free supply are employees of Company.

Note for Drawing and Disbursing Officer:

It would be the responsibility of the concerned Drawing & Disbursing Officer to ensure that the facility of free electricity is availed by the bonafide Company employee.

- 4.9 Retain one copy of Company Employee's Free Electricity Assessment and Payment Summary (CP Form-94).
- 4.10 Where discrepancy occurs in issuance of debit advice, rectify the same in subsequent month.

Note-I

Manager (MIS) will supply one copy of Company Employees Free Electricity Assessment and Payment Summary (CP Form-94) for each Drawing and Disbursing Officer in the jurisdiction of each Revenue/CS Office separately to the Company's Finance Director on 5th day after the end of the month.

Note-II

Finance Director of Company will ensure that Revenue Officers/AM (CS) have been issued as per Company Employees Free Electricity Assessment and Payment Summary (CP Form-94) in light of CP Code-10/4.8 as supplied by the Computer Centre and also incorporated the same in the monthly account of respective month. He will also ensure that debit advices are accepted in time to avoid complication at a later stage.

REVENUE/CS OFFICE

Procedure Section Designation	Billing General Commercial Assistant Data Control	Code CP-10	Page 30 of 40
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Reference Instructions

5. Receive monthly outputs CP Form-97, 98 half yearly output CP Form-99 and yearly outputs Master File in duplicate from Computer Centre and distribute as under:-
 - 5.1 CP Form-97 statement of units billed (Feeder Wise) with in Sub-Division to Commercial Assistant Meter Reading Control (CP Code-10/6).
 - 5.2 CP Form-98 Billing Summary to Divisional Accounts Officer (CP Code-10/7.1)
 - 5.3 CP Form-99 Consumers Security Deposits List to Divisional Accounts Officer (CP Code-10/8.4).
 - 5.4 Master File to Commercial Superintendent (CP Code-10/6.5).

REVENUE/CS OFFICE

Procedure Section Designation	Billing Billing Control Commercial Assistant Meter Reading Control	Code CP-10	Page 31 of 40
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Reference Instructions

6. Receive Statement of units billed (Feeder Wise) CP Form-97, from the Commercial Assistant Data Control (CP Code-10/5.1).
- 6.1 Check that total units billed for each Sub-Division with the total units billed on the Billing Summary (CP Form-98) held by Divisional Accounts Officer. If the figures do not agree, reconcile difference with the Computer Centre, arrange for necessary corrections through the Billing Control Supervisor. Sign statement of units billed (Feeder Wise) with in Sub-Division (CP Form-97) in token of check.
- 6.2 After reconciliation, pass statement of units billed (Feeder Wise) within Sub-Division (CP Form-97) to the Commercial Superintendent (CP Code-10/6.3).

REVENUE/CS OFFICE

Procedure Section Designation	Billing Billing Control Commercial Superintendent	Code CP-10	Page 32 of 40
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Reference Instructions

- 6.3 Receive from Commercial Assistant Meter Reading Control Statement of units billed (Feeder Wise) with in Sub-Division, CP Form-97 (CP Code-10/6.2).
- 6.5 Compare the units billed as per CP Form-98 (excluding units adjustments printed thereon) with the Sub-Division Statement of units billed on Line Losses Billing and arrears analysis (CP Form-36).
- 6.6 Receive Master File in duplicate from Commercial Assistant Data Control (para-5.4). Send one copy to SDO/AM (O) and retain 2nd copy as office record.

REVENUE/CS OFFICE

Procedure Section Designation	Billing Accounts Divisional Accounts Officer	Code CP-10	Page 33 of 40
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Reference Instructions

7. Billing summaries are prepared at the end of the month by the computer, by tariff and by consumer classification for each Sub-Division and Divisions for the Company.
- 7.1 Receive billing summaries. CP Form-98, from the Commercial Assistant Data Control (CP Code-10/5.2).
- 7.2 Agree total units billed with the control total maintained by the Commercial Superintendent on statement of units billed (Feeder Wise) with in Sub-Division CP Form-97 (see CP Code-10/6.6).
- 7.3 Retain summaries for preparation of return of consumers billing and collection, CP Form-49 (see CP Code-16/4).

REVENUE/CS OFFICE

Procedure Section Designation	Billing Accounts Divisional Accounts Officer	Code CP-10	Page 34 of 40
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Reference Instructions

Security Deposit

8. A control account for Security Deposits is maintained in Section E of Form CP-49. This control account will be agreed with the Security Deposits Register (CP Form-45) for each Sub-Division. The Divisional Accounts Officer will prepare an abstract each month showing the following:

- Balance from previous month.
- Add total of receipts in month from Demand Notices Cash Book (CP Form-56).
- Deduct Adjustments as per CP Form-122.
- Refunds as per Security Deposits Register (CP Form-45).
- Balance at end of month.

This abstract will be written in the Security Deposit Register after the last entry for the month, and signed by the Divisional Accounts Officer.

- 8.1 On written request from consumers, obtain authorization of the Revenue Officer/AM (CS), for refund of a deposit. Prepare cheque and payment voucher in duplicate (Divisional Accounting Form A-4) and pass top copy to Revenue Officer/AM (CS) for signature and returning to Divisional Accounts Officer for payment (see Divisional Accounting Manual).

REVENUE/CS OFFICE

Procedure Section Designation	Billing Accounts Divisional Accounts Officer	Code CP-10	Page 35 of 40
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Reference Instructions

- 8.2 Enter all deposits refunded in the Security Deposits Register maintained by the General Accounts Assistant/Clerk. Each entry will be initialed by Divisional Accounts Officer in the appropriate column. Enter payment voucher number. Prepare Computer Input CP Form-137 in respect of all repayment vouchers at the end of the month and follow procedure in (CP Code-14/5.11).
- 8.3 At end of month summaries all repayments by Sub-Division for entry in CP Form-49 (see CP Code-16/4.8), using the abstract prepared at CP Code-10/8.
- 8.4 Twice in a year (at July and January) the Computer Centre will print out on CP Form-99 the details of Security Deposits from the Master File. There should be an entry for each consumer other than those exempted, and a total will be provided for each Sub-Division. The Divisional Accounts Officer will effect reconciliation between the Computer Centre totals and the Sub-Division Security Deposit Register totals.

Note:

- 8.5 Until the Computer Centre Records of Security Deposits are complete, reconciliation is not possible. However, pending completion of Computer Centre Records of Security Deposits the Divisional Accounts Officer will carry out reconciliation between the entries on CP Form-99 for the relevant half year with the entries in CP Form-25 and sign CP Form-99 in token of reconciliation.

When Security Deposits are repaid the Computer Centre processes the repayment record and prints the details on CP Form-122. Check that each line entry for a repayment shows a "NIL" balance in column 9.

REVENUE/CS OFFICE

Procedure Section Designation	Billing Billing Control Commercial Superintendent	Code CP-10	Page 36 of 40
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Reference Instructions

Control over number of consumers

9. Control will be exercised in Revenue/CS Office over the total number of consumers connected in each Sub-Division, by reconciliation with the number of records held on the Computer Master File and processed for billing.
- 9.1 At the commencement of these procedures or when the procedures are extended to new areas, Divisions and Sub-Divisions, whichever is the earlier, prepare CP Form-124, Consumer Batch Control Book for each Sub-Division, completing all columns.
- 9.2 Agree the totals of Columns 3, 4 and 5 with the Computer Centre Records and obtain signatures of Computer Centre authorized signatory in column 7 of CP Form-124. Sign in column 8 (para 2.5).
- 9.3 At the end of each billing cycle amend Columns 3 to 5 monthly changes using the following documents:

CP Form-134, 135	New Connection (see CP-08/6.13)
CP Form-136	Reconnections
CP Form-136	List of Executed Equipment Removal Orders
CP Form-136	List of Executed Temporary Disconnection Orders

Complete CP Form-124 as follows:

- Add total number of new consumers to column 3 (CP Form-134 and 135).
- Add total number of executed Temporary Disconnection Orders as per CP Form-136 to Column 4.
- Deduct total number of reconnections as per CP Form-136 (After temporary disconnection) from Column 4.
- Add total number of executed equipment removal orders to column 5 and deduct from Column 3 (CP Form-136).

REVENUE/CS OFFICE

Procedure Section Designation	Billing Billing Control Commercial Superintendent	Code CP-10	Page 37 of 40
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Reference Instructions

- 9.4 At the end of each billing cycle, agree totals of CP Form-124 Columns 3 to 5 to the summary at the end of the assessment list, CP Form-87. In the event of any discrepancy, reconcile figures with the Computer Centre and arrange for corrections where necessary. After agreement obtain signature of Computer Centre authorized signature in Column 7 of CP Form-124. Sign Column 8.

Note for Revenue Officer/AM (CS):

Each month he should review CP Form-124 and ensure its proper maintenance and reconciliation. Sign CP Form-124 in token of review.

REVENUE/CS OFFICE

Procedure Section Designation	Billing Computer Supervisor PC	Code CP-10	Page 38 of 40
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Reference Instructions

10. Receive Input Data Batch File from Commercial Assistant Data Control (Para 2.18).
 - 10.1 Arrange key entry of all relevant Data on the Computer and produce error list (attachment 03), requiring action by Revenue/CS Office/Sub-Divisional Office, the same day.
 - 10.2 Send one copy of the error list to Billing Control Supervisor daily in the morning (para 2.26) for corrective action.
 - 10.3 Ensure clearance of all items in the error list daily as per advice of RO/AM (CS) and return the same to Billing Control Supervisor after appending his dated signature in token of compliance.
 - 10.4 Return Input Data Batch File to Commercial Assistant Data Control (para 2.19).
 - 10.5 Send Diskette to Circle/Company's Computer Centre for further processing.
 - 10.6 Receive CP Form-96 from Commercial Assistant Data Control (para 4.5).
 - 10.7 Arrange key entry of all relevant Data on the Computer and produce proof list with error (Attachment-07 and 13) requiring action by Revenue/CS Office/Sub-Divisional Office.
 - 10.8 Send Master File Proof List (with error list) to Commercial Assistant Billing Control (Para 4.6).
 - 10.9 Arrange rectification of errors immediately as advised by Revenue Officer/AM (CS) (para 4.6) and sign list in token of compliance.

Note for Supervisor PC:

- i) He will maintain movement record for input received from and output sent to the concerned officials.
- iii) After making corrections pointed out by concerned officials in proof list, error list, Supervisor P.C will again obtain a print out for each input to ensure that the same is error free. Where there is still any error, he will arrange rectification through Revenue Officer/AM (CS) on top priority basis.

REVENUE/CS OFFICE

Procedure Section	Billing	Code	Page
Designation	Executive Engineer/Deputy Manager (Operation)	CP-10	39 of 40

Reference Instructions

11. Receive age analysis of Billing Exceptions (CP Form-86), (para 2.26), scrutinize the same and take remedial measures.
 - 11.1 Receive age analysis of defective meters (CP Form-93) from Revenue Officer/AM (CS) (para 2.26).
 - 11.3 Examine CP Form-93, pursue replacement of defective meters.

REVENUE/CS OFFICE

Procedure Section Designation	Billing Superintending Engineer	Code CP-10	Page 40 of 40
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Reference Instructions

12. Receive age analysis of Billing Exceptions (CP Form-86) (para 2.26), scrutinize the same and take remedial measures.
 - 12.1 Receive age analysis of defective meters (CP Form-93) from Revenue Officer/AM (CS) (para 2.26).
 - 12.2 Examine CP Form-93, pursue replacement of defective meters.

REVENUE/CS OFFICE

Procedure	Collection and Debtors Control	Code	Page
		CP-11	1 of 53

Reference General System Description

1. Collections
 - 1.1 Consumers pay their bills and Demand Notices to specified banks. The bank receives the bill or Demand Notice, enters the receipt on the Bank Scroll, and retains the counterfoil. Consumers may also make payment of their bills through:
 - (i) the Revenue Officer/AM (CS) through Crossed Cheques or Bank Drafts
 - (ii) Post Office,
 - (ii) NADRA Kiosk,
 - (iii) ATM Card,
 - (iv) Internet and/or another authorized mode like easy paisa, mobile cash etc.
 - 1.2 Daily the bank/post office sends a copy of bank scroll and the counterfoils to the Revenue/CS Office, separate scrolls are used for Demand Notices and an extra copy, along with and additional counterfoils are sent to the SDO/AM (O).
 - 1.3 The Revenue/CS Office Accounts Section check the bill counterfoils to the bank scroll, check the addition of the bank scroll, and enter the scroll totals in the Forwarding Memo-Bank Scrolls (CP Form-101).
 - 1.4 The scrolls and bill counterfoils are sent daily to the Computer Centre and each consumer's payment is posted by the Computer Centre into the Computer Centre Consumer's ledger. The Computer supplies a total of cash posted to each billing batch and a total of unidentified cash, reconnection fees and other receipts to reconcile with the total of all bank scrolls for each Division. In preparing the input for cash posting the Computer Centre will at all times use the amount shown on the payment counterfoils. The counterfoils amounts are previously checked by Revenue Officer/AM (CS) staff to ensure that the amounts shown on the scroll are correct. However, in the event of a difference not being discovered during this check the Computer Centre will process the amount shown on the counterfoil and return the scroll to the Revenue Officer/AM (CS) indicating where the difference is.
 - 1.5 The branch banks remit the amounts collected to collection account in their local head offices as designated by the DISCO and send a copy of the bank statement to the Revenue Officer/AM (CS) indicating total money received during the week and money remitted to their Head Office Collection Account each week and the end of each month.
 - 1.6 The Revenue/CS Office Accounts Section reconciles the bank statement with the office copies of Forwarding Memo /Bank Scrolls (CP Form-101) and sends a copy of the reconciliation to the Company's Finance Director along with a collections and remittance summary.

REVENUE/CS OFFICE

Procedure	Collection and Debtors Control	Code	Page
Reference	General System Description	CP-11	2 of 53

Reference Debtors Control

- 1.7 Reconciliation of the computer batch debtor's ledger is exercised through control accounts maintained in the Debtors Control Section. There is a control account for each batch within a Sub-Division. The total value of debtors in each Sub-Division is agreed with the CP Form-49, Sections B and C together.
- 1.8 Each week the amount of cash received is agreed with the weekly collections cash book by the cashier. This weekly collection cash book is in turn agreed with the total cash posted to the own debtors ledgers and to other Divisions Debtors ledgers, the unidentified cash control account, and for reconnection fees and sundry items. Credit Advices are passed at the end of each month to other Divisions for cash received on their behalf. This cash is identified on separate lists prepared by the Computer.
- 1.9 Surcharge is automatically levied by the Computer Centre on the expiry of the grace days, and after all cash received up to the last grace day has been posted.
- 1.10 At the end of each billing cycle, the Computer Centre prints out the ledger details held in respect of each consumer and batch control totals.
- 1.11 During each month the Computer Centre prints out the following analysis of the debtor's ledger.
- a) Total debtors for each batch in each Sub-Divisions showing:
- Electricity Duty
 - PTV Fee
 - GST
 - Income Tax
 - Extra Tax
 - Further Tax
 - Nillum Jehlum Surcharge
 - GST on FPA
 - IT on FPA
 - ED on FPA
 - Extra Tax on FPA
 - Further Tax on FPA
- Age analysis of debtors for each Sub-Divisions and total for the Division and Company by Tariff at the end of the billing cycle.
- 1.12 The Computer Centre maintains a record of all restraining orders granted to consumers by competent forum until disputes are resolved and the orders withdrawn.

REVENUE/CS OFFICE

Procedure	Collection – Electricity	Code	Page
Office	Bank	CP-11	3 of 53

Reference Instructions

2. Receive from the consumer, the Electricity Bills (CP Form-83) and (CP Form-84) or Reconnection Application (CP Form-32) along with the cash, Pay Order, Bank Draft or Crossed Cheque.
- 2.1 Check the due date:
 - If the payment is being made before the due date receive the "amount of due date"
 - If an installment is being paid, receive the amount shown before the due date is paid.
 - If the payment is being made after due date, receive the "amount after due date".
- 2.2 Acknowledge the receipt by stamping the bill and the counterfoil "PAID" and indicate the amount paid by crossing out the in-appropriate amounts. Sign both bill and counterfoil.
- 2.3 Detach the counterfoil from the bill for retention and give the bill to the payer.
- 2.4 Prepare separate bank scroll in respect of payments by cash and Crossed Cheques/Bank Drafts for each Division in duplicate from counterfoils and enter on the bank scroll (CP Form-44).
 - A - Bank Code and Scroll Serial No. (Serial Number is to be assigned on monthly basis).
 - B - Reference numbers.
 - C - Consumer's name.
 - D - AmountAttach counterfoils to scroll.

Note:

Payment received through Crossed Cheque/Bank Draft drawn on other than the receiving bank branch will be entered on a separate Scroll/Sheet giving remarks "Payments received through Cheque /Bank Drafts sent for clearance of proceeds". Separate Scroll for cheque/Bank Draft should always bear the last serial number of the day.

- 2.5 At the end of each day:
 - Add scroll, enter total and stamp the scroll.
- 2.6 Send top copy of bank scroll and all counterfoils to the Revenue/CS Office Accounts Section daily.
- 2.7 At the end of the week and last day of the month remit the total of collections to the Company's Collection Account at the designated local head office.
- 2.8 At the end of each week and last working day of the month prepare a weekly bank statement, in triplicate and distribute copies as follows:
 - First copy to Finance Director.
 - Second copy to Revenue/CS Office.
 - Third copy retain in the Bank.

REVENUE/CS OFFICE

Procedure Section Designation	Collection – Electricity Bills Accounts Revenue/CS Office, Divisional Accounts Officer	Code CP-11	Page 4 of 53
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Reference Instructions

3. Receive bank scrolls and supporting bill counterfoils from bank branches daily and bank statement weekly.
- 3.1 Pass to cashier.

REVENUE/CS OFFICE

Procedure Section Designation	Collection - Bills Accounts Cashier	Code CP-11	Page 5 of 53
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Reference Instructions

- 3.2 Receive bank scrolls and supporting bill counterfoils from Divisional Accounts Officer.
- 3.3 Check that all serial numbers of scrolls have been received each day.
- 3.4 Check bank scroll to supporting bill counterfoils and check addition of the bank scrolls.
- 3.5 Correct the scroll where necessary and prepare query letter (CP Form-50) in duplicate. Send top copy of bank query to the Manager of the bank branch. File second copy in bank query letter file.
- 3.6 Ensure, through the copy Query letter, that the bank corrects all mistakes in the current or at the latest early in the following month. File query letters after the corrections have been effected in a separate file.

Note:

Only outstanding queries will therefore be in the original file and these should be followed up each week for clearance.

- 3.7 Prepare CP Form-101-Forwarding Memo –Bank Scrolls in duplicate as follows
 - Enter names of bank.
 - Enter bank branch code.
 - Give number to scroll (if not numbered by the bank) and enter on scroll.
 - Enter the correct total of scroll (if the bank's total has been altered enter the difference (Scroll + or Scroll --) in red ink on the second copy memo only.
 - Add columns of memo and enter total after the last entry. Rule off the remaining lines of the memo to prevent subsequent additional entries.

REVENUE/CS OFFICE

Procedure Section Designation	Collection – Electricity Bills Account Cashier	Code CP-11	Page 6 of 53
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Reference Instructions

- Complete the box for the Revenue/CS Office progressive monthly total and sign.
- Obtain signatures of Divisional Accountant and Revenue Officer/AM (CS) in token of their check.

Note:

There is a separate book of forwarding memos for each bank in each Division. The second copy is cash book copy and is fixed in the book.

- 3.8 Take the top copy to the Commercial Assistant Data Control along with the relevant scrolls and counterfoils securely attached. Enter Columns 1 to 3 of the Data Batch Register kept by the Commercial Assistant Data Control (CP Code-11/4).
- 3.9 At the end of the month prepare summary of progressive total for the Division of all CP Form-101 for agreement with the total of the Divisional Collection Cash Book held by the Divisional Accounts Officer (CP Code-11/5.20 (ii)).

REVENUE/CS OFFICE

Procedure Section Designation	Collection – Electricity Bills General Commercial Assistant Data Control	Code CP-11	Page 7 of 53
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Reference Instructions

4. Receive Forwarding Memo /Bank Scrolls CP Form-101 with bank scrolls and counterfoils securely from the Cashier. Receive CP Form-137 i.e. restraining order granted by Competent Forum from Commercial Assistant Legal and withdrawal of restraining order from Revenue Officer/AM (CS). Ensure that columns 1 to 3 in the Data Batch Register (CP Form-80) are completed by the Cashier (CP Code-11/3.8).
 - 4.1 Send data to Computer Centre and obtain receipt on columns 6 and 7 of CP Form-80. Send CP Form-137 at para 4 to Supervisor PC and obtain receipt on Columns 6 and 7 of CP Form-80 (para 21).
 - 4.2 Receive from Computer Centre.
 - CP Form-24 Bank Scrolls and Counterfoils.
 - CP Form-102 Daily Cash List.
 - CP Form-137 (Restraining Order and withdrawal of the Order).
 - CP Form-44 Daily Cash Exceptions List along with relevant counterfoils.
 - CP Form-126 Weekly
 - CP Form-127 Weekly
 - CP Form-128 Monthly
 - CP Form-129 Monthly
- Enter details in Data Batch Register CP Form-80 Columns 8 and 9 Pass all CP Form-44 and counterfoils, CP Form-102, and CP Form-128 to Divisional Accounts Officer (CP Code-11/5) and CP Form-137 to the Commercial Assistant Legal (CP Code-11/16.7 and 11/16.12). Pass CP Form-125, 126, 127 and 129 to Debtors Control Supervisor (CP Code-11/12) and (CP Code-18/13.8).
- Send CP Form-137 along with error list as the case may be to Commercial Assistant Legal (Para 21.3).
- 4.3 Receive CP Form-105 (weekly schedule of Bank remittances) and CP Form-106 (Remittance Adjustment Form), from Cashier. Ensure that he completes Columns 1 to 3 of the Data Batch Register (CP Code-11/5.11 and 11/5.19).
 - 4.4 Send CP Form-105 and CP Form-106 to the Computer Centre and obtain receipt on Columns 6 and 7 of CP Form-80.

Note:

There will be no return data from the Computer Centre in respect of CP Form-105 and Columns 8 and 9 of CP Form-80 should be marked accordingly.

REVENUE/CS OFFICE

Procedure Section Designation	Collection – Electricity Bills General Commercial Assistant Data Control	Code CP-11	Page 8 of 53
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Reference Instructions

- 4.5 Receive from Computer Centre, Weekly Collections Cash Book by Bank Branches CP Form-104. Enter on CP Form-80 and pass to Cashier (CP Code-11/5.5).
- 4.6 Receive from Computer Centre two copies of monthly schedule of weekly Remittance by Bank Branches CP Form-107 and Remittance Adjustment Processed CP Form-108. Enter in Data Batch Register and pass on to Cashier (CP Code-11/5.14).
- 4.7 Receive 2 copies of the Divisional Collections Cash Book CP Form-109 from the Computer Centre after the end of the month, enter on CP Form-80 and pass both copies to the Divisional Accounts Officer (CP Code-11/7.3).
- 4.8 Receive late Scroll's Daily Cash list CP Form-102. Scrolls (CP Form-44) and list of Surcharges levied in error CP Form-110 (2 copies) from the Computer Centre. Enter on CP Form-80 against the original late scrolls Forwarding Memos entry and pass on as follows:
- Daily Cash list and Scrolls to the Divisional Accounts Officer (CP Code-11/5).
 - List of Surcharge levied in error to be Billing Control Supervisor (CP Code-18/11.1).
- 4.9 Received weekly cash posted summary by Division, (CP Form-111) and Unidentified Cash list CP Form-112 along with relevant counterfoil from the Computer Centre, enter on CP Form-80 and pass onto the Debtor Control Supervisor (CP Code-11/10.2).
- 4.10 Receive Monthly Surcharge Summary CP Form-114 from Computer Centre. Enter on CP Form-80 and pass to the Debtor Control Supervisor (CP Code-11/12).
- 4.11 Receive quarterly List of unidentified Cash (Balances) CP Form-112, enter on CP Form-80 and pass to the Divisional Accounts Officer (CP Code-11/13.6).

REVENUE/CS OFFICE

Procedure Section Designation	Collection – Electricity Bills General Commercial Assistant Data Control	Code CP-11	Page 9 of 53
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Reference Instructions

- 4.12 Receive the Batch Debtor's Ledger and Sub-Divisional Defaulter's Ledger CP Form-115 from the Computer Centre at the month end. Enter on CP Form-80 and pass to the Debtors Control Supervisor (CP Code-11/14.1).
- 4.13 Receive the energy Debtors arrears analysis CP Form-123 from the Computer Centre at the end of the month. Enter on CP Form-80 and pass to the Debtors Control Supervisor (CP Code-11/14.5).
- 4.14 Receive Divisional Cash Analysis Summary CP Form-113 from the Computer Centre at the end of the month. Enter on CP Form-80 and pass on to the Debtors Control Supervisor (CP Code-11/10.3).

REVENUE/CS OFFICE

Procedure Section Designation	Collection – Electricity Bills Accounts Divisional Accounts Officer	Code CP-11	Page 10 of 53
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Reference Instructions

5. Receive from Commercial Assistant Data Control (CP Code-11/4.2 and 4.8).

- Bank Scrolls and Counterfoils (CP Form-44).
- Daily Cash List (CP Form-102).
- Monthly Summary of Cash received on behalf of other Divisions (CP Form-128).

5.1 Check Computer Centre advice of corrections made to scrolls. Obtain explanations from Cashier report all omissions or insertions or other irregularities to the Revenue Officer/AM (CS).

Check total for each bank on CP-102 with the total of Bank Scrolls, there should be no difference and if any, the same can be due to error on the part or Revenue/CS Office or processing error of the following types at computer centre:

- Excess posting of cash payments in CP-102.
- Less posting of cash payments in CP-102.
- Non-posting of cash payments in CP-102.

In the case of error in the Revenue/CS Office record obtains the explanation from the Cashier and ensures correction in the related records through Cashier (CP Code-11/5.2). In case of error in Computer Centre note action on the relevant CP Form-101 forwarding memo mentioning the type of error and then proceed as under:

- Prepare a "Debit" Scroll and Counterfoil in duplicate using red ink for withdrawal of excess posting made by the Computer.
- Prepare a "Credit" Scroll and Counterfoil in duplicate covering less posting or non-posting.

REVENUE/CS OFFICE

Procedure Section Designation	Collection – Electricity Bills Accounts Divisional Accounts Officer	Code CP-11	Page 11 of 53
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Reference Instructions

Note:

- 1) Separate debit or credit scrolls will be prepared in respect of all original cash scrolls for each day to which corrections pertain. Such debit or credit scrolls or each date will be given four digit unique serial numbers starting from 1001. Name and bank code of original scroll together with date of preparation of debit or credit scroll will be mentioned thereon.
- 2) Debit or credit scroll of a date will be sent to Computer Centre, along with the bank scrolls for the same date.
- 3) Computer Centre shall retain the debit or credit scroll and counterfoil. Hence Divisional Accounts Officer will place the duplicate scroll and counterfoil in date order in a separate file as office record.

Obtain signature of Revenue Officer/AM (CS) on the "Debit" or "Credit" scroll and counter foils in token of his check and pass on same to the Cashier who will prepare computer input following procedure in CP-11/3.7 onwards. Pass bank scrolls and counterfoils and daily cash lists received vide CP Code-11/5 to Cashier (CP Code-11/5.2).

Note for Computer Centre:

When the Computer Centre receives a "Debit" or "Credit" scroll and counterfoils, it will act accordingly and affect all cash outputs including CP Form-87.

Note for Revenue Officer/AM (CS):

When surcharges have been levied due to less posting of cash or non-posting of cash, he shall also prepare general adjustment CP Form-57 for withdrawal of surcharge simultaneously with the "Credit" Scroll.

REVENUE/CS OFFICE

Procedure Section Designation	Collection – Electricity Bills Accounts Divisional Accounts Officer	Code CP-11	Page 12 of 53
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Reference Instructions

Note for Divisional Accounts Officer:

The Revenue/CS Office Divisional Accounts Officer will maintain Register (CP Form-103) showing details of differences (Debit/Credit) containing the following columns and enter detail of differences form 2nd copies of "Debit or Credit" Scroll on the day of preparation so as to ensure adjustment of all difference.

Sr. No.	Bank Code	Batch No.	Ref. No.	Original Scroll No.	Amount	Date Paid	Amount Posted in CP-102	Difference Col.8 greater than Col. 6 Show (+) Col. 6 greater than Col. 8 Show (+)	Date On Which Difference Incorporated In CP-102 On the Basis of Debit or Credit Scroll	Initial of Divisional Accounts Officer
1	2	3	4	5	6	7	8	9	10	11

Note for Cashier:

When dealing with "Debit or Credit" Scroll received from the Divisional Accounts Officer the Cashier will prepare a separate CP-101 Forwarding Memo or each correction and cross reference it to the original CP-101 relating of the CP-102 which was wrong. He will not add or subtract correctionCP-101 Forwarding Memo in the Progressive total of normal cash scroll Forwarding Memos as the original were correct. The cumulative differences between CP-102 and CP-101 are to be reconciled by the Cashier with the Divisional Accounts Officer's correction register.

REVENUE/CS OFFICE

Procedure Section Designation	Collection – Electricity Bills Accounts Cashier	Code CP-11	Page 13 of 53
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Reference Instructions

- 5.2 Receive each day Bank Scrolls Counterfoils and daily cash list which have been processed by the Computer from the Divisional Accounts Officer (CP Code-11/5.1).
- 5.3 Check all adjustments and corrections made by the Computer Centre and if found correct amend the second copy of the relevant forwarding memo, data and sign alteration. Amend progressive total.

If Computer Centre adjustments and corrections are not accepted, report to the Revenue Officer/AM (CS) who will take the matter up with the Computer Center.

Note for Revenue Officer/AM (CS):

Enquire of the Computer Centre why the adjustments or corrections were necessary. After agreement with the Computer Centre, arrange for amendment of the relevant records either in the computer system or to the Cashier's or billing record.

- 5.4 Check totals for each bank from the cash list to the second copy Forwarding Memo, when agreed sign the cash list and file the same in date order or checking to Weekly Collection Cash Book by Bank Branches (see para 5.6).
- 5.5 Receive from Commercial Assistant Data Control, Computer Output-weekly Collection Cash Book by bank branches, CP Form-104 (CP Code-11/4.5).

Note:

If the last day of the month is not at the end of a week, the Computer Centre will process the data for collection to the end of the month as if it were the end of a week.

Note for Computer Center:

Any scroll received after five days from the end of the week may be processed in the following week and any scroll received later than five days after the end of the month may be processed in the following month.

REVENUE/CS OFFICE

Procedure Section Designation	Collection – Electricity Bills Accounts Cashier	Code CP-11	Page 14 of 53
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Reference Instructions

- 5.6 Check and agree the Computer daily Cash List CP Form-102 to the weekly Collections Cash Book by bank branches CP Form-104 (see para 5.4). There should be no difference. In the event of any difference take both documents to the Divisional Accounts Officer. Sign CP Form-104 in token of check.

Note for Divisional Accounts Officer:

In the event of a difference arising check with Computer Centre and obtain corrected documents, as the error will have occurred in the Computer Centre.

- 5.7 File weekly collections Cash Book by bank branches in date order.

File the daily cash list in date order.

- 5.8 File scrolls in serial number order for each bank.

File counterfoils separately from scrolls.

Note:

Counterfoils are retained for six months only except for those which have been subject of dispute or enquiry.

- 5.9 Receive Bank Statement for each Bank Branch each week from Divisional Accounts Officer
Bank Branches must submit Weekly Bank Statement regularly for each week.

REVENUE/CS OFFICE

Procedure Section Designation	Collection – Electricity Bills Accounts Cashier	Code CP-11	Page 15 of 53
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Reference Instructions

- 5.10 Prepare CP Form-105 (weekly schedule of Bank Remittances by Bank Branches) in duplicate at the end of each week and at the end of the month. Check that each branch bank has remitted all daily collections to the last day of the week. CP Form-105 will be marked NIL in those cases where no remittance has been made. At the end of the month, prepare CP Form-106 (Remittance Adjustment Form) to rectify errors /omissions noticed in CP Form-105 (weekly schedule of Bank remittance by Bank Branches) already sent to Computer Centre in the past.

Note:

If the day of the month is not at the end of a week, the Computer Centre will process the data for collections to the end of the month as if it were the end of a week.

Note for Revenue Officer/AM (CS):

Revenue Officer/AM (CS) will request each bank, failing to make a remittance to do so immediately. In case of regular default, or where no remittances have been made for two or more weeks, the Revenue Officer/AM (CS) will report such cases to the Company Finance Director who will initiate action with the branch bank head office.

- 5.11 Obtain signature of Divisional Accounts Officer and Revenue Officer/AM (CS) in token of their check. Pass top copies of CP Form-105 and 106 to the Commercial Assistant Data Control for onward transmission to the Computer Centre. Enter details in the Data Batch Register CP Form-80, Columns 1 to 3 (CP Code-11/4.3).
- 5.12 Pass second copies of CP Form-105 and 106 to the Revenue Officer/AM (CS) for his action under para 5.10.
- 5.13 Receive back second copies of CP Form-105 and 106 from the Revenue Officer/AM (CS) file in date order.

REVENUE/CS OFFICE

Procedure Section Designation	Collection – Electricity Bills Accounts Cashier	Code CP-11	Page 16 of 53
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Reference Instructions

- 5.14 Receive two copies of Computer prepared CP Form-107. (Monthly schedule of Weekly Remittance by Bank Branches) and CP Form-108 (Remittance Adjustment Processed) from Commercial Assistant Data Control (CP Code-11/4.6).
- 5.15 Check that the total of CP Form-107 and CP Form-108 for the Division is equal to the month's total of the weekly schedule of remittances shown by CP Form-105 and 106. There should be no difference. In the event of any difference take CP Form-105, 107, 106 and 108 to the Divisional Accounts Officer so that he can check with the Computer Centre and arrange for the necessary corrections to be made. Sign CP Form-107 and 108 and obtain signature of Divisional Accounts Officer.

Note for Divisional Accounts Officer:

In the event of any difference between CP Form-105 & 107 and between 106 and 108, check with Computer Centre and obtain corrected documents, as the error will have occurred in the Computer Centre.

- 5.16 Send, through the Revenue Officer/AM (CS), one copy of CP Form-107 and 108 to the Company's Finance Director, signed by the Revenue Officer/AM (CS).
- 5.17 File the other copies of CP Form-107 and 108 in date /month order in separate file.
- 5.18 At the end of the month check that the total of the monthly schedule of remittances by Bank Branches CP Form-107 and Remittance Adjustment Processed CP Form-108 agree with the Divisional Collection Cash Book CP Form-109 held by the Divisional Accounts Officer. Sign CP Form-109 in token of comparison with CP Form-107 and 108.

REVENUE/CS OFFICE

Procedure Section Designation	Collection – Electricity Bills Accounts Divisional Accounts Officer	Code CP-11	Page 17 of 53
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Reference Instructions

5.19 Receive two copies of Computer Processed Divisional Collections Cash Book CP Form-109 from Commercial Assistant Data Control (CP Code-11/4.7).

5.20 Carry out the following checks:

- i) Opening balance should be the same as the closing balance for the previous month.
- ii) Total of collection column is equal to the progressive monthly totals of all Forwarding Memo – Bank Scrolls CP Form-101 lying with the Cashier (see CP Code-11/3.9).
- iii) Total of remittances column is equal to the total of all Weekly Schedule of Remittances by Bank Branches, CP Form-105.
- iv) Debit/Credit adjustment in remittance agrees with Remittance Adjustment fed through CP Form-106.
- v) Total remittance, closing balance and Bank Statement balances etc. are correct.

In the event of any differences being revealed, check whether the Cashier's summaries on CP Form-101 are correct and if so, check to the computer documents CP Forms-107, 108 and CP-104 which should reveal an error in the Computer Centre. In this case arrange with Computer Centre for necessary correction. Sign CP Form-109 in token of above checks.

5.21 File the cashier's summaries used in sub-paras (ii) and (iii) of para 5.20.

5.22 Pass the Divisional Collections Cash Book (both copies to the cashier for entry of Bank statement balances (CP Code-11/6.1).

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Reference Instructions

6. **BANK RECONCILIATIONS**

- 6.1 Receive the Divisional Collections Cash Book (both copies) from the Divisional Accounts Officer (CP Code-11/5.22).
- 6.2 Obtain the bank statement for each bank branch weekly and enter bank statement balances.

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Procedure Section Designation	Collection – Electricity Bills Accounts Cashier	Code CP-11	Page 19 of 53
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Reference Instructions

- 6.3 Check the scroll totals from bank statement to the Weekly Collections Cash Book by bank branches CP Form-104 marking each item checked credit with a tick (✓) on both documents. Check, where there is a difference that it has been marked in red ink on CP Form-101 and this difference has been cleared on the statement. The cleared items should both be ticked (✓) if they correspond. If the difference has not been cleared by the bank at the end of the month enter it on the Bank Account Reconciliation CP Form-52 at item B4 for the bank branch concerned, and mark the CP Form-101 "O/S" against the difference. At the end of the month mark all un-ticked items on CP Form-104 "O/S".

Note:

It is necessary to check that all outstanding adjustments shown on the previous reconciliation statement (CP Form-52) have been cleared this month. Any un-cleared items should be carried forward at item B4 also.

- 6.4 Mark all un-ticked items on the bank statement "O/S" followed by the month. Request bank to supply all missing scrolls or details of other items such as differences and dishonoured cheques. When dishonoured cheques are noticed they will be processed through the Computer Centre in the month following this month being checked.

Note:

Special arrangements will have to be made by the Cashier regarding late received scrolls so that surcharge assessments which have been made in error on Company part, are cancelled.

REVENUE/CS OFFICE

Procedure Section Designation	Collection – Electricity Bills Accounts Cashier	Code CP-11	Page 20 of 53
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Reference Instructions

- 6.5 At the end of the month complete the bank reconciliation statement (CP Form-52) in duplicate for bank branch bank as follows:

A – Cash Book Abstract

1. Obtain this figure from last month's reconciliation statement.
2. Enter Bank Branch total from the "Total Collections" column of CP Form-109.
3. Total of 1 and 2.
4. Enter weekly and monthly Bank Branch total from the "remittances" column of CP Form-107 and CP Form-109.
5. Enter debit /credit adjustment in remittances as per CP Form-108.
6. $3 - 4 + \text{or} - 5$ (equal the line closing balance on CP Form-109 for the Bank Branch concerned).

B – Bank Statement

1. Enter balance shown on bank statement. Enter this amount also on CP Form-109 on the line for the bank branch concerned in the "Bank Statement" column. Also enter remittance on the last day of the month mentioning necessary particulars.
2. Enter all scrolls marked "O/S" in CP Form-104.
3. Enter all scrolls marked "O/S" on the bank statement.
4. All items from CP Form-101 have already been entered (see para 6.3).
5. $1 + 2 + 3 + \text{or} - 4$.

If item A6 and item B5 do not agree, record reasons for the difference on CP Form-52 and take the necessary steps to correct all errors. Also take action to get the bank to clear all outstanding items at B2, B3, and B4. Sign CP Form-52. Obtain signature of Divisional Accounts Officer in token of his thorough checking.

REVENUE/CS OFFICE

Procedure Section Designation	Collection – Electricity Bills Accounts Cashier	Code CP-11	Page 21 of 53
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Reference Instructions

- 6.6 Pass both copies of each of CP Form-52 and CP Form-109 to the Revenue Officer/AM (CS) for checking and signature (CP Code-11/6.8).

Note for Divisional Accounts Officer:

Divisional Accounts Officer will personally check that credit entry appears for each cheque sent for clearance of proceeds in the bank statement or if any cheque has been dishonoured, there appears reverse entry in the relevant outputs.

- 6.7 Receive second copy of CP Form-109 and second copy of CP Form-52 from the Revenue Officer/AM (CS) (CP Code-11/6.11).

Carry out any special instructions from him in conjunction with Divisional Accounts Officer regarding clearing of differences on bank reconciliations.

File copy CP Form-52 and copy of CP Form-109.

REVENUE/CS OFFICE

Procedure Section Designation	Collection – Electricity Bills Accounts Revenue Officer/AM (CS)	Code CP-11	Page 22 of 53
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Reference Instructions

- 6.8 Receive reconciliation of bank branch bank collection account from Cashier along with CP Form-109, Divisional Collection Cash Book (para – 6.6).
- 6.9 Check that the same has been properly completed and sign reconciliations (CP Form-52).
- 6.10 Send one copy of CP Form-109 with the relevant CP Form-52 attached to it Company's Finance Director.
- 6.11 Pass the second copies of CP Form-109 and CP Form-52 to the Cashier with specific instructions regarding clearing of differences (CP Code-11/6.7).

Note:

The Revenue Officer/AM (CS) is responsible for effecting correct bank reconciliation. He will therefore take action to correct the errors which give rise to the difference on CP Form-52 and also in case of dishonoured cheques before the next statement is due.



REVENUE/CS OFFICE

Procedure Section Designation	Collection – Electricity Bills Accounts Cashier	Code CP-11	Page 23 of 53
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Reference Instructions

SCROLLS RECEIVED LATE FROM BANK OR LOST IN TRANSIT

7. The Revenue/CS Office will find out that a scroll has not been received from the bank when a consumer reports that he has received a final notice or the next bill showing arrears which have been paid. The Cashier will find out when he checks the bank statement at the end of the week end month. Or it may be that a scroll merely arrives late and is processed in the normal way and the Cash Section is unaware that surcharge may have been levied in error on some of the consumers affected.
- 7.1 When a scroll has been lost take the following action:
- Obtain a copy from the bank ensure that all entries can be easily read by overwriting numbers and amounts if necessary proceed as in para 7.2.
- 7.2 When a scroll is received late, carry out the checking process as in paras, 3.4 and 3.5.
- 7.3 Prepare CP Form-101 Forwarding Memo-Bank Scrolls as in para 4.7. Apply special rubber stamp 'LATE SCROLL' to the top of both copies of CP Form-101.

Note:

Late received scrolls Forwarding Memo – CP Form-101 will bear two dates i.e. the date to which scroll actually pertained and the normal cash date with which late received scroll is to be processed.

- 7.4 Arrange for special messenger delivery to Computer Centre following procedure in CP Code-11/3.8 and subsequent procedures.

Note:

The Computer Centre will process this scroll on a top priority basis. There is a special programme for dealing with late scrolls. This programme enables the Computer Centre to print a separate list CP Form-110 of all consumers on whom surcharge has been levied in error. This will enable the Revenue/CS Office to withdraw the surcharges through the adjustment procedures in CP Code-18/11.

REVENUE/CS OFFICE

Procedure	Collection – Demand Notices for Security Deposits	Code	Page
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Reference Instructions

8. Receive from the payer, the Demand Notice for Security Deposit along with the cash or pay order (Cheques other than from Government Department are not accepted).
- 8.1 Acknowledge receipt by stamping Demand Notice and the two counterfoils "PAID" and writing the amount paid and signature.
- 8.2 Detach the two counterfoils from the Demand Notice and give the Demand Notice to the payer.
- 8.3 Prepare bank scrolls in respect of payments by cash and crossed cheques in "triplicate" and enter on the scroll.
 - A - Demand Notice Number
 - B - Reference Number
 - C - Name
 - D - Amount

All scrolls will be serially numbered on monthly basis.

Note:

Payment received through Crossed Cheques drawn on other than the receiving bank branch will be entered on a separate scroll sheet giving remarks "Payments received through cheques sent for clearance of proceeds". Separate scrolls for cheque should bear the last serial number of the day.

- 8.4 At the end of each day.

Add scroll, enter total and stamp the scroll.
- 8.5 Send top copy to the scroll along with one counterfoil of Demand Notice to Revenue/CS Office Accounts Section and 2nd copy along with 2nd counterfoil to SDO/AM (O) Connection Section.
- 8.6 At the end of the week remit the total of collections to the Company's Security Deposits Collection Account at the designated local head office.
- 8.7 Prepare a bank statement in duplicate and send to the Revenue Officer/AM (CS) as well as the Company's Finance Director.

REVENUE/CS OFFICE

Procedure Section Designation	Collection – Demand Notice for Security Deposit Accounts Revenue/CS Office – Divisional Accounts Officer	Code CP-11	Page 25 of 53
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Reference Instructions

9. Receive Bank Scrolls and Supporting Security Deposit Demand Notice counterfoils daily from the bank.
- 9.1 Check serial numbers to ensure that all the scrolls have been received.
- 9.2 Check bank scroll to supporting counterfoils and check addition of the bank scroll.
- 9.3 Correct the scroll where necessary. Prepare query Letter (CP Form-50) and send top copy of the bank query to the Manager of the Bank Branch. File 2nd copy in Bank query letter file.
- 9.4 Send the scrolls and the counterfoils to the Commercial Assistant Data Control (CP Code-08/4).
- 9.5 Receive back the scrolls and counterfoils for Demand Notices from the Commercial Assistant General Accounts (CP Code-08/4.4).
- 9.6 Enter the scroll in (Billing Cash Book by Bank Branches) (CP Form-56). At the end of the month workout security deposit total and enter in cash book.
- 9.7 File scroll and counterfoils in scroll sequence, the counterfoils must be preserved until the audit is completed. In disputed cases the counterfoils must be preserved until the final decision of the case.
- 9.8 Receive weekly bank statement from the Bank Branch. Check it with the Billing (CP Form-56) Cash Book and also ensure that collection received each week is remitted promptly. In case of any delay, take up with the Bank and pursue till the remittance is made.
- 9.9 At the end of the month, carry out Bank reconciliation as under:-
 - a) Check Scroll totals form Bank Statement to the Billing Cash Book (Demand Notices), making each checked item with tick (✓). Enter any difference between amounts on statement and in Cash Book, in the appropriate difference column and advice the Bank to make correction in statements if the Cash Book is proved correct.
 - b) Mark O/S against any unmatched item in Cash Book and bank statement.
 - c) Balance the Billing Cash Book for Demand Notices as under:-
 - Total collection for the month.
 - Add balance from previous month.
 - Deduct remittance during the month.
 - Balance at the end of the month.
- 9.10 Prepare reconciliation in duplicate for each branch on CP Form-54 (Bank Reconciliation of Collection of Security Deposit Demand Notices) as follows:-

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Procedure Section Designation	Collection – Demand Notice for Security Deposit Accounts Revenue/CS Office – Divisional Accounts Officer	Code CP-11	Page 26 of 53
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Reference Instructions

A-Cash Book Abstract

1. Obtain this figure from last month's reconciliation statement.
2. Total of "Security Deposit" from CP Form-56 Billing Cash Book by Bank Branches.
3. Total of 1 and 2.
4. Total of weekly remittances from Bank Statements.
5. 3 – 4 (Equal balance in Cash Book).

B-Bank Statement

1. Balance shown on the bank statement.
2. Scroll marked "O/S" in the Cash Book (Not shown on the bank statement).
3. Scroll marked "O/S" on the bank statement (Not in the Cash Book).
4. Adjustments in the cash book not yet cleared on the bank statement.
5. 1 + 2 – 3 + or – 4.

If item, A5 and item B5 do not agree, record reasons for the difference on CP Form-54 and take the necessary steps to correct all errors. Also take action to get the bank to clear all outstanding items at B2 and B4. Ensure that outstanding items at B3 have been received and entered in the Cash Book Demand Notices for the current month. If not, clear with the bank and obtain scroll or make copies of all missing items.

- 9.11 Obtain signature of Revenue Officer/AM (CS) and send one copy to the Company's Finance Director along with monthly account.

Note:

Revenue Officer/AM (CS) is responsible for ensuring correct Bank Reconciliation. He will, therefore, take action to correct the errors which give rise to the difference on CP-54, before the next statement is due.

- 9.12 Prepare Bank Head Office collection and remittance summary in duplicate for each bank on CP Form-55 from each branch billing Cash Book for Demand Notices. On this summary under line with red ink all items of collection which have not been remitted in accordance with standing instructions.

- 9.13 Obtain signature of Revenue Officer/AM (CS) on CP Form-55, send top copy to Finance Director along with Monthly Account.

- 9.14 At the end of each month, prepare ledger posting summary for Billing Cash Book by Bank Branches (Demand Notice) for posting into the General Ledger for incorporation into the Monthly Account.

Note:

This procedure is the same as laid down in the Divisional Accounting Manual (Section D-A2/3).

REVENUE/CS OFFICE

Procedure Section Designation	Debtors Control Debtors Control Debtors Control Supervisor	Code CP-11	Page 28 of 53
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Reference Instructions

10. A debtors control account is maintained for each billing batch within Sub-Divisions using CP Form-51.
- 10.1 Receive Input Data Batch File from Commercial Assistant Billing Control (CP Code-10/2.37) Enter details on Debtors Control Register CP Form-100 and pass on file to the Commercial Assistant Debtors Control (CP Code-11/11.1).
- 10.2 Receive from Data Control Assistant/Clerk each week and at the Month End (CP Code-11/4.9).

Weekly Cash Posted Summary CP Form-111

Unidentified Cash List along with CP Form-112 relevant Counterfoils

On CP Form-111, record Sub-Division-wise break up of Divisional total of Unidentified Cash and cash posted to other Divisions on the basis of CP Form-112 and 126. Pass CP Form-111 and CP Form-112 to Commercial Assistant Debtors Control entering details on CP Form-100 (CP Code-11/11.2).

- 10.3 Receive back CP Form-111 and CP Form-112 from Commercial Assistant Debtors Control (CP Code-11/11.8).

Receive CP Form-113, Divisional Cash Analysis Summary CP Code-11/4.14 and check totals of all CP Form-111 with those of CP Form-113 as under:-

- Total posted to batch legers.
- Total of unidentified cash.
- Total of reconnection.
- Total of other items – (details)

Sign CP Form-113, and pass to the Divisional Accounts Officer (CP Code-11/11.11).

- 10.4 Pass unidentified cash list CP Form-112 to the Divisional Accounts Officer at the end of each week and month (CP Code-11/11.13).
- 10.5 File CP Form-111.

REVENUE/CS OFFICE

Procedure Section Designation	Debtors Control Debtors Control Commercial Assistant Debtors Control	Code CP-11	Page 29 of 53
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Reference Instructions

11. CP Form-51 is maintained in duplicate for each calendar month. At the beginning of each month the balance is carried forward from the previous month or in the case of initial computer processing or the initial setting of this batch Debtors Control Account, from the edit lists after they have been proved correct as at the end of the previous month.
 - 11.1 Receive Input Data Batch File from Debtors Control Supervisor (para 10.1).
 - 11.2 Receive from Debtors Control Supervisor each week and at the month end, the computer prepared CP Form-111 (Weekly Cash Posted Summary) and the CP Form-112 (para-10.2).
 - 11.3 Receive CP Form-127 from the Divisional Accounts Officer (para 14.10).
 - 11.4 Receive CP Form-133 from the Divisional Accounts Officer (para 19/17.7).
 - 11.5 Receive CP Form-129 from Debtors Control Supervisor (CP Code-18/13.8).
 - 11.6 Receive Monthly Surcharge Summary (CP Form-114) from Debtor Control Supervisor (para 12.1).
 - 11.7 Maintain Batch Debtors Control Account in duplicate for each calendar month on CP Form-51 as under:-
 - At the beginning of the month carry forward balance from the previous month's CP Form-51.
 - Enter total amount of assessment minus Company Employees Credit from the Bill Register (CP Form-87) to the debit of the particular Batch Debtors Control Account. Total amount of assessment is worked out by subtracting "Total closing balance from column "Net amount" on the last page of CP Form-87. Also check its accuracy by adding the individual assessment columns and subtracting Company employee's credit.
 - Enter total amount of Company Employees credit to the debit of Company employees Batch Debtors Control Account (one for the whole Sub-Division).

REVENUE/CS OFFICE

Procedure Section Designation	Debtors Control Debtors Control Commercial Assistant Debtors Control	Code CP-11	Page 30 of 53
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Reference Instructions

- Enter from CP Form-111 the total of cash posted to the credit of each Batch Debtors Control Account.
 - Enter from CP Form-112 (Debit side) the total of unidentified cash posted for each batch to the credit of relevant Batch Debtors Control Account.
 - Enter from CP Form-114 to the debit of each Batch Debtors Control Account. File CP Form-114 in month order.
 - Enter amount in Column 6 of CP Form-122 to the credit of CP Form-51, enter balance in Column 9 as minus in the debit column of CP Form-51 and enter the same amount to the debit of defaulter ledger's CP Form-51(CP Code-14/5.15).
 - Enter from CP Form-127 to the credit of related Batch Debtors Control Account. Sign CP Form-127 and pass on to the Divisional Accounts Officer (para 14.8).
 - Enter from CP Form-129 to the credit of respective CP Form(s)-51. Send (CP Form-129 to Debtors Control Supervisor (CP Code-18/13.9).
 - Enter from CP Form-130 to the credit of related Batch Debtors Control Account (CP Code-18/17.6).
 - Enter from CP Form-131 to the credit of respective Batch Debtors Control Account (CP Code-18/23.6).
 - Enter from CP Form-133 total amount of I.O.T items posted to the credit of related Batch Debtors Control Account and pass on CP Form-133 to the Divisional Accounts Officer (para 17.9).
 - Enter from CP Form-139 as minus in column for "Balance of CP Form-51 Defaulters Batch Control Account" (CP Code-18/29.3).
 - Enter from Free Electricity Assessment /Payment Summary (CP Form-94) the total of amount posted as payment to the credit of Company Employees Batch Debtors Control Account.
- 11.8 Pass CP Form-111 and 112 to Debtors Control Supervisor (CP Code-11/10.3).
- 11.9 At the end of the month balance each Debtors Control Account (CP Form-51).
- 11.10 Sign all CP Form-51 and pass top copies to the Debtors Control Supervisor (CP Code-11/14).

REVENUE/CS OFFICE

Procedure Section Designation	Debtors Control Accounts Divisional Accounts Officer	Code CP-11	Page 31 of 53
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Reference Instructions

- 11.11 Receive at the end of the month the Divisional Cash Analysis (CP Form-113) from the Debtors Control Supervisor (CP Code-11/10.3).
- 11.12 Obtain Divisional Collections Cash Book (CP Form-109) from the Cashier (see CP Code-11/6.7).
- 11.13 Agree total under column 8 of CP Form-113 with the total of CP Form-109 for the month, Sign CP Form-113 and file, for use in preparation of CP Form-49 (Code-11/10.3).
- 11.14 Return CP Form-109 to the Cashier for his retention.

REVENUE/CS OFFICE

Procedure Section Designation	Debtors Control Debtors Control Debtors Control Supervisor	Code CP-11	Page 32 of 53
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Reference Instructions

12. Receive form Commercial Assistant Data Control

- Cash exception list (along with relevant counterfoils) CP Form-125 (CP Code-11/4.2)
- Surcharge Summary CP Form-114 (CP Code-11/4.10)
- Weekly list of cash received CP Form-126 (CP Code-11/4.2)
- On behalf of other Divisions

12.1 Check CP Form-125 and attach counterfoils with it. Investigate all cases of part payments. Report all cases to Revenue Officer/AM (CS) where part payments have been made by consumers without any authorization. Enter details of all actions taken against above cases under the advice of the Revenue Officer/AM (CS).

Note:

Revenue Officer/AM (CS) will ensure that appropriate action is taken in all cases where part payments are made without authorization and sign the list.

Pass CP Form-114 to Debtors Control Commercial Assistant/Clerk entering details on CP Form-100 (CP Code-11/11.6).

12.2 Compare reference numbers where remarks "Excess Posting" are given in CP Form-125 with the relevant counterfoils. Where excessive posting is found due to punching wrong Reference Number by Computer staff arrange preparation of adjustment note (CP Form-57) and dispatch of revised bill to the consumer immediately wherever necessary.

12.3 Compare Batch and Account Nowhere remarks "Unidentified Cash" are given in CP Form-125 with the relevant counterfoils. If "Unidentified Cash" is due to punching or any clerical error including change of Reference No. etc. Prepare adjustment note (CP Form-57) observing procedures laid down in paras 12 to 12.8 of CP Code-18.

REVENUE/CS OFFICE

Procedure Section Designation	Collection Unidentified Cash Accounts Divisional Accounts Officer	Code CP-11	Page 33 of 53
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Reference Instructions

13. Unidentified Cash remains in a Computer Control Account until a consumer makes a claim that an amount paid by him has not been recorded by the Revenue/CS Office against his account.

The Consumer's complaint is received through the Commercial Assistant Enquiries. It must be supported by a receipt from the collecting bank.

Note:

If there is computer mistake or any clerical error, then it can be rectified without waiting for the complaint from consumer.

- 13.1 Receive CP Form-112- Unidentified Cash List along with relevant counterfoil from Debtors Control Supervisor weekly and at the month end (CP Code-11/10.4). Fasten CP Form-112 securely in a file in date order.

- 13.2 Check consumer's receipt with:

- First, the bank scroll for the date in question, if the payment is not found there.
- Second, request the collecting bank to check their receipts for the payment date in question.

The cash payment must be identified in one of those processes.

- 13.3 If the error of bank's omission to enter the amount on a scroll arrange for this to be done by the bank immediately.
- 13.4 If the amount is identified on the scroll, check whether it has the wrong Reference No. against it, and if so check to the Daily Cash List (CP Form-102) to see whether or not it has been posted to that wrong Reference No.

REVENUE/CS OFFICE

Procedure Section Designation	Collection Unidentified Cash Accounts Divisional Accounts Officer	Code CP-11	Page 34 of 53
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Reference Instructions

- If so arrange for preparation of CP Form-137 (Unidentified/Debtors Adjustment Form (CP Form-137). If payment has not been posted to a wrong Reference No., check the Unidentified Cash List, CP Form-112. When the payment is identified arrange for preparation of CP Form-137 (see CP-18/12). Where the surcharges would also have been levied, arrange preparation of separate bill adjustment note for withdrawal of surcharge through Billing Control Supervisor, giving reference of CP Form-137 prepared by Debtors Control Supervisor.
- 13.5 Receive second copy of CP Form-137 from the Debtors Control Supervisor (CP Code-18/12.5). Write bill adjustment note number against each item on the credit side of CP Form-112 and initial each entry File CP Form-137 in numerical order and account for all numbers to ensure none is missing.
- 13.6 Receive Computer prepared quarterly list of outstanding unidentified cash balances (CP Form-112) from Commercial Assistant Data Control (CP Code-11/4.1).
- 13.7 Agree total of quarterly list with the progressive outstanding credit balance on CP Form-112 produced at the corresponding month end. Check that the balances brought forward are only those which are not initialed on the CP Form-112 already in the file. Sign the lists.
- 13.8 Attach quarterly CP Form-112 into a new file each quarter. Store the old file.
- 13.9 After the end of each month agree the progressive credit balance of CP Form-112 with the total of the unidentified Cash Control Account printed out with the Batch Debtors Ledger, CP Form-115.

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Procedure Section Designation	Debtors Control Debtors Control Debtors Control Supervisor	Code	Page
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Reference Instructions

14. Receive top copy of all CP Form-51 from Commercial Assistant Debtors Control (CP Form-11/11.10).

14.1 Receive the Batch Debtors Ledgers CP Form-115 after the end of the moth from the Commercial Assistant Data Control (CP Code-11/4.12). The ledgers are prepared as at the end of the last working day in the month.

14.2 Check each batch total, each Sub-Division total and the Division total shown on CP Form-115 with the totals on the corresponding CP Form-51. CP Form-115 should agree with CP Form-51. If not call Commercial Assistant Debtor Control concerned and arrange reconciliation. Correct CP Form-51 if wrong. Arrange for corrections to CP Form-115 if on reconciliation it should be found incorrect. This should be done through the Revenue Officer/AM (CS) before preparation of CP Form-49. Sign CP Form-51 and CP Form-115 in token of check and reconciliation.

Note for Revenue Officer/AM (CS):

He will contact the Computer Centre and arrange for corrections to computer data after the disclosed errors have been accepted. This must have top priority as submission of CP Form-49 must not be delayed.

14.3 Pass Sub-Division and Division CP Form-51 and CP Form-115 to the Divisional Accounts Officer (CP Code-11/14.8).

14.4 File remaining copies of CP Form-51 in one file for the month. Pass, CP Form-115 (except Divisional Summary) to Commercial Assistant Billing Control for filing in the Input Data Batch Files (CP Code-10/2.50). Retain the defaulter's ledger in a separate file for each Sub-Division.

14.5 Receive CP Form-123 Energy Debtors Arrears Analysis, from Commercial Assistant Data Control at the end of each month (CP Code-11/4.13).

14.6 Check and agree total of energy debtor's arrears analysis CP Form-123 with the total debtors in CP Form-87.

14.7 Sign energy debtor's arrears analysis CP Form-123 and pass to the Revenue Officer/AM (CS) (CP Code-16/5).

REVENUE/CS OFFICE

Procedure Section Designation	Debtors Control Accounts Divisional Accounts Officer	Code CP-11	Page 37 of 53
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Reference Instructions

- 14.8 Receive Sub-Divisional and Divisional Summaries of CP Form-115 (Debtors Ledger and CP Form-51 (Debtors Control Account) from of Debtors Control Supervisor and retain for preparation of CP Form-49 (CP Code-11/14.3) after checking that the totals shown on CP Form-115 and CP Form-51 are in agreement. Receive CP Form-127 weekly from Commercial Assistant Data Control (CP Code-11/11.7).
- 14.9 From CP Form-128 (CP Code-11/5) prepare credit advices for cash received on behalf of other Divisions following the procedure laid down in the Divisional Accountant Manual.
- 14.10 At the end of each month cash receiving Division is required to send credit advice as per weekly CP Form-127 (For all weeks in a month) received in Consumers Division. Where credit advice is not received before preparation of CP Form-49, arrange to collect the credit advice. Check and agree incoming credit advice with CP Form-127 for all weeks. Sign CP Form-127. Pass on CP Form-127 to Commercial Assistant Debtors Control (para 11.3).
- 14.11 File Credit Advices with CP Form-127 and 128 for preparation of CP Form-49.

REVENUE/CS OFFICE

Procedure Section Designation	Collection – Dishonoured Cheque Accounts Divisional Accounts Officer	Code CP-11	Page 38 of 53
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Reference Instructions

15. A dishonoured cheque is one which the bank has refused to pay and has been debited to the Bank Branch Collection Account in which it was originally credited. Banks usually give a separate advice and return the cheque. It is also noted separately in the bank statement.
- 15.1 Receive dishonored Cheque from bank or note the same from bank statement.
- 15.2 Write to Consumer, returning cheque and advising him that the original bill is still due plus surcharge and that disconnection action will be taken in accordance with the Disconnection Notice and Permanent Disconnection Procedure. Enclose this notice with letter. Pass copy of letter to Commercial Assistant Consumer Records for preparation of Disconnection Order when due (CP Code-14/1.10).
- 15.3 Prepare a bank scroll and counterfoil in respect of the payment to be cancelled, using red ink and clearly mark both "Dishonoured Cheque-Debit".
- 15.4 Pass scrolls and counterfoils to Cashier (CP Code-11/15.5).

REVENUE/CS OFFICE

Procedure	Collection – Dishonoured Cheque	Code	Page
Section	Accounts	CP-11	39 of 53
Designation	Cashier		

Reference Instructions

- 15.5 Receive the debit scroll and counterfoil from Divisional Accounts Officer.
- 15.6 Prepare Computer Input following procedure in CP Code-11/3.7 onwards.

Note for Computer Centre:

When the Computer Centre receives a debit scroll and counterfoils (as indicated also with red ink entries on the counterfoils) it will act accordingly and reduced the amount of the daily cash posted, and the bank branch collection cash book by the amount of the dishonoured cheque. The entry crediting the original payment to the consumer's ledger account will be cancelled by this debit posting. In the process the computer should verify that both amounts are the same and make any surcharge adjustment automatically.

REVENUE/CS OFFICE

Procedure Section Designation	Collection – Court Order Debtors Control Revenue Officer/Assistant Manager (CS)	Code CP-11	Page 40 of 53
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Reference Instructions

16. Restraining Orders are obtained by consumers from competent forum in case of dispute which are taken to the forum for decision. Until this is reached, the DISCO is prevented from taking further direct action to obtain money due e.g. by disconnection of supply. The orders of the forum must be observed.
- 16.1 Arrange for preparation in triplicate of CP Form-137 Advice of restraining order. This will normally be prepared by the Commercial Assistant Legal (see CP Code-11/16.5) the amounts set aside by department officers will also be fed to Computer Centre through (CP Form-137).
- 16.2 Sign CP Form-137 (Advice of) and pass copies 1 and 2 to the Commercial Assistant Legal (CP Code-11/16.6)/ third copy is retained in book.
- 16.3 Obtain copy of restraining order of the forum. Check the restraining order with 3rd copy of CP Form-137 to ensure that the letter is correct. Pass to Commercial Assistant Legal for retention in a file for each case.
- 16.4 Ensure that Disconnection Notices and Disconnection Orders are not sent to consumers in contravention of restraining orders (see CP Code-13/2.1).

REVENUE/CS OFFICE

Procedure Section Designation	Collection – Court Orders Debtors Control Commercial Assistant Legal	Code CP-11	Page 41 of 53
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Reference Instructions

- 16.5 Prepare CP Form-137 (Court Advice) when required by the Revenue Officer/AM (CS), ensure that the Revenue/CS Officer has signed each Form.
- 16.6 Receive copies 1 and 2 of CP Form-137 (Court Advice) from the Revenue Officer/AM (CS) (CP Code-11/16.2).
- Pass 1st copy to Commercial Assistant Data Control for sending to Computer Centre (CP Code-11/4). File 2nd copy in serial number order.
- Pass copy 1st to the Commercial Assistant Data Control for sending to P.C. File copy 2nd in serial number order (CP Code-11/4.2).
- 16.7 Receive 1st copy of CP Form-137 (Court Advice) with drawl of restraining order from Commercial Assistant Data Control after computer processing (CP Code-11/4.2). Ensure that the Computer Centre has stamped and signed these copies signifying that they have been processed.
- Receive copy of error list (para 21.2) check and arrange rectification of errors through Revenue Officer/AM (CS) and Supervisor PC on the same day. Also record corrective action taken against respective item under his dated signature. Receive processed CP Form-137 (Restraining Order) and error list and ensure that Supervisor PC has signed in token of having been processed.
- 16.8 Pass top copy of CP Form-139 (Advice of) to the Commercial Assistant Consumers Records (CP Code-11/16.14).
- Pass processed CP Form-137 (Restraining Order) and error list to the Commercial Assistant Consumers Records for action as mentioned in paras 16.14 to 16.17.
- 16.9 Receive copy of each Court Order from the Revenue Officer/AM (CS). Match up the order with the 2nd copy of CP Form-137 (Advice) and file both documents in a separate file for each case.
- Note:** This file will also contain all other documents relevant to the case.
- 16.10 Check file of 2nd copies of CP Form-137 (Advice of) each week and point out to the Revenue Officer/AM (CS) all cases where copy of restraining orders have not been received.
- Note:** Revenue Officer/AM (CS) will follow up all cases to ensure that copies of restraining orders are received.

REVENUE/CS OFFICE

Procedure Section Designation	Collection – Court Order Debtors Control Commercial Assistant Legal	Code	Page
		CP-11	42 of 53

Reference Instructions

- 16.11 Receive 2nd copy of CP Form-137 (Withdrawal of restraining order) from Revenue Officer/AM (CS) (CP Code-11/16.21). File in serial number order.
- 16.12 Receive top copy of CP Form-137 (Withdrawal of restraining order) from Commercial Assistant Data Control (CP Code-11/4.2).
- Check that it has been stamped and signed by the Computer Centre to indicate that it has been processed. Match up copies 1st and 2nd of CP Form-137.
- Same as for Para 16.7 in case of CP Form-137 (Withdrawal of restraining order) and error list processed. Also match up copies 1st and 2nd of CP Form-137.
- 16.13 Pass top copy of CP Form-137 (Withdrawal of restraining order) to the Commercial Assistant Consumers Records (CP Code-11/16.4).
- Same as against Para 16.8 in case of CP Form-137 (Withdrawal of restraining order) and error list processed.

REVENUE/CS OFFICE

Procedure Section Designation	Collection – Court Order General Commercial Assistant Consumer Record	Code CP-11	Page 43 of 53
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Reference Instructions

- 16.14 Receive top copies of CP Form-137 (Advice of /Withdrawal of restraining order) from the Commercial Assistant Legal (CP Code-11/16.8 and 16.13).
- Enter details of restraining orders received and withdrawn in the appropriate Consumer's Files.
- 16.15 Pass top copies of CP Forms-137 at para 16.14 to Billing Control Supervisor (CP Code-11/16.13).

REVENUE/CS OFFICE

Procedure Section Designation	Collection – Court Order Billing Control Billing Control Supervisor	Code CP-11	Page 44 of 53
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Reference Instructions

- 16.16 Receive top copies of CP Form-137 from the Commercial Assistant Consumers Records (CP Code-11/16.15). Check details with Assessment List, CP Form-87. Take corrective action where necessary and sign CP Form-137 and relevant entries in CP Form-87.
- 16.17 File CP Form-137 Advice/Withdrawal of restraining order in the Data Batch Files in which the entries were processed.



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REVENUE/CS OFFICE

Procedure Section Designation	Collection – Court Order Debtors Control Revenue Officer/Assistant Manager (CS)	Code CP-11	Page 45 of 53
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Reference Instructions

16.18 When a disputed case is decided by the competent forum, the decision affects the restraining order previously passed and recorded in the Computer Records.

16.19 Receive decision of competent forum.

Take appropriate action in accordance with the Judgment of competent forum without delay. This may involve an adjustment note and a Tariff Change Notice.

16.20 Refer to third copy of CP Form-137 (restraining order held by Revenue Officer/AM (CS) and prepare with drawl of restraining order in duplicate using CP Form-139.

16.21 Pass top copy to Commercial Assistant Data Control for onward transmission, to Computer Centre (CP Code-11/4.00), it will be sent to Supervisor PC by Commercial Assistant Data Control.

Pass second copy to Commercial Assistant Legal Clerk (CP-11/16.11).

Note for Computer Centre:

When with drawl of restraining order (CP Form-137) is received, the original record of the debt is re-constituted.

Note for Revenue Officer/AM (CS):

Where a restraining order issued by competent forum requires an adjustment to a bill, a separate CP Form-57 will be prepared and attached to CP Form-137 (Advice).

Note for Revenue Officer/AM (CS) and Computer Centre:

Where any amount being disputed is set aside by the competent authority, the procedure laid down vide paras 16.1 to 16.21 will be followed. However, separate inputs on CP Form-137 will be prepared clearly marking "Amount set aside or withdrawn under the orders of the competent forum".

REVENUE/CS OFFICE

Procedure Section Designation	Collection – Cash Collected for or by other Formation Accounts Divisional Accounts Officer	Code	Page
		CP-11	46 of 53

Reference Instructions

17. Cash may be paid by a consumer and accepted by any other office which can receive payments. These payments are transferred from the cash collecting formations by using Credit Advice following procedures laid down in the Inter Office Transaction Section of Divisional Accounting Manual.

Cash Collected by any other Office

- 17.1 Receive IOT Credit Advice from any other formation.
- 17.2 Credit the Energy Debtors Control Account in accordance with Divisional Accounting Manual and prepare CP Form-137 I.O.T Input in duplicate along with CP Form-78 and obtain signature of Revenue Officer/AM (CS). Also arrange for credit advice to be included in CP Form-49.
- 17.3 Take top copy to Commercial Assistant Data Control for onward transmission to Computer Centre (CP Code-11/18) and fill in columns 1 to 3 of Data Batch Register and sign the Register.
- 17.4 Retain second copy of CP Form-137 for checking with relevant entry in CP Form-87. Sign relevant entries in CP Form-87 after necessary checking.

Note for Computer Centre:

- i) Computer Centre will post from CP Form-137 the amount to the credit of Consumer's Account in CP Form-87 without affecting cash outputs. All IOT items from CP Form-137 will be listed daily and monthly whether posted or un-posted.
- ii) Un-posted items (rejected by the Computer) have to be re-submitted by the Revenue Officer/AM (CS) when the amounts concerned have been correctly identified.

REVENUE/CS OFFICE

Procedure Section Designation	Collection – Cash Collected for or by other Formation Accounts Divisional Accounts Officer	Code CP-11	Page 47 of 53
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Reference Instructions

- 17.5 Receive Daily/Monthly list of IOT items posted or un-posted (CP Form-132 "daily" and CP Form-133 "monthly") CP Code-11/11/18.3).
- 17.6 Check CP Form-132 and 133 with second copy of CP Form-137. In the event of difference, take corrective action. Sign CP Form-132 and CP Form-133.

Note for Divisional Accounts Officer:

Where amount in output CP Forms-132 and 133 is found posted in excess of that actually fed. Prepare a special CP Form-137 IOT input for the amount posted in excess in duplicate to rectify the error. As regards column for number and date of IOT credit advice in CP Form-137, the same will be left blank and in the remarks column reasons for correction fed will be given. Remaining procedures will be the same in all respects as for "IOT Credit Advice".

- 17.7 Pass Daily and Monthly List of IOT items (CP Form-132 and 133) posted or un-posted to Commercial Assistant Debtors Control (CP Form-11/19 & 17.8).
- 17.8 Receive back CP Form-13 daily from Commercial Assistant Debtors Control. Arrange for correction. Prepare input for all un-posted items which have been identified by the Commercial Assistant Debtors Control.
- 17.9 Receive back CP Form-133 (para-11.7) from Commercial Assistant Debtors Control.
- 17.10 Arrange filing of 2nd copy CP Forms-137, 132 and 133 for preparation of CP Form-49.

Note for Divisional Accounts Officer:

As un-posted items on CP Form-132 have to be checked each day, there should be no un-cleared items by the time CP Form-49 has to be prepared. Where a credit has been received by mistake this item should be reversed immediately to the collecting office concerned so that the CP Form-49 will be correct at each month end.

REVENUE/CS OFFICE

Procedure Section Designation	Collection – Cash Collected for or by other Formation Accounts Divisional Accounts Officer	Code	Page
		CP-11	48 of 53

Reference Instructions

- 17.11 Consequent upon Computer billing on Company/Circle basis, there may be cases where consumers of Revenue/CS Office on Computer falling within the jurisdiction of a Circle /Company make payment in the bank branch of Revenue/CS Office falling within the jurisdiction of another City /Company. In such cases consumers complaints will be received in the Enquiries Section of the Revenue/CS Office under which consumer falls. Commercial Assistant Enquiries will pass on the complaints to Debtors Control Supervisor.
- Cash collected by a Revenue/CS Office on computer billing on behalf of Revenue/CS Office on computer billing falling within the jurisdiction of City/Circle /Company.
- 17.12 Write a letter to Revenue/CS Office receiving the payments for issuing Credit Advice (para 24 of CP Code-18). It must be supported by a photo copy of a receipt of collecting bank. (para 24, CP Code-18).
- 17.13 Receive IOT Credit Advice from the Revenue/CS Office on Computer in cases where cash in respect of his consumer has been received in Revenue/CS Office falling within the jurisdiction of another City/Company (para 24.1 of CP Code-18). Observe all other procedures as in case of IOT Credit Advice from any other formation.

REVENUE/CS OFFICE

Procedure Section Designation	Collection – Cash Collected for or by other Formation General Commercial Assistant Data Control	Code CP-11	Page 49 of 53
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Reference Instructions

18. Receive CP Form-137 along with CP Form-78 Forwarding Memo from Divisional Accounts Officer (CP Code-11/17.3 and 17.8). Ensure that columns 1 to 3 of Data Batch Register are completed by the Divisional Accounts Officer.
- 18.1 Pass CP Form-137 to Computer Centre and obtain receipt on columns 6 and 7 of CP Form-80.
- 18.2 Receive from Computer Centre the following outputs.
- Daily list of IOT items posted or un-posted CP Form-132.
 - Monthly list of IOT items posted or un-posted CP Form-133.
- 18.3 Pass Daily/Monthly list of IOT items posted or un-posted to the Divisional Accounts Officer (CP Code-11/17.5).

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REVENUE/CS OFFICE

Procedure	Collection – Cash Collected for or by other Formation	Code	Page
Designation	Debtors Control		
	Revenue Officer/Assistant Manager (CS)	CP-11	50 of 53

Reference Instructions

19. Receive CP Form-132 and 133 list of IOT items posted or un-posted (CP Code-11/17.7).
- 19.1 Check all posted items and identify the account to which each item should be posted. Enter the correct account number against each un-posted on CP-132 and return daily to the Divisional Accounts Officer for taking corrective action.

REVENUE/CS OFFICE

Procedure	Collection – Cash Collected through Crossed Cheque or Bank Drafts by Revenue/CS Offices	Code	Page
Designation	Revenue Officer/Assistant Manager (CS)	CP-11	51 of 53

Reference Instructions

20. Consumer may make payment of their bills to the Revenue Officer/AM (CS) through Crossed Cheque or Bank Drafts. The Crossed Cheques or Bank Drafts will be for the total amount payable on due date. In case the payment of the bills is made after the expiry of due date then the crossed Cheques or Bank Drafts will be for the amount payable after due date i.e. inclusive of surcharge. Crossed Cheques or Bank Drafts for the total amount payable on due date must reach the Revenue/CS Office at least two days before the last due of the payment of the bill. In case of industrial consumers having load above 500 KW, Bank drafts will be accepted even up to the last date of payment.

Crossed Cheques or Bank Drafts may either be presented personally or through a representative or sent by post with a Forwarding Memo by the Consumer with the following particulars:

- Name and Address of the Consumer.
- Amount actually payable as on the last due date.
- Last date of payment of bill.
- Reference Number of the consumer.

- 20.1 Receive Crossed Cheques or Bank Drafts.
- 20.2 Check the amount of crossed Cheque or Bank Draft with the billing record. Where the Crossed Cheque or Bank Draft is for part payment, write to the consumer informing him that the less payment has been received and the difference of bill amount and payment, plus surcharge is still due. Also enclose Disconnection Notice with the letter. Pass copy letter to Commercial Assistant Consumers Records for preparation of Disconnection Order when due (see CP Code-13/1.9).
- 20.3 Issue a receipt on CP Form-69 subject to realization of Crossed Cheque or Bank Draft.

REVENUE/CS OFFICE

Procedure	Collection – Cash Collected through Crossed Cheque or Bank Drafts by Revenue/CS Offices	Code	Page
Designation	Revenue Officer/Assistant Manager (CS)	CP-11	52 of 53

Reference Instructions

- 20.4 Arrange duplicate copy of bill already sent to the consumer for depositing the Crossed Cheque or Bank Draft in the authorized Bank Branch.
- 20.5 Arrange for entry of Crossed Cheque or Bank Draft in Columns 1 to 8 of register (CP Form-70) containing the following which will be held by Divisional Accounts Officer.
1. Name and address of consumer.
 2. Account Number of consumer.
 3. Crossed Cheque or Bank Draft Number and Date.
 4. Amount of Crossed Cheque or Bank Draft.
 5. Name of Bank Branch on which drawn.
 6. Due date for payment of the bill.
 7. Temporary receipt number and date issued to consumer by Revenue Officer/AM (CS).
 8. Date on which deposited in Bank.
 9. Date of realization.
 10. Remarks.
- 20.6 Arrange to deposit Crossed Cheque or Bank Draft in an authorized bank branch on the day of receipt.
- 20.7 Receive back the acknowledged bill from the Bank Branch, arrange completion of column No.9 of CP Form-70 on the realization of check and also arrange to file the same in date order in a separate file to be maintained to each month.
- 20.8 Each week check the register maintained vide para 20.5 with the weekly Bank Statement to ensure that all Crossed Cheques or Bank Drafts deposited have been realized. Also arrange to complete Column 10 of the register mentioned above. If any Crossed Cheque or Bank Draft is noticed to have been dishonoured, follow the procedure as laid down in CP Code-11/15 to 15.6.

REVENUE/CS OFFICE

Procedure Section Designation	Collection – Cash Collection Court Order Computer Supervisor PC	Code CP-11	Page 53 of 53
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Reference Instructions

21. Receive (CP Form-137) (restraining order/Withdrawal of restraining order) from Commercial Assistant Data Control (CP Code-11/4.1).
- 21.1 Arrange key entry of all relevant Data daily on computer and produce error lists containing messages.
- 21.2 Send one copy of the error list to the Commercial Assistant Legal daily through Commercial Assistant Data Control for corrective action (para 16.7).
- 21.3 Ensure clearance of all items in the error lists daily as per advice of Revenue Officer/AM (CS) (para 16.7) and return the same to Commercial Assistant Legal through Commercial Assistant Data Control along with CP Form-137 restraining order or withdrawal of restraining order as the case may be after affixing his dated signature (CP Code-11/4.2).
- 21.4 Send soft copy to Circle/Company's Computer Centre for further processing.

Notes for Supervisor PC:

- i) He will maintain movement record for input received from and output sent to the concerned officials.
- ii) After making corrections pointed out by concerned officials in proof list/error list, Supervisor PC will again obtain a print out for input to ensure that the same is error free. Where there is still any error, he will arrange rectification through Revenue Officer/AM (CS) on top priority basis.

REVENUE/CS OFFICE

Procedure	Control Procedures for Computer Processing	Code	Page
		CP-12	1 of 7

Reference General System Description

1. It is necessary to maintain control records at the Revenue/CS Office and at the Computer Centre.
 - 1.1 The Revenue/CS Office will ensure that the Computer Centre:
 - Processes all documents sent to it properly and at the right time.
 - Maintain complete and accurate records for consumer billing, debtors and statistics on behalf of the Revenue/CS Office.

The Revenue/CS Office is responsible for accurate and timely billing of consumers.
 - 1.2 The Computer Centre is responsible for:
 - Processing all documents sent to it accurately and in accordance with its programs and time schedules.
 - Maintaining correct records on behalf of Revenue/CS Office.
2. The Revenue/CS Office will maintain control records in accordance with the manual and in particular.
 - Total units billed
 - Total value of assessment and surcharge
 - Total cash received by banks
 - Total debtors
3. The Computer Centre will exercise controls over processing to ensure accuracy of:
 - Units billed, by batches through to final billing summary for the division.

REVENUE/CS OFFICE

Procedure	Control Procedures for Computer Processing	Code	Page
		CP-12	2 of 7

Reference General System Description

- Total value of assessment as calculated in batches through to final billing summary for the Division.
- Total value of cash received at each bank branch through to the final total collected by all banks for the Division.
- Total value of debtors at all stages of processing the ledger through to final total for the Division.
- Total value of security deposits for the Division as held on the consumer's master file.
- Total number of consumer's disconnected permanently removed.
- Total number of outstanding disconnection orders.
- Total number of adjustments processed each month and the related totals of units and value.

REVENUE/CS OFFICE

Procedure Section Designation	Control Procedures for Computer Processing Revenue/CS Office	Code	Page
		CP-11	3 of 7

Reference Instructions

The Revenue/CS Office will provide input data to the Computer Centre.

			Date due at Computer
1	New connections changes etc.	CP Form-134 CP Form-135 CP Form-137 CP Form-138	Daily Daily Daily
2	Forwarding memo (for control purposes)	CP Form-78	As per Item-1
3	Input Data Batch file containing meter reading forwarding lists	CP Form-35	3-Days after meter reading cycle date
4	Forwarding Memo Bank Scrolls	CP Form-101	Day following receipt From bank
5	Bank Scrolls	CP Form-44	
6	Bill Counterfoils	CP Form-83& CP Form-84	
7	Weekly Schedule of Bank Remittances	CP Form-105	Monday each Week and 3 days after end of month.
8	Consumer Meter Data Change Form	CP Form-136	Daily 1- Day after receipt from SDO/AM (O)
9	Unidentified Cash/ Debtors Adjustment Form	CP Form-137	Daily
10	Bill Adjustment (General)	CP Form-57	Daily
11	Cancellation of Surcharge Levied in Error	CP Form-110	Daily on day output received (see item 25 para 5)
12	Employees Free Electricity Notification Of Change.	CP Form-96	Daily

Note: Where input is specified daily a nil return will be sent to the Computer Centre for each form for which there is no input on that day.

REVENUE/CS OFFICE

Procedure Section Designation	Control Procedures for Computer Processing Revenue/CS Office	Code CP-11	Page 4 of 7
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Reference Instructions

5. The Computer Centre will provide the following outputs.

Sr. No.	Output	Date due from Computer Centre
1	Consumer's Master File Proof list	3-Days after date of receipt of Basic Date in Computer Centre
2	Meter Reading Forwarding Lists	5-Days before Reading
3	Input Data Batch File Meter Reading Forwarding List	CP Form-35 Reading Containing CP Form-35
4	Consumer Bills	CP Form-83 & 84 Together 5 days after Meter Reading cycle Date
5	Billing Exceptions List	CP Form-85
6	Assessment List	CP Form-87
7	Heavy /Credits Balance List	CP Form-91
8	List of Estimated Reading	CP Form-92
9	Age Analysis of Billing Exceptions during the month	CP Form-86 5-Days after the end of the month
10	Age analysis of cases of Estimated Readings	CP Form-93 -do-
11	Employee Free Electricity Assessment Payment Summary	CP Form-94 5-Days after the end of the month
12	Employees Free Electricity Summary of allowances By batches	CP Form-95 -do-
13	List of General Adjustment processed	CP Form-116 Next day after Input
14	List of General Adjustment Processed during the month	CP Form-117 5-Days after the end of the month

REVENUE/CS OFFICE

Procedure Section Designation	Control Procedures for Computer Processing Revenue Officer/Assistant Manager (CS)	Code CP-12	Page 5 of 7
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Reference Instructions

16	Disconnection Notices and list (two copies)	CP Form-48	1 week after due date
17	Disconnection Orders	CP Form-29	16-Days after date for item 16
18	List of Disconnection Orders (To remove Equipments)	CP Form-118	- do -
19	List of Permanently Disconnected Defaulters	CP Form-60	5-Days after the end of the month.
20	Outstanding Disconnection Orders (To remove Equipment)	CP Form-120	6-Days after the end of the month.
21	Bank Scrolls	CP Form-44	3-Days after date of receipt in Computer Centre.
22	Daily Cash List	CP Form-12	
23	Weekly Collections Cash Book	CP Form-104	Tuesday
24	Monthly Schedule of Weekly Remittances	CP Form-107	5-Days after the end of the month.
25	Divisional Collection Cash Book	CP Form-109	
26	List of Surcharges	CP Form-110	Same day as scroll received.
27	Weekly Cash Posted Summary	CP Form-111	Tuesday each week for previous week end
28	Unidentified Cash List alongwith Stubs.	CP Form-112	5-Days after the end of the month.
29	Divisional Cash Analysis Summary	CP Form-113	5-Days after the end of the month.
30	Monthly Surcharges Summary by Batches	CP Form-114	5-Days after the end of the month.
31	Batch Debtors Ledger	CP Form-115	5-Days after the end of the month.
32	Debtors Arrears Analysis	CP Form-123	5-Days after the end of the month.
33	Quarterly List of Un-identified Cash Balances	CP Form-112	5-Days after the end of each quarter with item-32.

REVENUE/CS OFFICE

Procedure Section Designation	Control Procedures for Computer Processing Revenue Officer/Assistant Manager (CS)	Code CP-12	Page 6 of 7
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Reference Instructions

34	Units Billed by Feeders	CP Form-97	5-Days after the end of the month.
35	Billing Summary	CP Form-98	5-Days after the end of the month.
36	Consumers Security Deposit List	CP Form-99	6-monthly in July and January.
37	Security Deposit Adjusted against debtors and repaid	CP Form-122	5-Days after the end of the month.
38	Daily Cash Exception List along with Stubs	CP Form-125	Daily with CP Form-102.
39	Weekly List of Cash received on behalf of other Divisions	CP Form-126	Weekly with CP Form-111.
40	Weekly list of Cash Posting by other Divisions	CP Form-127	Weekly with CP Form-111.
41	Monthly Summary of CP Form-126	CP Form-128	5-Days after the end of the month.
42	Debtors Ledger Adjustment Journal	CP Form-129	5-Days after the end of the month.
43	Internal Divisional Journal Adjustments	CP Form-130	5-Days after the end of the month.
44	Internal Divisional Un-identified Cash Adjustments	CP Form-131	5-Days after the end of the month.
45	IOT Processed (Daily)	CP Form-133	Daily
46	IOT Processed (Monthly)	CP Form-133	5-Days after the end of the month.
47	List of Bad Debts written off processed	CP Form-139	- do -
48	Outstanding DCOS (to remove equipment)	CP Form-119	- do -
49	Outstanding DCOS (as per CP Form-120)	CP Form-121	- do -

Note:

Where output is specified daily a nil return will be sent by the Computer Centre for each Form for which there is no output on that day.

REVENUE/CS OFFICE

Procedure Section Designation	Control Procedures for Computer Processing Revenue/CS Office Revenue Officer/Assistant Manager (CS)	Code CP-12	Page 7 of 7
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Reference Instructions

The Revenue Officer/AM (CS) is responsible for ensuring that data required by the Computer centre is correctly, prepared and dispatched to the Computer Centre in accordance with the laid down time-table.

He is also responsible for ensuring that the Computer Centre maintains its agreed time-table for provision of the processed data. In this respect liaison with the Incharge of Computer Centre or other nominated officer.

REVENUE/CS OFFICE

Procedure Section Designation	Temporary Disconnection	Code CP-13	Page 1 of 6
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Reference Instructions

1. Temporary disconnection of supply is allowed to a consumer on his/her request, for a period of 30 days subject to the following terms and conditions:
 - 1.1 That the consumer has paid the final bill up to the day immediately preceding the intended date of request for temporary disconnection.
 - 1.2 That exemption in payment of minimum/fixed charges will be admissible for the actual period of disconnection subject to a maximum of 30 days consecutive days during a period of twenty four consecutive months;
 - 1.3 That no reconnection fees shall be charged if the consumer gets the connection restored immediately after the expiry of the period of disconnection allowed to him/her;
 - 1.4 After the expiry of the period allowed for disconnection as per clause (1.2) above, the connection shall be deemed to have been restored for payment of minimum/fixed charges even if the consumer does not request for reconnection and does not use electricity. In case the consumer defaults in making the future bills, his/her connection may be disconnected and equipment installed at his premises to supply energy be removed after service of notice as per disconnection procedure. Restoration of supply to such a premises shall also be regulated as per the Reconnection Policy.
2. Temporary disconnection is allowed for seasonal connection. A seasonal consumer or a consumer whose connection is lying disconnected shall not be eligible to the allowance given in the temporary disconnection.
3. A consumer who intends to get his/her premises disconnected shall apply to the load sanctioning Authority of the connection concerned, who will arrange the final bill from the Revenue Officer/AM (CS) concerned. After payment of final bill, the respective load sanctioning Authority will approve the disconnection. Disconnection for consumers supply shall be effected through removal of, such facilities to avoid misuse of electricity during the period of disconnection.

REVENUE/CS OFFICE

Procedure Section Designation	Temporary Disconnection Seasonal as on Request General Commercial Assistant Consumers Record	Code CP-13	Page 2 of 6
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Reference Instructions

2. Receive 2nd copy of the executed Temporary Disconnection Order (CP Form-27) from the Sub-Division Disconnection and Reconnection Section (CP Code-03/4.1).
 - 2.1 Pass the executed Disconnection Order to the Commercial Assistant Meter Reading Control (CP Code-13/3).
 - 2.2 Receive the executed (CP Form-27) from the Commercial Assistant Meter Reading Control and file in the individual consumer's files (CP Code-13/3.5).



REVENUE/CS OFFICE

Procedure Section Designation	Temporary Disconnection Seasonal as on Request Billing Control Commercial Assistant Meter Reading Control	Code CP-13	Page 3 of 6
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Reference Instructions

3. Receive the executed CP Form-27 from Commercial Assistant Consumers Records (CP Code-13/2.1).

- 3.1 Prepare Computer Input Daily CP Form-136 in duplicate. Obtain signature of Revenue Officer/AM (CS) in token of scrutiny.
- 3.2 Pass top copy of CP Form-136 to Commercial Assistant Data Control (CP Code-13/4).
- 3.3 File second copy for checking with the meter readings on the next cycle Meter Reading Forwarding List.

Receive copy of error list (Para-6.2), check and arrange rectification of errors through Revenue Officer/AM (CS) and Supervisor PC on the same day. Also record corrective action taken against each item under his dated signature.

Receive processed error list and ensure that Supervisor PC has signed the same in token of correction. File the error list with the 2nd copy of CP Form-136 for checking with Meter Reading on the next cycle Meter Reading Forwarding Lists.

- 3.4 When next billing cycle Meter Readings are received from Computer Centre, check CP Form-136 to the Meter Reading Forwarding List. CP Form-35.

Ensure that the Temporary Disconnection Computer Code has been entered on CP Form-35. Where Temporary Disconnection Computer Code has not been entered on CP Form-35, enter it by hand in relevant column on CP Form-35. Also enter final readings as per CP Form-136 in "Present Reading Column" of CP Form-35. Initial any changes made to CP Form-35.

- 3.5 Pass CP Form-27 to Commercial Assistant Consumers Record (CP Code-13/2.2).

REVENUE/CS OFFICE

Procedure Section Designation	Temporary Disconnection Seasonal as on Request General Commercial Assistant Data Control	Code CP-13	Page 4 of 6
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Reference Instructions

4. Receive CP Form-136 from Commercial Assistant Meter Reading Control (CP Code-13/3.2). Enter details on Data Batch Register CP Form-80 in Columns 4 and 5.

Ensure that Commercial Assistant Meter Reading Control completes Columns 1 to 3.

- 4.1 Send CP Form-136 to the Computer Centre, obtaining receipt on Columns 6 and 7 of CP Form-80.

Send CP Form-136 to Supervisor PC obtaining receipt on CP Form-80 (Para-6).

REVENUE/CS OFFICE

Procedure	Temporary Disconnection Seasonal as on Request	Code	Page
Section	Revenue/CS Office	CP-13	5 of 6

Reference Instructions

5. Arrange for Commercial Assistant Consumers Record to check that CP Form-27 received in the month equal to number of Temporary Disconnection Orders as shown in CP Form-25. If not, arrange checking of Revenue/CS Office record with Sub-Division record through Commercial Assistant Consumers Record until reconciliation is effected.

REVENUE/CS OFFICE

Procedure	Temporary Disconnection Seasonal as on Request	Code	Page
Designation	Supervisor PC	CP-13	6 of 6

Reference Instructions

6. Receive CP Form-136 from Commercial Assistant Data Control/Clerk (para 4.1).
 - 6.1 Arrange key entry of relevant Data daily on Computer and produce errors list.
 - 6.2 Send one copy of the errors list to Commercial Assistant Meter Reading Control daily for corrective action (para 3.3).
 - 6.3 Ensure clearance of all items in the errors list daily as per advice of Revenue Officer/AM (CS) and return the same to concerned Commercial Assistant Meter Reading Control after appending his dated signature in token of compliance.
 - 6.4 Send soft copy to Circle/Company's Computer Centre for further processing.

Note for Supervisor PC:

1. He will maintain movement record for input received from and output sent to the concerned officials.
2. After making corrections pointed out by concerned officials in proof list/errors list, Supervisor PC will again obtain a print out for each input to ensure that the same is error free. Where there is still any error, he will arrange rectification through Revenue Officer/AM (CS) on top priority basis.

REVENUE/CS OFFICE

Procedure	Permanent Disconnection	Code	Page
		CP-14	1 of 12

Reference General System Description

1. The Computer Centre prepares the following:

Disconnection Notices for outstanding dues on expiry of due date for payment.

A grace period of 15 days to Government connections and 7 days to others is allowed for payment.

If after issuance of Disconnection Notices (CP Form-48) the payment of outstanding dues mentioned therein are still not made the Computer Centre automatically prints Disconnection Orders (CP Form-29). The Revenue/CS Office/Sub-Divisional Office arranges service of notices within three days of receipt from Computer Centre. Revenue/CS Office General Section sends Disconnection Orders to SDO/AM (O) to disconnect the connection permanently.

 - 1.1 On receipt of the intimation from the SDO/AM (O) that connection has been permanently removed, the Revenue/CS Office Debtors Control Section adjusts the security towards the bill, calculates the extent to which the arrears exceed Security Deposit and issues the final bill to the consumer by registered AD.
 - 1.2 When the security deposit exceeds arrears, the excess is retained until the consumer applies for reconnection or a refund. When the arrears exceed security deposit the consumer is required to pay the excess. Legal action is taken when the amount to be recovered is not paid by the defaulter.
 - 1.3 The procedure is the same when the consumer requests the Permanent Disconnection.
 - 1.4 The Computer Centre prints a monthly list of Disconnection Orders outstanding and which have been in issue for more than two months.
 - 1.5 The Computer Centre does not re-issue Disconnection Order. Executive Engineers/DM (O) will ensure that all orders issued are executed in case where the consumers have not made payment. For this purpose he receives a list of outstanding Disconnection Orders.

REVENUE/CS OFFICE

Procedure	Permanent Disconnection	Code	Page
		CP-14	2 of 12

Reference General System Description

- 1.6 Circle Superintending Engineers/Manager (O) also receive a copy of the list of outstanding Disconnection Orders. It is their ultimate responsibility to ensure that all Disconnection Orders are carried out where the consumer does not pay in full.
- 1.7 The Computer Centre credits the amount of the Security Deposit Adjustment to the Consumers Ledger Account thereby adjusting the outstanding balance. It prints a list of all Security Deposit Adjustments processed which is used in the compilation of the (CP Form-49) return of Consumers Billing and Collections). It also effects a transfer from the Batch Debtors Ledger to the Sub-Division Defaulters Ledger.
- 1.8 After a consumer has been permanently disconnected and the equipment removed, the outstanding balance of his account after security deposit adjustment is transferred to the Defaulters Ledger. This is also maintained by Computer Centre (see CP Code-17).
- 1.9 When payment is made in full by the consumer before disconnection is effected, the Computer Centre will automatically take the order off the outstanding list.
- 1.10 A consumer may have to be disconnected following the dishonouring of a cheque he presented for payment. A Disconnection Order therefore may be necessary. If the Computer Centre prepared Disconnection Orders have already been issued for the batch concerned, the Commercial Assistant Consumers Record will prepare the order manually.

REVENUE/CS OFFICE

Procedure Section Designation	Permanent Disconnection General Commercial Assistant Consumers Record	Code CP-14	Page 3 of 12
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2.

REMOVAL OF EQUIPMENT FOR NON-PAYMENT

The Computer Centre prepares automatically "Disconnection Orders" (CP Form-29) in duplicate in case where payments of outstanding dues are not made within grace period of "Disconnection Notices" along with a list on CP Form-118.

- 2.1 Receive two copies of Disconnection Order (CP Form-29) and the list CP Form-118 (2 copies) from the Commercial Assistant Data Control (CP Code-10/2.22). Enter on Debtors Control Register (CP Form-100) held by the Debtors Control Supervisor.
- 2.2 Take the list to the Billing Control Supervisor and get him to mark and initial all consumers on the list whose equipment should not be removed because of special instructions which have been issued by the Revenue Officer/AM (CS).
- 2.3 Remove all Disconnection Orders relating to special instructions under para 2.2 above and take these along with the list to the Revenue Officer/AM (CS). Also take the batch of CP Form-29 which are to be issued to the consumers (CP Code-14/2.4).

REVENUE/CS OFFICE

Procedure Section Designation	Permanent Disconnection General Revenue Officer/Assistant Manager (CS)	Code	Page
		CP-14	4 of 12

Reference Instructions

- 2.4. Receive list of Disconnection Orders from the Commercial Assistant Consumers Record along with the orders which are not to be issued separately from the orders which are to be issued (CP Code-14/2.3).
- 2.5. Check through the list until satisfied that it is correct in all respects.
- 2.6. Arrange for signature stamping on order to be issued.
- 2.7. Sign list CP Form-118 and give it back to the Commercial Assistant Consumers Records with the orders (CP Form-29) which are to be issued.
- 2.8. Arrange for the remaining orders (CP Form-29) which are not to be implemented to be stamped "Cancelled" and filed by the Commercial Assistant Consumers Record.

REVENUE/CS OFFICE

Procedure Section Designation	Permanent Disconnection General Revenue Officer/Assistant Manager (CS)	Code CP-14	Page 5 of 12
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Reference Instructions

- 2.9 Arrange issuance of both copies of the Disconnection Orders (CP Form-29) along with one copy of list CP Form-118 to the concerned SDO/AM (O) in accordance with the directions of the Revenue Officer/AM (CS) (CP Code-14/2.7).
- Record date of dispatch on second copy of list CP Form-118.
- 2.10 File List CP Form-118 in a Disconnection Orders File for each Sub-Division. File the cancelled CP Form-29 (both copies).
- 2.11 Receive the second copy of the Executed Disconnection Orders (CP Form-29) from the Sub-Division Disconnection/Reconnection Section (CP Code-04/3.5).
- 2.12 Enter on list CP Form-118 against the consumers concerned, the date of removal and the final meter reading of the meter removed.
- 2.13 Pass the executed Disconnection Orders to the Commercial Assistant Meter Reading Control (CP Code-14/3).
- 2.14 Receive the completed CP Form-29 from the Commercial Assistant Meter Reading Control and file in the individual Consumer's File (CP Code-14/3.5).

REVENUE/CS OFFICE

Procedure Section Designation	Permanent Disconnection Billing Control Commercial Assistant Meter Reading Control	Code CP-14	Page 6 of 12
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Reference Instructions

3. Receive the executed CP Form-29 from the Commercial Assistant Consumers Record (CP Code-14/2.13).

- 3.1 Prepare Computer Input Daily on CP Form-136 in duplicate recording all executed Disconnection Orders. Obtain signatures of Revenue Officer/AM (CS) in token of scrutiny.

- 3.2 Pass top copy of CP Form-136 to the Commercial Assistant Data Control (CP Code-14/4).

- 3.3 File second copy for checking with the final Meter Reading entry on the next cycle Meter Reading Forwarding List, CP Form-35.

Receive copy of error list (para 8.2) check and arrange rectification of errors through Revenue Officer/AM (CS) and Supervisor PC on the same day. Also record corrective action taken against each item under his dated signature.

Receive processed errors list and ensure that Supervisor P.C. has signed the same in token of correction. File the errors list with the 2nd copy of CP Form-136 for checking with Meter Readings on the next cycle Meter Reading Forwarding Lists.

- 3.4 When the next billing cycle Meter Readings are received from Computer Centre, check CP Form-136 to the Meter Reading List CP Form-35.

Ensure that the Disconnection Order's Computer Code has been entered on CP Form-35. Where Disconnection Order computer code has not been entered on CP Form-35 enter it by hand in relevant column of CP Form-35. Also enter final reading as per CP Form-29 initial any change made to CP Form-35.



REVENUE/CS OFFICE

Procedure Section Designation	Permanent Disconnection General Commercial Assistant Data Control	Code CP-14	Page 7 of 12
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Reference Instructions

4. Receive CP Form-136 from the Commercial Assistant Meter Reading Control (CP Code-14/3.2). Enter details on Data Batch Register CP Form-80 in Column 4 and 5. Ensure that Commercial Assistant Meter Reading Control completes Columns 1 to 3.
 - 4.1 Send CP Form-136 to the Computer Centre; obtain receipt on Columns 6 and 7 of CP Form-80.
Send CP Form-136 to Supervisor PC obtaining receipt on CP Form-80 (para 8.0).
 - 4.2 Receive Input Debtors Adjustment Form (CP Form-137) from the Divisional Accounts Officer (CP Code-14/5.11).
Ensure he enters details in CP Form-80. Send CP Form-137 to the Computer Centre, obtaining receipt on CP Form-80, Columns 6 and 7.

Receive CP Form-137 from the Divisional Accounts Officer (para 5.11). Enter details in CP Form-80. Send CP Form-137 to Supervisor PC obtaining receipt on CP Form-80 (para 8.0).

- 4.3 Receive from Computer Centre CP Form-122 Security Deposits Adjusted against Debtors. Enter details on CP Form-80 against original entry (see 4.1 above) and pass to Divisional Accounts Officer (CP Code-14/5.13).

Note for Computer Center:

While processing CP Form-137 Computer Centre will calculate the total of amount of Security Deposits credited to individuals account and maintain this total amount for each batch for printing with the Batch Summary totals of CP Form-115 at the end of the month. After CP Form-137 has been processed and the amount of Security Deposits has been posted to the credit of the Defaulting Consumer's Accounts, the Computer Centre will transfer each Defaulter Account from the Batch Debtors Ledger to the Sub-Divisional Defaulters Ledger, and print a list. However necessary input regarding adjustment of Security will also be entertained by Computer Centre in respect of permanently disconnected defaulters existing in Batch-26 where Security Deposit particular are traced out subsequently. The words "Adjustment of Security Deposit in Batch-26" will be recorded in red ink by the Revenue/CS Office on CP Form-137.

- 4.4 Receive list of Permanently Disconnected Defaulters (CP Form-60) from Computer Centre. Pass CP Form-60 to Commercial Assistant Debtors Centre (CP Code-17/2.1).

REVENUE/CS OFFICE

Procedure Section Designation	Permanent Disconnection – Security Deposit Adjustment Debtor Control Commercial Assistant Debtors Control	Code	Page
		CP-14	8 of 12

Reference Instructions

5. When a permanent disconnection has been effected and final bill prepared by Computer Centre, the amount of the Security Deposits held against the consumer is adjusted against his outstanding bill.

- 5.1 Prepare CP Form-137 (unidentified Cash/Debtors Adjustment Form) in quadruplicate obtaining the amount of Security Deposit from the Commercial Assistant Consumers Record who keeps the print out of Computer Master File. Enter the details of CP Form-137 in Column Nos. 1 to 7 of Bill Adjustment Notes Register (CP Form-73). Also append signature in Column 8 of the register.

Note:

Where amount of Security Deposits are not available on the Computer Master File the amount can be obtained from the Register of Security Deposits held by General Commercial Assistant or from the Sub-Divisional Office.

- 5.2 Enter number of CP Form-137 and the amount of adjustment on the lists of Disconnection Orders maintained in a file by the Commercial Assistant Consumers Record (CP Code-14/2.10). Initial each entry.

Note:

The Commercial Assistant Consumers Record will check his file monthly to ensure that the Security Deposit has been adjusted each executed order. He will report all lapses to the Revenue Officer/AM (CS) for investigation. The Revenue Officer/AM (CS) will ensure that each entry outstanding is cleared.

- 5.3 Sign all copies of CP Form-137 and pass them to the General Accounts Clerk (CP Code-14/5.4).



REVENUE/CS OFFICE

Procedure Section Designation	Permanent Disconnection -Security Deposit Adjustment Accounts General Accounts Assistant	Code CP-14	Page 9 of 12
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Reference Instructions

- 5.4 Receive CP Form-137 (four copies) from the Commercial Assistant Debtors Control (CP Code-14/5.3).
- 5.5 Obtain Security Deposit Register (CP Form-45). Trace entry relating to CP Form-137. Check all details against the original entry. Ensure that the amount on CP Form-139 is correct.
- 5.6 Initial against the entry in CP Form-45 and sign 4 copies of CP Form-137.
- 5.7 Ensure that all CP Form-137 have been received from Commercial Assistant Debtors Control.
- 5.8 On the last day of the month pass all CP Form-137 to the Divisional Accounts Officer along with CP Form-45 (CP Code-14/5.9).

Note:

In all cases where Security Deposits are not traceable the relevant columns of CP Form-137 will be left blank and words "transfer to Sub-Divisional Defaulters Ledger (Batch-26)" will be entered in remarks column. In such cases CP Form-137 will be prepared on the last day of the month during which connection is permanently disconnected.

Note for Computer Centre:

In all cases mentioned in note; (1) above, the Computer Centre will transfer Permanently Disconnected Defaulters from running batches to defaulter batch and produce simultaneously (CP Form-60) list of Permanently Disconnected Defaulters accordingly. Simultaneously list of Permanently Disconnected Defaulters transferred to Defaulter Batches on the basis of CP Form-137 will be prepared by the Computer Centre in triplicate.

REVENUE/CS OFFICE

Procedure Section Designation	Permanent Disconnection -Security Deposit Adjustment Accounts Divisional Accounts Officer	Code	Page
		CP-14	10 of 12

Reference Instructions

- 5.9 Receive from the Commercial Assistant General Accounts/Clerk CP Form-137 along with the Security Deposits Register CP Form-45 (CP Code-14/5.8).
- 5.10 Check that CP Form-137 entries are in accordance with the Register CP Form-45. Initial all entries of CP Form-137 in the Register CP Form-45. Sign CP Form-137 and obtain signature of Revenue Officer/AM (CS) in token of Scrutiny.

Note for Revenue Officer/AM (CS):

While authorizing the Security Adjustment, Revenue Officer/AM (CS) will call for the Bill Adjustment Notes Register (CP Form-73) held by the Commercial Assistant Debtors Control and append his signature against relevant entry under Column No. 9 thereof, in token of correctness of entry made therein.

- 5.11 Pass top copy of CP Form-137 on same day to the Commercial Assistant Data Control (CP Code-14/4.2) and enter details in Columns 1 to 3 of CP Form-80.
- 5.12 Retain second copy of CP Form-137 for checking to computer list CP Form-122. Arrange for filing third copy of CP Form-137 in Consumer's File held by Commercial Assistant Consumer's record. Pass on 4th copy to Debtors Control Supervisor.

Receive copy of errors list (para 8.2) arrange rectification of error through Revenue Officer/AM (CS) and Supervisor PC on the same day. Also record corrective action against each item under his dated signature. Receive processed errors list and ensure that Supervisor PC has signed the same. File the errors list with the 2nd copy of CP Form-137 for checking with Computer Output CP Form-122.

- 5.13 Receive CP Form-122 (Security Deposits adjusted against debtors), from the Commercial Assistant Debtors Control (CP Code-14/4.3).
- 5.14 Check totals of CP Form-122 with the totals of CP Form-137 (see para 5.12 above) and sign CP Form-122 if correct. Report any difference to the Revenue Officer/AM (CS) who will take the matter up with the Computer Center and get the computer figures amended.
- 5.15 Arrange with the Commercial Assistant Debtors Control for entry of CP Form-122 in the Debtors Control Account CP Form-51 and the transfer of the balances to the Defaulters Ledgers (CP Code-11/11.7).
- 5.16 File CP Form-122 for entry on CP Form-49 (see-CP Code-16/4.8).
- 5.17 At the end of billing cycle, complete Column No.10 of Bill Adjustment Notes Register (CP Form-73) held by Commercial Assistant Debtors Control. In case of any error or Adjustment Note having not been processed, report the matter to Revenue Officer/AM (CS) for arranging rectification (see CP Code-14/7).

REVENUE/CS OFFICE

Procedure Section Designation	Permanent Disconnection Billing Revenue Officer/AM (CS)	Code CP-14	Page 11 of 12
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Reference Instructions

6. At the end of each week check the Disconnection Orders Outstanding List and ensure that all orders are being properly executed. Investigate irregularities.

- 6.1 Arrange for Commercial Assistant Consumers Records check CP Form-120 with the outstanding items in CP Form-118 to ensure that CP Form-120 is accurate. Follow up and obtain explanation of any differing item and get CP Form-120 corrected. Check that number of Disconnection Orders shown as outstanding on CP Form-118 equal the number of Disconnection Orders shown as outstanding in CP Form-118 and 119. If not arrange checking of Revenue/CS Office Records with Sub-Division Records through Commercial Assistant Consumers Record until reconciliation is effected. In case the difference is due to orders being in transit, a note to this effect should be recorded both on CP Form-118 and CP Form-119. Send copy of CP Form-119 to SDO/AM (O) and XEN/DM (O) for execution of pending DCOs and getting explanation of delinquent officials/officers.

Note for Incharge Computer Centre/Manager (MIS):

Computer Centre will prepare CP Form-119 on Divisional basis as well, consolidate the same on Circle and Company basis, send one copy to SE/Manager (O) concerned and one copy to Chief Executive Officer for taking remedial measures to avoid delay in execution of DCOs besides taking disciplinary action against delinquent officials/officers.

- 6.2 Send a copy of CP Form-120 to the Executive Engineer/DM (O) who should take action against the SDO/AM (O) concerned to get the orders implemented.
- 6.3 Send a copy of CP Form-120 to the Superintending Engineer/Manager (O) for his information and action.

Note for Incharge Computer Centre/Manager (MIS):

Computer Centre will provide CP Form-121 duly consolidated on Divisional basis, Circle basis and Company basis to Superintending Engineer/Manager (O) and Chief Executive Officer for perusal by them for taking remedial measures to avoid delay in executing.

REVENUE/CS OFFICE

Procedure Section Designation	Permanent Disconnection Computer Supervisor PC	Code CP-14	Page 12 of 12
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Reference Instructions

8. Receive CP Form-136 for Data Control Clerk (para 4.1).

Receive CP Form-137 from Commercial Assistant Data Control (Para 4)
- 8.1 Arrange key entry of relevant Data daily on Computer and produce errors list in respect of CP Form-136 and proof list of CP Form-137 with errors list containing messages, requiring action by Revenue Officer/AM (CS).
- 8.2 Send one copy of each list as under:-

Errors list for CP Form-136 Commercial Assistant Meter Reading Control (para 3.3).

Proof list and errors list for CP Form-137 to Divisional Accounts Officer (para 5.12).
- 8.3 Ensure clearance of all items in the errors lists of CP Form-136 and CP Form-137 as per advice of Revenue Officer/AM (CS) and return the same to concerned official after affixing his dated signature in token of compliance.
- 8.4 Send soft copy to Circle/Company's Computer Centre for further processing.

Note for Supervisor PC:

1. He will maintain movement record for input received from and output sent to the concerned officials.
2. After making corrections pointed out by concerned officials in proof list/errors list, Supervisor PC will again obtain a print out for each input to ensure that the same is error free. Where there is still any error, he will arrange rectification through Revenue Officer/AM (CS) on top priority.

REVENUE/CS OFFICE

Procedure	Reconnection	Code	Page
		CP-15	1 of 9

Reference Instructions

- 1.1 Premises is reconnected after recovery of all charges due in accordance with the "Reconnection Policy" enforced. If a consumer does not apply for reconnection (within three years) of disconnection he will be given new connection after recovery of charges due from him in accordance with the policy/instruction.
- 1.2 The consumer completes application for reconnection at the Revenue/CS Office. This application form contains the amount of the energy bill/arrears and the reconnection fee. A separate Demand Notice for Security for an amount equivalent to that adjusted against arrears is issued.
- 1.3 When the applicant has paid this Security Deposit, arrears due and reconnection fee the Revenue/CS Office General Section issues a Reconnection Order to the Sub-Divisional Office to effect the same after recovery of service cost where involved. Before reconnection, the Consumer's Wiring has to be tested.
- 1.4 Where a meter is being changed on reconnection after Disconnection a Meter Change Order (CP Form-42) is required in addition to the reconnection instruction (see CP Code-9/1.2).

REVENUE/CS OFFICE

Procedure Section Designation	Reconnection General Commercial Superintendent	Code CP-15	Page 2 of 9
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Reference Instructions

2. Once a consumer applies for reconnection (CP Form-32) he shall be charged security deposit as per the following policy.
 - a) For consumers whose security has not been adjusted against the outstanding arrears and their disconnected period is also less than or equal to 365 days no additional security deposit shall be charged.
 - b) For consumers whose security has been adjusted against the arrears and their disconnected period is within 365 days or less only the amount of adjusted security shall be charged.
 - c) For consumers whose security has not been adjusted against arrears but their disconnected period is more than 365 days, for such consumers the difference in amount between the security deposit already available with the DISCO and the prevailing rate at the time of reconnection shall be charged.
 - d) For consumers whose security has been adjusted against the arrears and their disconnected period is also more than 365 days, for such consumers the security at the prevailing rate shall be charged.
- 2.1 The disconnected premises shall be reconnected at the request of applicant if all outstanding dues are paid as per Reconnection Policy.
- 2.2 Give top copy (CP Form-32) and top copy (CP Form-14) to consumer so that he can make payment with bank.
- 2.3 File remaining two copies (CP Form-32) in "Reconnection Application awaiting payment" file.

Pass 2nd copy of Demand Notice to General Accounts Clerk and file 3rd copy in Consumer's File.

Note:

Payment counterfoils from CP Form-32 returned by bank are processed in the normal way (see CP Code-11/3.2). Attend at the Cashier's office each morning when scrolls and counterfoils have been received from the bank (see CP Code-11/3.2). Identify the counterfoils from CP Form-32 and match them with the Reconnection Application awaiting payment file (see para 2.3 above)" remove those which are paid and stamp.

REVENUE/CS OFFICE

Procedure Section Designation	Reconnection General Commercial Superintendent	Code CP-15	Page 3 of 9
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Reference Instructions

Each copy "PAID" (two copies). Attend at the Divisional Account's Office each morning when scrolls and counterfoils have been received from bank (CP Code-11/9). Identify the counterfoils for security from CP Form-14 and match them with the 3rd copy retained in the file to ensure that security has been paid by the consumer.

Note:

Two copies of CP Form-32 now become the Reconnection Order.

Note:

The processing of application for Reconnections and Reconnection Orders CP Form-32 will be monitored by the Commercial Superintendent through CP Form-15 (4A) to be maintained by him. The Register will be reviewed by Revenue Officer/AM (CS) as well.

REVENUE/CS OFFICE

Procedure Section Designation	Reconnection General Commercial Superintendent	Code CP-15	Page 4 of 9
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Reference Instructions

- 3.1 Obtain the stamp and signatures of the Revenue Officer/AM (CS) on copies 2 and 3 of CP Form-32 instructing the SDO/AM (O) to reconnect the premises.

Note for Revenue Officer/AM (CS):

Revenue Officer/AM (CS) will ensure that all formalities in respect of each Reconnection Order received for his signature have been observed in accordance with instructions issued from time to time.

- 3.2 Enter date of order on CP Form-118. Send copies 2 and 3 of CP Form-32 to the SDO/AM (O) (see CP Code-05/2).

REVENUE/CS OFFICE

Procedure Section Designation	Reconnection General Commercial Superintendent	Code CP-15	Page 5 of 9
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Reference Instructions

4. Receive 2nd copy of the Reconnection Order from the SDO/AM (O) through Revenue Officer/AM (CS) (see CP Code-05/3.6).
 - 4.1 Enter date of reconnection on CP-Form-118. Check that the meter reading on the date of reconnection is the same as on date of removal of equipment. If not, advise the Revenue Officer/AM (CS) who will take appropriate action.
 - 4.2 Prepare Computer input CP Form-118 in duplicate daily; obtain signatures of the Revenue Officer/AM (CS) in token of his scrutiny.
 - 4.3 Pass on top copy of CP Form-136 to the Commercial Assistant Data Control and enter details in CP Form-80 Columns 1 to 3 (CP Code-15/5).
 - 4.4 File second copy for checking against Computer Proof List.
 - 4.5 File second copy of CP Form-32 in the Consumer's file.

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REVENUE/CS OFFICE

Procedure Section Designation	Reconnection General Commercial Assistant Data Control	Code CP-15	Page 6 of 9
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Reference Instructions

5. Receive CP Form-136 from the Commercial Superintendent. Enter details in CP Form-80 Data Batch Register, Columns 4 and 5. Ensure that the Commercial Superintendent enters Columns 1 to 3(CP Code-15/4.3).

- 5.1 Send CP Form-136 daily to the Computer Centre.

Send CP Form-136 to Supervisor PC obtaining receipt on CP Form-80.

REVENUE/CS OFFICE

Procedure Section Designation	Reconnection General Commercial Superintendent	Code CP-15	Page 7 of 9
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Reference Instructions

6. The Computer Master File Proof List will contain the entries in respect of reconnections (see CP Code-08/6.16).

- 6.1 Check all entries in second copy of CP-Form-136 with the Computer Proof List of reconnection. Initial all entries in Computer lists after checking.

Note for Computer Centre:

Computer Centre will print exception list in cases where the reconnection has been made without clearing arrears along with Master File Proof List in respect of reconnections.

- 6.2 Report any incorrect entries in the Computer Proof Lists and entries in the exception list to the Revenue Officer/AM (CS) (CP Code-15/7).

Receive proof list and error list in respect of CP Form-136, check and arrange rectification of error through Revenue Officer/AM (CS) and Supervisor PC on the same day. Also record corrective action against each item under his dated signatures.

Receive processed proof list with error list and ensure that Supervisor PC has signed the same. File the proof list and error list along with 2nd copy of CP Form-136.

REVENUE/CS OFFICE

Procedure Section Designation	Reconnection	Code	Page
	Revenue Officer/Assistant Manager (CS)	CP-15	8 of 9

Reference Instructions

7. Receive reports from Commercial Superintendent of irregularities in proof lists in respect of Reconnections Orders (CP Form-32). Investigate each case and take corrective action (CP Code-15/6.2).

REVENUE/CS OFFICE

Procedure Section Designation	Reconnection Computer Supervisor PC	Code CP-15	Page 9 of 9
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Reference Instructions

8. Receive CP Form-136 from Commercial Assistant Data Control in Revenue/CS Office (para 5.1).
 - 8.1 Arrange key entry of relevant Data daily on Computer and produce proof list with error list requiring action by Revenue/CS Office/SDO's Office.
 - 8.2 Send one copy of proof list with error list as under:
 - CP Form-136 to Commercial Superintendent (see (CP Code-15/6.2).
 - 8.3 Ensure clearance of all items in the error lists daily as per advice of Revenue Officer/AM (CS) and return the same to Commercial Superintendent after appending his dated signature in token of compliance.
 - 8.4 Send soft copy to Circle/Company's Computer Centre for further processing.

Note for Supervisor PC:

He will maintain movement record for inputs received from and out puts sent to the concerned officials.

After making corrections pointed out by concerned officials in proof lists/error lists. Supervisor PC will again obtain a print out for each input to ensure that the same is error free. Where there is still any error, he will arrange rectification through Revenue Officer/AM (CS) on top priority basis.

REVENUE/CS OFFICE

Procedure Section Designation	Financial Report	Code	Page
		CP-16	1 of 20

Reference General System Description

1. The Computer Centre prepare a monthly consumers billing and collection report for each sub-Division and for the Division and sends copies to the SDO/AM (O), Executive Engineers/DM (O), Superintendent Engineers/Manager (O), the Company's Manager(Commercial), Company's Finance Director.
 - 1.1 Other reports prepared by the Computer Centre for Executive Engineers/DM (O), the Company Manager(Commercial), the Company Finance Director are:
 - Arrears Analysis, including separate statement for the Government supplies.
 - Line losses.
 - Connection, Disconnection and total consumers' statistics.

The special report requirements from the computerized information available will vary from time to time according to the requirements of management.
 - 1.2 The accounting requirements for Revenue billing and collections, and debtor control CP Form-51 are provided through the consumers billing and collections report. Section C summarize the debtors position, Section A Income Tax, Section B the Government Electricity Duty, and Section D and E provide the total revenues assessed from billing and other charges respectively. Section F shows the cost of free electricity to entitled employees, Section G consumer's security deposits and Section H, abstract of Cash Collections.

REVENUE/CS OFFICE

Procedure Section Designation	Financial Reporting and Controls	Code	Page
		CP-16	2 of 20

Reference General System Description

- 1.3 At the end of the month ensure that:
- all consumers are billed.
 - the totals for cash posted to the debtors ledgers are agreed to the Divisional Collections Cash Book.
 - the Divisional Collections Cash Book is reconciled with bank statements and the bank reconciliations have been sent to Company's Finance Director.
 - collected cash has been promptly remitted to the Company's Collections Account.
 - batch debtors control accounts have been reconciled with the Computer Energy debtors ledger.
 - total number of consumers in the Computer Records agree with the totals of consumers in the Sub-Divisional records.
14. Preparation of Financial Reports at paras 1 and 1.1 based on computerized information, can be entrusted to computer organization. However, for preparation of correct reports on the basis of above information, it is necessary that all billing is done through Computer Centre and also all scrolls of cash collected on account of electricity bills are invariably fed to Computer Centre in time.

REVENUE/CS OFFICE

Procedure Section	Financial Reporting	Code	Page
Designation	Revenue Officer/Assistant Manager (CS)	CP-16	3 of 20

Reference Instructions

2. Receive two copies of Consumers Statistics (CP Form-25) along with CP Form-26, from each SDO/AM (O) (CP Code-02/17.1 and 17.2). Pass one copy of CP Form-25 along with CP Form-26 to the Commercial Assistant Consumers Record for checking as per CP Code-18/7.5, and the other copy to Divisional Accounts Officer.

REVENUE/CS OFFICE

Procedure Section Designation	Financial Reporting Divisional Accounts Officer	Code CP-16	Page 4 of 20
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Reference Instructions

3. At the end of the month:
 - Consolidate all sub-Divisional Statements CP Form-25 in conjunction with Consumer Records Clerk into a total statement for the Division.
 - Consolidate all Sub-Divisional Statements CP Form-25 in conjunction with Commercial Assistant Consumers Record in to a total statement for the Division.
 - Consolidate all Sub-Divisional Statements CP Form-25 in conjunction with Commercial Assistant Consumers Record into a total statement for the Division.

4. Preparation of CP Form-49 (Return of Consumers Billing and Collection)

Using the following records, prepare CP Form-49 for each Sub-Division and consolidate for Division.

- Divisional Collections Cash Book (CP Form-109)
- Divisional Cash Analysis Summary (CP Form-113)
- Batch Debtors Ledger (CP Form-115)
- Billing Summary Abstract (CP Form-98)
- Company Employees Free Electricity (CP Form-94)
- Assessment Summary

4.1 Section A

- Item 1 -- bring forward balance from previous month.
- Item 2 -- i) Enter total from H-2 (a)
- Item 2 -- ii) Obtain from Revenue Officer/AM (CS)
- Item 2 -- iii) Obtain from Revenue Officer/AM (CS)
- Item 3 -- calculate new balance.

4.2 Section B

- Item 1 -- bring forward balance from previous month
- Item 2 -- obtain from the billing summary abstract (CP Form-98)
- Item 3 -- total 1 + 2.
- Item 4 -- i) Obtain E/D collected from CP Form-113.
- Item 4 -- ii) Obtain E/D adjusted towards security form CP Form-115.
- Item 4 -- iii) Obtain E/D adjusted towards IOT from CP Form-115
- Item 4 -- (iv) Obtain from Revenue Officer/AM (CS). Enter E/D adjusted other then at 4 (i) and 4.
- (iii) from CP Form-115 as new item 4 (v) after item 4 (iv).
- Item 5 -- total (3-4).
- Item 6 -- Obtain from Revenue Officer/AM (CS).
- Item 7 -- Obtain from IOT Credit Advice based on CP Form-130 (Credit Advices Issued on the basis of CP Form-128 and CP Form-131 need not be taken into account).
- Item 8 -- Calculate new balances.

REVENUE/CS OFFICE

Procedure Section Designation	Financial Reporting Divisional Accounts Officer	Code CP-16	Page 5 of 20
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Reference Instructions

4.3 Section C

- | | | |
|--------|----|--|
| Item 1 | -- | Bring forward balance from previous month. |
| Item 2 | -- | (i) Enter total of Section D. |
| Item 2 | -- | (ii) Enter total of Section E. |
| Item 3 | -- | Total 1 + 2. |
| Item 4 | -- | i) Obtain from CP Form-113 from cash posted column (i) unidentified cash column (--) Amount of E/D posted. |
| Item 4 | -- | ii) Obtain from CP Form-115. Amount of E/D posted against item B-4 (ii). |
| Item 4 | -- | iii) Obtain from CP Form-115 (--) Amount of E/D posted against item B-4 (iii). |
| Item 4 | -- | iv) Obtain from Revenue Officer/AM (CS) the amount of Bad Debts written off (--) E/D posted against item B-4 (iv). |
| Item 5 | -- | Total (3-4) |
| Item 6 | -- | Obtain from Revenue Officer/AM (CS) the amount of previous years adjustment (--) E.D posted against item B-4 (iv). |
| Item 7 | -- | Obtain from IOT credit advices issued on the basis of CP Form-130 and CP Form-131 (--) ED posted against item B—(7) (Credit advices issued on the basis of CP Form-128 need not be taken into account) |
| Item 8 | -- | Calculate new balance. |

4.4 Section D

Obtain analysis of sales by tariff from billing summary abstract (CP Form-98).

Fill in columns for –

- Number of consumers (Column 2)
- Number of units sold (Column 3)
- Amount (Column 7)
- Average revenue per unit (Column 8)
- Fuel Surcharge (Column 9)
- Obtain budget details from (Column 10 & 11)
Revenue Officer/AM (CS) and enter on form

4.5 Section E

Obtain information from billing summary abstract (CP Form-98).

Handwritten mark

REVENUE/CS OFFICE

Procedure Section Designation	Financial Reporting Accounts Divisional Accounts Officer	Code CP-16	Page 6 of 20
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Reference Instructions

4.6 Section F

Obtain from CP Form-94

4.7 Section G (Refer to CP-10/8).

- Item 1 - Bring forward balance from previous month.
- Item 2 - Obtain value of new deposits received from Demand Notice Cash Book (CP Form-56).
- Item 3 - Total (1 + 2)
- Item 4 - Obtain value of deposits adjusted against outstanding accounts from CP Form-122 (It must agree with CP Form-115).
- Item 5 - Obtain value of deposits repaid from summary of payment voucher (CP Code-10/8.3) and CP Form-45).
- Item 6 - Calculate Closing Balance and agree to abstract (see CP Code-10/8).

4.8 Section H

- Item 1 - Opening balance from previous month.
- Item 2 (a) - Obtain from Column 8 (--) Column 5 of Divisional Cash Analysis Summary (CP Form-113).
- Item 2 (b) - Obtain from Demand Notice Cash Book and 2 (c)
- Item 2 (d) - Obtain from Column 5 of Divisional Cash Analysis Summary (CP Form-113).
- Item 3 - Total (1 + 2) (It should be equal to the total of Demand Notices Cash Book and Divisional Cash Book (CP Form-109).
- Item 4 - Obtain from Divisional Collection Cash Book (CP Form-109) and Demand Notices Cash Book. (It must agree with the total remittances as per weekly Bank Statement received during the month).
- Item 5 - Calculate new closing balance (It must agree with the closing balances of CP Form-109 and CP Form-56).

Note:

Information marked* at the bottom need not be completed in case of compute billing.

4.9 Section J

Prepare break up or balances from the relevant records and complete items 1 to 7.

REVENUE/CS OFFICE

Procedure Section Designation	Financial Reporting	Code	Page
	Revenue Officer/Assistant Manager (CS)	CP-16	8 of 20

Reference Instructions

5. Receive from Divisional Accounts Officer.

- Return of Consumers Billing and Collection (CP Form-49).
- Line Losses Statement CP Form-36, and 37.
- Consumers Statistic – CP Form-25.

Receive CP Form-123 from Debtors Control Supervisor (CP Code-11/14.7).

5.1 Check and sign the reports. Also obtain signature of XEN/DM (O).

5.2 Distribute copies as follows

- SDO/AM (O) (CP Form-36, 49 and 123).
- Executive Engineer/DM (O) (CP Form-25, 36, 37, 49 and 123).
- Superintending Engineer/Mgr. (O) (CP Forms-25, 36, 37, 49 and 123).
- Company's Manager (Commercial) (CP Form-25, 36, 37, 49 & 123).
- Company's Finance Director (CP Form-25, 36, 37, 49 and 123).

REVENUE/CS OFFICE

Procedure Section Designation	Financial Reporting Accounts Divisional Accounts Officer	Code CP-16	Page 9 of 20
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Reference Instructions

6. At the end of the month, prepare CP Form-140 (Input for Security Deposits and Cost of Service Connections etc) in duplicate containing the following information.

New Deposits

- Security received thorough Cash Scroll of Demand Notice Cash Book.
- Security Received Through I.O.T Credit Advice Service Cost Received.
- Reconnection Fee Inadvertently Received through Cash Scroll for Security Deposits.
- Remittance of Security Service Cost and Reconnection Fee.
- Deposits Adjusted Against Outstanding Accounts.
- Security Deposits Credited to Other Offices through IOT Credit Advice issued.
- Security Refunded (repayments).

- 6.1 Obtain Revenue Officer/AM (CS)'s signature on both copies of CP Form-140. Arrange delivery of top copy of CP Form-140 to concerned Computer Centre on or before 5th of each moth positively. Retain 2nd copy in month order in a file to be maintained.

Note for Computer Centre:

Computer Centre will print proof list of CP Form-140 for Revenue/CS Office.

- 6.2 Receive proof list of CP Form-140. Check with the 2nd copy of input to ensure correctness of proof list. In case of discrepancy, arrange correction from Computer Centre through Revenue Officer/AM (CS).
7. Receive Computer prepared CP Form-49 (7 copies) (para 8.2). Carry out checking with relevant outputs. In case of any error, report the same in writing to Revenue Officer/AM (CS) for arranging correction from Computer Centre on top priority basis so that monthly Account is not delayed.
- 7.1 After necessary checking and rectification of errors if any, take all copies of CP Form-49 to Revenue Officer/AM (CS) for his check and signature.

Note:

Computer Centre would have posted Inter Divisional Adjustments on the basis of Computer Outputs against respective Consumers Accounts and incorporated in Computer prepared CP Form-49. As such it would be imperative that all IOT advices are issued/delivered to concerned Revenue/CS Offices before compilation of Accounts and are invariably incorporated in the monthly Accounts for the same month.

Note for Revenue Officer/AM (CS):

Revenue Officer/AM (CS) should ensure that all IOT Advices necessary to be issued to other Revenue/CS Offices and those to be received from others by his office have been incorporated in the monthly account for the same month. In case any advice is awaited, arrange its collection on top priority basis.

COMPUER CENTRE

Procedure Section Designation	Financial Reporting Company Computer Centre Manager (MIS)	Code CP-16	Page 11 of 20
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Reference Instructions

PREPARATION OF CP FORM-49 (RETURN OF CONSUMERS BILLING AND COLLECTION).

8. At the end of the month arrange preparation of (CP Form-49 (a) for each Sub-Division (b) for Rural and Urban areas of each Division (c) consolidated for each Division. Circle and Company based on the following.

- | | | |
|-------|---|---------------|
| i) | Previous month CP Form-49 | |
| ii) | Billing Summary after adjustment | (CP Form-98) |
| iii) | Company Employee Free Electricity Assessment /Payment Summary | (CP Form-94) |
| iv) | Divisional Collections Cash Book | (CP Form-109) |
| v) | Divisional Cash Analysis Summary (Cash
Posted to own Accounts + Unidentified Cash) | (CP Form-113) |
| vi) | Inter Divisional Normal Cash Posted into his Division | (CP Form-127) |
| vii) | Inter Divisional Unidentified Cash Adjustment | (CP Form-131) |
| viii) | Within Division Unidentified Cash Posted i.e. Debit entries pertaining
to own Division only from CP Form-112 | (CP Form-112) |
| ix) | Inter Divisional Journal Adjustment | (CP Form-130) |
| x) | Within Division Journal Adjustment | (CP Form-129) |
| xi) | Inter Divisional Transfer of Consumers
Accounts from one Division to other. | (CP Form-142) |
| xii) | IT other than at (vi), (vii), (ix) and (xi) Credit Advices on the basis
of CP Form-128 also need not be taken Into account | (CP Form-133) |
| xiii) | Consumers Security Adjusted. | (CP Form-122) |
| xiv) | Input of Consumers Security Adjusted etc. | (CP Form-140) |
| | List of Bad Debts written off processed during the month in CP Form-112 | (CP Form-139) |
| xv) | Unidentified Cash item Adjustment marked "D" on its Debit side | |
| xvi) | Transfer of Consumers Account from One batch to other
within same Sub-Division | (CP Form-141) |

- 8.1 Using the records mentioned in Para 8 complete CP Form-49 as under:-

Section A

- Item 1. Bring forward balance at the end of the month from item-10 of previous month CP Form-49.
2. Total of Sections "B" and "C".
3. Total 1 + 2.
4. Deduct:-
- | | |
|------|---|
| i) | Obtain from CP Form-113 from "Cash Posted to own Account" Column (+)
Unidentified Cash Column. |
| ii) | Obtain from CP Form-122/CP Form-115. |
| iii) | IOT Credit Advices Received. |

COMPUTER CENTRE

Procedure Section Designation	Financial Reporting Company Computer Centre Manager (MIS)	Code CP-16	Page 12 of 20
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Reference Instructions

Obtain from:

- (A) Inter Divisional Cash, CP Form-127 for all weeks /CP Form-115.
- (B) Inter Divisional Journal Adjustment, CP Form-130.
- (C) Inter Divisional Unidentified Cash, CP Form-131
- (D) Other IOT, CP Form-133.
- (E) Free Electricity IOT Debit Advices issued (CP Form-94).

WITHIN DIVISION ADJUSTMENTS

Obtain from:

- (A) Within Division Journal Adjustments, CP Form-129.
- (B) Within Division Unidentified Cash Adjustment. CP Form-112 (Debit entries for own Division).
 - v. Bad Debts written off, CP Form-139
- 5. Total 3 – 4.
- 6. ADD – IOT debit advice received (Inter Division Transfer of Consumers "T/IN") CP Form-142.
- 8. ADD-IOT Credit Advices issued.

Obtain from:-

 - i) Inter Divisional Journal Adjustment, CP Form-130.
 - ii) Inter Divisional Unidentified Cash Adjustment CP Form-131.
 - iii) WITHIN DIVISION ADJUSTMENTS.
- Obtain from:
 - (A) Within Division Journal Adjustment, CP Form-129.
 - (B) Within Division Unidentified Cash Adjustment, CP Form-112 (Debit entries for own Division).
- 9. ADD – Unidentified Cash items "deleted", CP Form-112.
- 10. DEDUCT – IOT Debit Advice issued (Inter Division Trans. of CONS "T"/Out), CP Form-142.
- 11. Total (5 + 6 + 7 + 8 + 9 – 10) balance at end of month.

SECTION B

Obtain analysis of Sales by Tariff from Billing Summary abstract (CP Form-98).

SECTION C

Obtain from billing abstract (CP Form-98).

SECTION D

Obtain from Company Employees free electricity assessment summary (CP Form-94).

COMPUTER CENTRE

Procedure Section Designation	Financial Reporting Company Computer Centre Manager (MIS)	Code CP-16	Page 13 of 20
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Reference Instructions

SECTION E

Complete as Under:

- Item (1) Obtain from previous month CP Form-49
(2) Obtain from CP Form-140
(3) Total 1 + 2
(4) Obtain from CP Form-140
(5) Obtain from CP Form-140
(6) Calculate using balance 3 – (4 + 5)

SECTION F

- Item-1 (A) Obtain from previous month, CP Form-49
(B) Obtain from previous month, CP Form-49
(A) Obtain from Column 8 (-) Column 5 of Divisional Cash Analysis Summary (CP Form-113). However, Column 8 of CP Form-113 must agree with total collection as per CP Form-109.
- Item 2 (B) It will be nil as Service Connection Cost is not received by the Revenue/CS Office. Where received, the same will be fed by Revenue Officer/AM (CS) through CP Form-140.
(C) Obtain from input of Consumers Security Deposits (CP Form-140)/Item-2 of Section "E".
(D) Obtain from Column 5 of CP Form-113 and CP Form-140 as the case may be.
3. Total (1 + 2).
4. Obtain from CP Form-109 and CP Form-140.
5. Calculate new closing balance.

Note 1:

There are differences in balances of manually prepared CP Form-49 and those based on Computer Centre record. So, at initial stage of computerization of CP Form-49. Computer Centre will establish correct balances at the end of the previous month and adopt the same as "opening balance" in first CP Form-49 to be prepared by computer. The difference (+) or (-) will be depicted as a separate item above. "opening balance" line and below "closing balance" line.

COMPUTER CENTRE

Procedure Section Designation	Financial Reporting Company Computer Centre Manager (MIS)	Code CP-16	Page 14 of 20
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Reference Instructions

Note 2:

There are also variation in figures of "closing balance" of computer prepared CP Form-109 and manually prepared CP Form-49. Closing balances as per manually prepared CP Form-49 being A/Cs balances, are necessary to be adopted as "opening balances" in CP Form-109 at the initial stage.

Note 3:

Month end balance of computerized CP Form-49 should agree with those of CP Forms-115, 123 and 89 as under:-

- Month end balance in CP Form-115 (-) outstanding unidentified cash as per CP Form-49.
- Balance of CP Form-123
- Calendar month end balance of CP Form-89

- + Set Aside (CP-89)
- + Unpaid Debt (CP-89)
- + Outstanding unidentified cash (CP Form-49)
- + Or (-) Transfer in /Transfer out in CP Form-142 on next billing cycle.

- 8.2 At the end of each month, Computer Centre will produce the Returns of Consumers Billing and Collection CP Form-49 as under and send the same to Revenue/CS Office (CP Code-16/7), not later than 8th of the following month:

- Consolidated for the Division 7 Copies
- Separate for Rural and Urban arrears for the Division 7 Copies
- Consolidated for each Sub-Division 7 Copies
(for each Sub-Division)

- 8.3 Arrange rectifications of errors in Computer Centre CP Form-49 reported by a Revenue Officer/AM (CS) on day to day basis to avoid any delay in submission of monthly account.

COMPANY'S HEAD QUARTER

Procedure Section Designation	Financial Reporting Manager (Commercial)/ Circle Deputy Commercial Manager	Code CP-16	Page 16 of 20
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Reference Instructions

PREPARATION OF FEEDER WISE LINE LOSSES, BILLING AND ARREARS ANALYSIS CP FORM-36

9. The objective for obtaining realistic analysis can be achieved if there are independent feeders for serving each Sub-Division. Until that objective is achieved, it is necessary to carryout analysis in accordance with present feeder net-work. In cases of feeders serving more than one Sub-Division/Division/Circle within the same Company, Chief Executive Officer will fix reasonable percentage of energy anticipated to be used by the consumers and notify it through Manager(Commercial)/Circle Deputy Commercial Manager to Computer Centre as basis of analysis for above mentioned types of feeders.
- 9.1 Manager (Commercial)/Circle Deputy Commercial Manager will collect information on CP Form-39 (Grid Station Meter Change Statement) from XEN SS&T /Senior Engineer 132 kV/11 kV Grid and send to the Manager (MIS) for initial take up, CP Form-39 will also be used to supply meter change information of old and new meters of feeders whenever required to Manager (MIS) along with CP Form-38 (11 KV Feeder wise units sent out from grid station).
- 9.2 Manager (Commercial)/Circle Deputy Commercial Manager will collect "Unit sent out" Data from SS&T Division/Senior Engineer 132 kV Grid on CP Form-38 and send the same to Manager (MIS) as input for CP Form-36 and CP Form-37 (CP Code-16/10.00).
- 9.3 Receive feeder-wise CP Form-36 and CP Form-37 (CP Code-16/10.2) form from Computer Centre. Arrange its checking to ensure accuracy. Thereafter CP Form-36 and CP Form-37 will be put up to Chief Executive Officer pointing out the cases of high percentage of line losses and increase in arrears, for remedial action.

COMPUTER CENTRE

Procedure Section Designation	Financial Reporting Company Computer Centre Manager (MIS)	Code CP-16	Page 17 of 20
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Reference Instructions

PREPARATION OF FEEDER WISE LINE LOSSES, BILLING AND ARREARS ANALYSIS (CP FORM-36) BY COMPUTER CENTRE

10. Supply pre-printed CP Form-38 to Manager (Commercial)/Circle DCM on 25th of each month obtain units sent out to the particular feeders from the Manager (Commercial)/Circle DCM on the CP Form-36 and Meter Change information on CP Form-39 for using the same as input for CP Form-36 and CP Form-37.

- 10.1 Prepare Feeder-wise CP Form-36 and CP Form-37 on the basis of computerized information as under:

- CP Form-36 (7 copies)
- CP Form-37 (6 copies) for all Feeders in Company

Note: CP Form-36 will contain Sub-Divisional /Divisional /Circle and Company's total and skip over accordingly CP Form-36 will contain Grid and Company's total and skip over accordingly.

- 10.2 Send Feeder-wise CP Form-36 and CP Form-37 to Revenue/CS Office (CP Code-16/11.00).

REVENUE/CS OFFICE

Procedure Section Designation	Financial Reporting General Commercial Assistant Data Control	Code CP-16	Page 18 of 20
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Reference Instructions

11. Receive CP Form-36 (Feeder –wise Line Losses, Billing and Arrears Analysis) and CP Form-37 (Feeder-wise Line Losses Analysis) from the Computer Centre:-
 - CP Form-36 (7 Copies)
 - CP Form-37 (6 Copies)
- 11.1 Pass on CP Form-36 and CP Form-37 to Commercial Superintendent (CP Code-10/6.4).

REVENUE/CS OFFICE

Procedure Section Designation	Financial Reporting Billing Control Commercial Superintendent	Code CP-16	Page 19 of 20
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Reference Instructions

12. Receive CP Form-36 (7 copies) and CP Form-37 (6 copies) (Code-16/11.1)
 - 12.1 Check their accuracy on the basis of CP Form-97 and CP Form-98. In the event of any difference, report the same to Revenue/CS Office for arranging correction from Computer Centre on top priority basis.
 - 12.2 After correction, pass all copies of CP Form-36 and CP Form-37 to Revenue Officer/AM (CS) (CP-16/13.00).

REVENUE/CS OFFICE

Procedure Section Designation	Financial Reporting Revenue /CS Office	Code CP-16	Page 20 of 20
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Reference Instructions

13. Receive computer prepared CP Form-36 and CP Form-37 from Commercial Superintendent (CP-16/12.2).

13.1 Ensure that necessary check has been exercised and the same are correct.

13.2 Sign statements and send copies as under for taking remedial action to keep the line losses and arrears within permissible limit:

--	SDO/AM (O)	(CP Form-36)
--	Executive Engineer/DM (O)	(CP Form-36 & 37)
--	Superintending Engineer/Mgr. (O)	(CP Form-36 & 37)
--	Chief Executive Officer	(CP Form-36 & 37)
--	Finance Director	(CP Form-36 & 37)

REVENUE/CS OFFICE

Procedure	Defaulters Ledger	Code	Page
	Debt Recovery	CP-17	1 of 4

Reference General System Description

1. The Computer Centre maintains Sub-Divisional Defaulters Ledger for consumes whose connections have been permanently removed and payment has not been received.
 - 1.1 A list of such defaulters is prepared by the Computer Centre. When adjustment of security deposits has been made, the Computer Centre transfers the outstanding balances from the batch debtors' ledgers to a Sub-Divisional Defaulter Ledger.
 - 1.2 The Revenue Officer/AM (CS) obtains the approval of the Executive Engineer/DM (O) to initiate legal proceedings for recovery where outstanding amount justifies such action.
 - 1.3 The Revenue Officer/AM (CS) takes the legal action for the recovery of debts as instructed by the Executive Engineer/DM (O).

REVENUE/CS OFFICE

Procedure Section Designation	Defaulters Ledger – Debt Recovery Debtors Control Commercial Assistant Debtors Control	Code	Page
		CP-17	2 of 4

Reference Instructions

2. At the end of each Billing Cycle call at Commercial Assistant Meter Reading Control. Check entries in second copies of CP Form-136 with those in CP Form-87 each month until final bills in all cases have been prepared. Append initial both in CP Form-136 and CP Form-87 in token of check.
 - 2.1 Receive CP Form-60 (3 copies) from Commercial Assistant Data Control (CP Code-14/4.4).
 - 2.2 Pass CP Form-60 to RO/AM (CS) (CP-17/2.4).

Note:

The Computer Centre has a record of all executed Disconnection Orders (CP Code-14/3.1) Security Deposit adjustments are also made by the Computer Centre (CP Code-14/4.3) and the balance of the permanently disconnected consumers are transferred to the Sub-Divisional Defaulters Ledger (CP Code-14/1.8).

- 2.3 Check that the individual balance shown on CP Form-122 obtainable from the Divisional Accounts Officer (CP Code-14/5.15) have been transferred from the Computer Batch Debtors Ledger to the Sub-Division Defaulters Ledger, CP Form-115 (see CP Code-14/14.5). Report any omission to the Divisional Accounts Officer for his action and correction.

REVENUE/CS OFFICE

Procedure Section Designation	Defaulters Ledger – Debt Recovery Revenue Officer/Assistant Manager (CS)	Code CP-17	Page 3 of 4
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Reference Instructions

- 2.4 Receive CP Form-60 (2 copies) from the Commercial Assistant Debtors Control (CP Code-17/2.2).
- 2.5 Sign CP Form-60 and send two copies to Executive Engineer/DM (O).
- 2.7 Receive back one copy of CP Form-60 from the Executive Engineer/DM (O) (para 3.1). Take necessary action as instructed by XEN/DM (O).
- 2.8 File CP Form-60 in a file to be maintained, arrange preparation of Account No. wise and month-wise detail of arrears for record and reference and attach with relevant CP Form-60.

DIVISIONAL OFFICE RECEIVING THE CASH

Procedure Section	Defaulters Ledger – Debt Recovery	Code	Page
Designation	Executive Engineer/Deputy Manager (O)	CP-17	4 of 4

Reference Instructions

3. Receive two copies of list of Permanently Disconnected Defaulters (CP Form-60) from Revenue Officer/AM (CS) (para 2.5) Scrutinize it and visit all the defaulters premises having arrear more than Rs. 50,000/- to ensure that the equipments have been removed and defaulting premises has not other connection. Record observation in CP Form-31 (maintained in the Sub-Division). Investigate the reasons for accumulation of arrear, take/recommend disciplinary action against officials responsible for accumulations of arrear.
- 3.1 Pass on top copy of the list CP Form-60 to Revenue Officer/AM (CS) (para 2.6) and 2nd copy to SDO/AM (O) (CP Code-04/5.3) on the Friday of fourth week of the month after recording specific instructions for recovery in each case and appending his signature.



REVENUE/CS OFFICE

Procedure	Consumers Complaints and Bill Adjustment	Code	Page
		CP-18	1 of 48

Reference General System Description

1. Consumers complaints are received in writing or by visit of the consumer to any concerned office of the Company. Complaints received at higher level are usually passed to Company to initiate necessary action. At all levels a complaint /enquiries register is maintained. Where complaint has been received verbally the receiving officer gets it in writing from the consumer and obtains the consumer's signature and account number etc. The registers are checked each week to ensure that all complaints have been dealt with.
- 1.1 There is a Commercial Assistant in the General Section of the Revenue/CS Office and the Sub-Divisional Office respectively who deals with enquires from consumers. They record all enquiries in a register and ensure that each has been dealt with.
- 1.2 Where meter reading accuracy is questioned, the enquiry is registered with Revenue/CS Office or Sub-Divisional Office and dealt with by the SDO/AM (O). After investigation it is returned to the Revenue/CS Office. Where the reading has been taken by the SDO/AM (O) the enquiry is directed to the XEN/DM (O), where the reading has been taken by the XEN/DM (O) the enquiry is directed to the SE/Mgr. (O).
- 1.3 Where clerical errors are involved, both the Revenue Officer/AM (CS) and the SDO/AM (O) are empowered to authorize correction, which is approved by the Revenue Officer/AM (CS) on a bill adjustment note (CP Form-57) and passed to the Billing Control Section. Amended bills can only be sent out by the Revenue/CS Office after adjustment has been effected.
- 1.4 All disputes are decided by the competent authority in accordance with the policy and financial powers delegated by DISCO.

REVENUE/CS OFFICE

Procedure	Consumers Complaints and Bill Adjustment	Code	Page
		CP-18	2 of 48

Reference General System Description

1.5 The Billing Control Section prepares the input for the Computer Centre for bill adjustments. Adjustments are of the following type.

- a) Errors in bills arising from wrong meter readings, wrong calculations of charges including levy of surcharges in correctly.
- b) Adjustments to charges arising from change of tariff.
- c) Adjustments arising from defective metering equipment.
- d) Wrong applications of surcharge (e.g late received bank-scrolls or loss of scroll).
- e) Adjustments arising under powers delegated to officers on various matters, including extension of grace date and the waiver of surcharge.
- f) Adjustment arising under powers delegated to officers for writing off of bad debts.

Amended bills are hand written by a Commercial Assistant and issued by the Billing Control Supervisor. All adjustments must be processed through the Computer Centre before the day allotted to the Computer Centre for levying surcharge on the next bill due. In this way the surcharge applied by the Computer Centre at that due date will be correct.

1.6 Correction of wrong account postings and adjustments of unidentified cash postings to the computer debtors ledgers are made by the Debtors Control Supervisor who prepares the computer input and the amended bills. Divisional Accounts Officer prepares Computer input for IOT Adjustments.

1.7 All adjustments to bills and corrections of ledger postings are scrutinized by the Commercial Superintendent.

REVENUE/CS OFFICE

Procedure	Consumers Complaints and Bill Adjustment	Code	Page
		CP-18	3 of 48

Reference General System Description

- 1.8 Arrangements may be made for a consumer to pay arrears by installments in certain circumstances authorized by a Competent Officer. A special notification is prepared for the Computer Centre so that installments due can be recorded and surcharge may not be applied automatically to current bills provided the installment and the current month's bill are paid before the due date.
- 1.9 In case where a grace date has been extended on due authorization (see item (e) at 1.5 above) the Computer Centre, will automatically re-apply surcharge if payment has not been made before the extended grace date expires.

NOTE FOR COMPUTER CENTRE:

All general adjustment (CP Code-10) and Surcharge levied in error /adjustments (CP Code-11) are summarized with assessments and shown on CP Form-87. Other adjustments i.e. to the Debtors Ledger only, in respect of unidentified cash and wrong postings are summarized on CP Form-115. Security Deposit Adjustments (CP Code-14) are also shown in CP Form-115.

- 1.10 Sub-Division-wise Bill Adjustment Notes Register will be maintained by the following officials in respect of Adjustments as mentioned against each:-

- | | | |
|-----|--------------------------------------|--|
| (1) | Billing Control Supervisor | General Adjustments |
| (2) | Debtors Control Supervisor | (i) Unidentified Cash Adjustments
(ii) Inter Divisional Unidentified Cash Adjustments
(ii) Journal Adjustments.
(iv) Inter Divisional Journal Adjustments |
| (3) | Commercial Assistant Debtors Control | Security Adjustments against permanently disconnected consumer's outstanding bills. |

By exercising vigilance, Revenue Officer/AM (CS) will ensure that (CP Form-73) are invariably kept up to date and complete in all respects.

REVENUE/CS OFFICE

Procedure Section Designation	Consumers Complaints and Bill Adjustment Revenue/CS Office /Sub-Divisional Office Enquiries Commercial Assistant /Clerk	Code CP-18	Page 4 of 48
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Reference Instructions

2. Receive letter of complaint from the consumer.
 - 2.1 Complete Columns 1 to 4 in the Electricity Enquiry Register (CP Form-62).
 - 2.2 Enter the register sequential number on the consumer's letter.
- 3 If the complaint is regarding billing, metering and tariff disputes and if the decision can be taken by the Revenue Officer/AM (CS), SDO/AM (O), prepare "Electricity Bill Enquiry" CP Form-63 and attach to it consumer's complaint. Pass to Revenue Officer/AM (CS), SDO/AM (O) (CP Code-18/5).
- 4 If the complaint is regarding technical, commercial or tariff dispute, and the decision can be taken by the Executive Engineer/DM (O) or someone of higher authority then.
 - Prepare "Electricity Bill Enquiry" CP Form-63 in duplicate.
 - Obtain the signature of Revenue Officer/AM (CS), SDO/AM (O).
 - Send both copies to the deciding authority (CP Code-18/6).
 - Enter the dispatch No on the enquiry register Columns 5, 6, 7, 8 or as appropriate.

Note:

The Authority referred to will retain one copy of the enquiry for his record.



REVENUE/CS OFFICE/SUB-DIVISIONAL OFFICE

Procedure Section Designation	Consumers Complaints and Bill Adjustment Revenue/CS Office, Sub-Divisional Office Revenue Officer/AM (CS), SDO/AM (O)	Code CP-18	Page 5 of 48
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Reference Instructions

5. Receive "Electricity Bill Enquiry" along with Consumer's complaint from Commercial Assistant Enquiry (CP Code-18/3).
 - 5.1 If the complaint is regarding billing, metering and tariff disputes, and the decision can be taken by the Revenue Officer/AM (CS), SDO/AM (O), investigate the complaint accordingly.
 - 5.2 Enter decision on the "Electricity Bill Enquiry" and sign.
 - 5.3 Pass the "Electricity Bill Enquiry" to the Commercial Assistant Enquiry (CP Code-18/8).
6. Receive from XEN/DM (O) or higher authority the top copy of Enquiry Form and the consumer's letter indicating the decision taken (see CP Code-18/4).
 - 6.1 Sign on Bill Enquiry Form, and pass to Enquiries Commercial Assistant in the Revenue/CS Office (CP Code-18/8).
7. At the end of each week examine the Enquiry Register, to ensure that all Consumers' complaint is being dealt with.

REVENUE/CS OFFICE

Procedure Section Designation	Consumers Complaints and Bill Adjustment Revenue/CS Office Enquiries Commercial Assistant /Clerk	Code CP-18	Page 6 of 48
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Reference Instructions

8. Receive the "Electricity Bill Enquiry" with the Revenue Officer/AM (CS), SDO/AM (O)'s decision and signature (CP Code-18/5.3). On the Enquiry Form with the letter of complaint (CP Code-18/6.1).
 - 8.1 Arrange for the Billing Control Supervisor or the Debtors Control Supervisor to prepare a Bill Adjustment Note (CP Form-57) or (CP Form-137) as the case may be. When required in accordance with paras 1.5 and 1.6 of the General System Description CP Code-18. Bill Adjustment Notes are prepared in quadruplicate.
 - 8.2 Obtain the signature of the Revenue Officer/AM (CS) on all copies of bill adjustment note.
 - 8.3 Enter the decision in column 9 to 11 of the Electricity Enquiry Register (CP Form-62).
 - 8.4 Arrange for filing 3rd copy of adjustment note and Enquiry Form in the Consumer's File held by the Commercial Assistant Consumers Records.
 - 8.5 Pass on top and 2nd copy of adjustment note to be Supervisor concerned (CP Code-18/10.2).
9. Obtain revised bill from the Billing Control Supervisor and send it to the consumer by post if necessary (CP Code-18/10.8).
 - 9.1 Pass on all complaints specified in paragraph 1.6 of the General System Description, CP Code-18, to the Divisional Accounts Officer (CP Code-11/13 and CP Code-11/13.4)
 - 9.2 Ensure that all registered complaints have been dealt with. Pass on 4th copy of CP Form-57 to the Commercial Superintendent (CP Code-18/11.11).

REVENUE/CS OFFICE

Procedure Section Designation	Consumers Complaints and Bill Adjustment Revenue/CS Office Enquiries Commercial Assistant /Clerk	Code CP-18	Page 7 of 48
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Reference Instructions

10. A general adjustment is made in circumstances other than the following:-

- Clearing of payments out of the unidentified cash account (CP Code-11/13.4).
- Correction of postings to the wrong account numbers in the Energy Debtors Ledger (CP Code-18/13).
- Clearing of payments collected by a Revenue/CS Office of other Circle/Company or any other formation through IOT (CP Code-11/17.2).
- Writing off of bad debts.



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REVENUE/CS OFFICE

Procedure Section Designation	Bill Adjustment-General Billing Control Billing Control Supervisor	Code CP-18	Page 8 of 48
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Reference Instructions

- 10.1 Prepare Bill Adjustment Note (CP Form-57) (4 copies) whenever required by Enquiry Commercial Assistant (CP Code-8/8.1). Enter the details of Adjustment Note in Column No. 1 to 7 of Bill Adjustment Notes Register (CP Form-73). Append his signature in Column No. 8 of the register give Adjustment Note (4 copies) along with other supporting documents to Enquiry Commercial Assistant for obtaining approval of the Revenue Officer/AM (CS) for the Adjustment (CP Code-18/8.2).
- 10.2 Receive top and 2nd copy of Bill Adjustment Note (CP Form-57) from the Enquiries Commercial Assistant (CP Code-18/8.2).
- 10.3 Check that adjustment note has been properly authorized and that the amount adjusted is correct. If not correct in every respect, advise the Revenue Officer/AM (CS) and return the Adjustment Note to him.
- 10.4 If the Adjustment Note is correct, obtain signature of Revenue Officer/AM (CS) in Column No. 9 of the Register (CP Form-73) in token of corrections of entry made there in. Pass 2nd copy of Bill Adjustment Note to Commercial Assistant Billing Control for preparation of an amended bill (CP Code-18/10.5).

At the end of the billing cycle, complete Column No. 10 of the Register (CP Form-73) to ensure that all adjustments made in a month have been correctly incorporated in (Bill Register) (CP Form-87). In case of any error of Adjustment Note having not been incorporated, report the matter in writing to Revenue Officer/AM (CS) for arranging necessary rectification (see Note for Revenue Officer/AM (CS) under CP Code-18/10.16).



REVENUE/CS OFFICE

Procedure Section Designation	Bill Adjustment-General Billing Control Billing Control Supervisor	Code CP-18	Page 9 of 48
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Reference Instructions

- 10.5 Receive 2nd copy of Adjustment Note from the Billing Control Supervisor (CP Code-18/10.4).
- 10.6 Prepare an amended bill in accordance with the Adjustment Note and Pass to Billing Control Supervisor along with the copy Adjustment Note (CP Code-18/10.7).

REVENUE/CS OFFICE

Procedure Section Designation	Bill Adjustment-General Billing Control Billing Control Supervisor	Code CP-18	Page 10 of 48
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Reference Instructions

- 10.7 Receive Bill Adjustment Note CP Form-57 and the amended bill from the Commercial Assistant Billing Control (CP Code-18/10.6).
- 10.8 Check that the amended bill is correct, sign it and pass it to the Enquiries Commercial Assistant who will arrange its dispatch to the consumer (CP Code-18.9).
- 10.9 Each day prepare CP Form-78 Forwarding Memo, in duplicate and attach it to Bill Adjustment Notes (Top Copies) to be sent as input.
- 10.10 Pass to Commercial Superintendent
- CP Form-78
 - CP Form-57 (Top copies)
 - CP Code-18/10.11)

Receive 2nd copy of CP Form-57 and place in a file to be maintained (Para 10.16).

REVENUE/CS OFFICE

Procedure Section Designation	Bill Adjustment-General General Commercial Superintendent	Code CP-18	Page 11 of 48
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Reference Instructions

- 10.11 Receive from Billing Control Supervisor
- Forwarding Memo CP Form-78
 - Bill Adjustment Note (Top Copy) CP Form-57
(CP Code-18/10.10)
 - Bill Adjustment Note (4th copies) from Commercial Assistant CP Code-18/9.2
- 10.12 Check all documents to ensure that they are in accordance with the authorized bill adjustment note CP Form-57 and that there has been no alternations on either copy of the CP Form-57.
- 10.13 Take all documents to the Revenue Officer/AM (CS) for his scrutiny and signature.
- 10.14 Send top copies of Forwarding Memo along with relevant CP Form-57 to the Commercial Assistant Data Control each day (CP Code-18/16).
- 10.15 Receive daily Computer Proof List of General Adjustment CP Form-116 from Commercial Assistant Data Control (CP Code-10/2.22). Check details of all adjustments processed CP Form-116 to CP Form-57 held by Billing Control Supervisor. Arrange for corrections where necessary. Take proof sheets and copy CP Form-57 to the Revenue Officer/AM (CS) for his scrutiny. File CP Form-116 together in date order.
- Received proof list of CP Form-116 with error list daily through Commercial Assistant Data Control. Check details of all adjustments processed from CP Form-116 to CP Form-57. Arrange rectification of errors through Revenue Officer/AM (CS) and Supervisor PC the same day. Record corrective action taken against each item under his dated signature.
- Receive processed proof list and error list to ensure that Supervisor PC has signed the same. File CP Form-111 and error list together in date order, after getting the same scrutinized by Revenue Officer/AM (CS).
- 10.16 File 4th copy of CP Form-57 in serial number order, ensuring that all serial numbers have been received and dealt with.

Note for Revenue Officer/AM (CS):

At the end of the month, the Revenue Officer/AM (CS) will himself check all copies of Adjustment Notes held in the file of Commercial Superintendent to ensure that the authorized amount of each Adjustment Note has been correctly printed against relevant consumers in Bill Register (CP Form-87). In case of any error or Adjustment Note having not been printed in CP Form-87, he will arrange necessary correction. Revenue Officer/AM (CS) will sign all copies of bill Adjustment Notes in the file in token of his check and ensure that the serial numbers are complete.

REVENUE/CS OFFICE

Procedure Section Designation	Bill Adjustment-Surcharge Late Received or Lost Scrolls Billing Control Billing Control Supervisor	Code CP-18	Page 13 of 48
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Reference Instructions

11. The Computer Centre prints a list of Surcharge Levied in Error CP Form-110 wherever it deals with a late received scroll or the duplicate of a lost scroll (see CP Code-11/7).
 - 11.1 Receive two copies of CP Form-110 from the Commercial Assistant Data Control (CP Code-11/4.8).
 - 11.2 Prepare the computer input daily on both copies of CP Form-110 as follows:
 - Rule of the last printed entry on the form to prevent subsequent additional entries.
 - Sign alongside total.
 - Obtain the signature of the Revenue Officer/AM (CS) on both copies.
 - 11.3 Pass top copy of CP Form-110 to the Commercial Assistant Data Control (CP Code-18/16.1).
 - 11.4 After the end of the month compare the second copy of CP Form-110 with the Assessment Listing CP Form-87. Report all entries, which do not agree to the Revenue Officer/AM (CS), who will arrange correction.
 - 11.5 File CP Form-110 in date order.

REVENUE/CS OFFICE

Procedure	Bill Adjustment-Unidentified Cash	Code	Page
Section	Debtors Control		
Designation	Debtors Control Supervisor	CP-18	14 of 48

Reference Instructions

12. Prepare Unidentified Cash Adjustment Form CP Form-137 (4 copies) on request of Divisional Accounts Officer (CP Code-11/13.4). Enter the details of Cash Adjustment Form in Column Nos. 1 to 7 of the Bill Adjustment Notes Register (CP Form-73).
- 12.1 Ensure that the amount of the adjustment requested relates properly to the outstanding consumers account by reference to the last debtor's ledgers print out or to the assessment list (whichever is the later).
- 12.2 Sign the Cash Adjustment Form. Also append signature in Column No. 8 of the register (CP Form-73). Obtain signature of Revenue/CS Officer on Adjustment Form in token of authorization and in Column 9 of Register (CP Form-73) in token of correctness of entry made therein.
- At the end of the billing cycle, complete Column No. 10 of Register (CP Form-73) to ensure that all adjustments made in a month have been correctly incorporated in unidentified cash listing (CP Form-112) in case of any error or Adjustment Form having not been incorporated, report the matter in writing to Revenue Officer/AM (CS) for arranging necessary rectification (see Note for Revenue Officer/AM (CS) under (CP Code-18/12.8).
- 12.3 Prepare amended bill for consumer, sign it, and attach it along with the 3rd copy of CP Form-137 to the enquiry documents. Pass on all these documents to the Commercial Assistant Enquiries for dispatch to the consumer (CP Code-18/14).
- 12.4 Pass top copy of CP Form-137 to the Commercial Assistant Data Control (CP Code-18/16.2).

Note: The Computer output is on CP Form-112 (see CP Code-11/10.4).

REVENUE/CS OFFICE

Procedure Section Designation	Bill Adjustment-Unidentified Cash Debtors Control Debtors Control Supervisor	Code CP-18	Page 15 of 48
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Reference Instructions

12.5 Pass second copy of CP Form-137 to the Divisional Accounts Officer (CP Code-11/13.5) for checking with Computer Output CP Form-112.

12.5 Copy 4 of CP Form-137 retained fixed in the book.

Note for Revenue Officer/AM (CS):

At the end of the month, the Revenue Officer/AM (CS) will himself check all copies of Adjustment Form fixed in the Adjustment Book to ensure that the Authorized amount of each Adjustment has been correctly entered against relevant consumer in CP Form-87. In case of any error or Adjustment Form having not been printed in CP Form-87, he will arrange necessary correction. Revenue Officer/AM (CS) will sign all fixed copies of Cash Adjustment Form in token of his check and ensure that the serial numbers are complete.

REVENUE/CS OFFICE

Procedure Section Designation	Bill Adjustment Journal Debtors Control Debtors Control Supervisor	Code CP-18	Page 16 of 48
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Reference Instructions

13. A Journal Adjustment is used only for correction of wrong cash postings.
- 13.1 Prepare Debtors Adjustment Form CP Form 137 (4 copies) on request of Divisional Accounts Officer (CP Code-11/13.4) Enter the details of Debtors Adjustment Form in Column No. 1 to 7 of Bill Adjustment Notes Register (CP Form-73).
- 13.2 Ensure that the amount of the adjustment requested relates properly to both the consumers accounts by reference to the last assessment listing CP Form-87 and to the daily cash list.
- 13.3 Sign the Debtors Adjustment Form also append signature in Column No.8 of the Register (CP Form-73). Obtain signature of Revenue Officer/AM (CS) on Adjustment Form in token of authorization and in Column No. 9 of Register (CP Form-73) in token of correctness of entry made therein.
- At the end of billing cycle complete Column No.10 of Register (CP Form-73) for ensuring that all adjustments made in a month have been correctly incorporated in Bill Register CP Form-87. In case of any error or Adjustment Form having not been incorporated, Report the matter in writing to Revenue Officer/AM (CS) for arranging necessary rectification (see Note for Revenue Officer/AM (CS) under CP Code-18/13.10).
- 13.4 Prepare amended bills for the consumers, sign them, and attach them along with 3rd copy of CP Form-137 to the enquiry document. Pass on all these documents to the Commercial Assistant Enquiries for dispatch to the consumers (CP Code-18/14).
- 13.5 Pass top copy of CP Form-137 to the Commercial Assistant Data Control (CP Code-18/16.2)
- 13.6 Retain 2nd copy of CP Form-137 until after the end of the month for checking against the posting in the debtors' ledger.
- 13.7 After the end of each cycle, check all copies of CP Form-137 to the Bill Register CP Form-87. Ensure that each debit entry has a corresponding credit entry against the correct accounts. Initial the lines in the Bill Register.
- 13.8 Receive Computer Output CP Form-129 from Commercial Assistant Data Control (CP Code-11/4.2). Check that all CP Form-137 adjustments have been processed. Pass on CP Form-129 to Commercial Assistant Debtors Control (CP Code-11/11.5).

REVENUE/CS OFFICE

Procedure Section Designation	Bill Adjustment Journal Debtors Control Debtors Control Supervisor	Code CP-18	Page 17 of 48
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Reference Instructions

13.9 File copy of CP Form-137 in date order. Receive CP Form-129 from Commercial Assistant Debtors Control (CP Code-11/11.7) and place in a file to be maintained.

13.10 Copy 4 of CP Form-137 is retained, fixed in the book.

Note for Revenue Officer/AM (CS):

At the end of the month, the Revenue Officer/AM (CS) will himself check all copies of Adjustment Form fixed in the Adjustment Book to ensure that the authorized account of each Adjustment Note has been correctly printed against relevant consumer in CP Form-87. In case of any error or Adjustment Form having not been printed in CP Form-87 he will arrange necessary correction. Revenue Officer/AM (CS) will sign all fixed copies of Debtors Adjustment Form in token of his check and ensure that serial numbers are complete.



REVENUE/CS OFFICE

Procedure Section Designation	Bill Adjustment-Unidentified Cash and Journal General Enquiries Commercial Assistant	Code CP-18	Page 18 of 48
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Reference Instructions

14. Receive amended bill and 3rd copy CP Form-137 with enquiry documents attached from the Debtors Control Supervisor (CP Code-18/12.3 and 13.4).
 - 14.1 Enter the decision in Columns No.9 to 11 of the Electricity Enquiry Register (CP Form-62).
 - 14.2 Arrange delivery of amended bill to consumer, by post if necessary.
 - 14.3 Arrange for filing of remaining documents in the Consumer's File held by the Commercial Assistant Consumers Records.

REVENUE/CS OFFICE

Procedure Section Designation	Bill Adjustment-Payment by Installments Debtors Control Debtors Control Supervisor	Code CP-18	Page 19 of 48
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Reference Instructions

15. Receive letter authorizing payment by installments from competent authority through the Revenue Officer/AM (CS).
 - 15.1 Prepare in duplicate advice to Computer Centre daily on CP Form-137 showing the exact number and value of installments required to eliminate the arrears. Enter all details required including the extended grace date for the current month's bill if so authorized.
 - 15.2 Enter details of the authorization and sign Form. Obtain signature of Revenue Officer/AM (CS).
 - 15.3 Pass top copy to Commercial Assistant Data Control for onward transmission to Computer Center (CP Code-18/16.3).
 - 15.4 File second copy in serial number order.

Note:

Where arrears are to be paid in installments, the general rules will be equal installments calculated by the computer Centre, where there is also a down payment the amount of this will be indicated and the balance will be paid by equal installments. The sanctioned authority should follow these rules.

- 15.5 Receive error list daily from Supervisor PC (para 32.7). Check and arrange rectification of errors through Revenue Officer/AM (CS) and Supervisor PC on the same day. Also record corrective action taken against each item on list under his dated signature.
- 15.6 Receive processed error list and ensure that Supervisor PC has signed in token of correction. File list together with 2nd copy of CP Form-137.

REVENUE/CS OFFICE

Procedure Section Designation	Bill Adjustment General Commercial Assistant Data Control	Code CP-18	Page 20 of 48
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Reference Instructions

16. Receive Forwarding Memo CP Form-78 and Bill Adjustments Computer Input CP Form-57 from Commercial Superintendent. Enter in Data Batch Register CP Form-80 Columns 1 to 5. Send each day to the Computer Centre obtain receipt in Columns 6 to 7 (CP Code-18/10.14).
- Send CP Form-57 to Supervisor PC obtaining receipt on CP Form-80.
- 16.1 Receive CP Form-110 Computer input for cancellation of surcharges levied in error from the Billing Control Supervisor (CP-18/11.3). Enter details in CP Form-80, Columns 1 to 5 and send each day to the Computer Centre, obtaining receipt on Columns 6 and 7.
- 16.2 Receive CP Form-137 from the Debtors Control Supervisor (CP Code-18/12.4 and CP Code-18/13.5). Enter details in CP Form-80, Columns 1 to 5 and send each day to Computer Centre, obtaining receipt in Columns 6 and 7.
- 16.3 Receive CP Form-137 payment by installments advice from Debtors Control Supervisor (CP Code-18/15.3). Enter detail in CP Form-80 Columns 1 to 5 and send each day to the Computer Centre, obtaining receipt in Columns 6 and 7. Send CP Form-137 to Supervisor PC.

REVENUE/CS OFFICE

Procedure Section Designation	Bill Adjustment-Inter Divisional Journal Adjustment Debtors Control Debtors Control Supervisor	Code	Page
		CP-18	21 of 48

Reference Instructions

17. There may be cases of wrong posting of cash payments received on behalf of other Divisions. Such consumer's complaints will be received in the Enquiry Section of Revenue/CS Offices in which the consumer's falls. Commercial Assistant Enquiry will pass on the complaints to Debtors Control Supervisor, who will initiate action to carry out adjustment called "Inter Divisional Journal Adjustment".
- 17.1 Write a letter (Request for adjustment) to Revenue/CS Office receiving the payment; it must be supported by a photocopy of receipt of collecting bank (CP Code-18/18).
- 17.2 Receive 2nd and 3rd copy of CP Form-137 from the Revenue/CS Office receiving the cash (CP Code-18/18.3).
- 17.3 Arrange amendment of bill for the consumer and pass on to the Commercial Assistant Enquiry for dispatch to the consumer. Also arrange filing of 2nd copy of CP Form-137 in Consumer's File.
- 17.4 Receive CP Form-130 from the Commercial Assistant Control (CP Code-18/21).

Note for Revenue Officer/AM (CS):

- 17.5 After the end of the month check 3rd copy of CP Form-137 received from cash receiving Revenue/CS Office with CP Form-87. Initial the entry in CP Form-137. Also check with CP Form-130 so as to ensure that the adjustment has been correctly processed. Sign CP Form-137 and CP Form-130 in token of his check. File CP Form-137 in a separate file to be maintained for each year.

At the end of the month, Revenue Officer/AM (CS) will himself check Adjustment Notes in file with Debtors Control Supervisor to ensure that the authorized amount to Bill Adjustment Forms has been correctly printed in CP Form-87. In case of any error or Adjustment Forms having not been printed in the ledger he will arrange for necessary correction. Revenue Officer/AM (CS) will sign all attached copies of Bill Adjustment Forms in token of his check.

REVENUE/CS OFFICE

Procedure Section Designation	Bill Adjustment-Inter Divisional Journal Adjustment Debtors Control Debtors Control Supervisor	Code CP-18	Page 22 of 48
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Reference Instructions

- 17.6 Arrange posting of credits to the respective Batch Debtors Control Accounts from CP Form-130 through Commercial Assistant Debtors Control. Obtain his signature against each entry on CP Form-130 in token of posting (CP Code-11/11.7).

FOR REVENUE OFFICER/AM (CS) RECEIVING THE CASH;

Pass CP Form-130 to the Divisional Accounts Officer (CP Code-18/22).

18. Receive request for adjustment of wrong cash posting along with photocopy of receipt of collecting bank (CP Code-18/17.1).
- 18.1 Check whether payment appears in CP Form-102 (Daily Cash List) and has been posted to wrong Account Number in CP Form-87. If so, prepare CP Form-137 five copies. Enter the detail in Column Nos. 1 to 7 of Bill Adjustment Note Register (CP Form-73). Append signature in Column 8 of the register. Obtain signature of Revenue Officer/AM (CS) on Adjustment Form in token of authorization and in Column No. 9 of Register (CP Form-73) in token of correctness of entry made therein.
- 18.2 If payment does not appear on CP Form-102 of scroll, follow the procedure laid down in para 5.1 and 13.3 of CP Code-11 respectively. Also advise Revenue Officer/AM (CS) accordingly.
- 18.3 Pass top copy of CP Form-137 and CP Form-78 to Commercial Assistant Data Control (CP Code-18/19). Send 2nd and 3rd copy of Adjustment Note CP Form-137 to the Revenue Officer/AM (CS) requesting the adjustment (CP Code-18/17.2).
- 18.4 Receive CP Form-130 from the commercial Assistant Data Control (CP Code-18/19.1)
- 18.5 Retain 4th copy of CP Form-137 until after the end of the month for checking against the "debit" posting in CP Form-87. Initial the entry in CP Form-87. Also check with CP Form-130 so as to ensure that all adjustments have been processed. Complete Column No. 10 of Register (CP Form-73). In case of any error or Adjustment Note having not been processed, report the matter in writing to Revenue Officer/AM (CS) for arranging necessary rectification (see Note for Revenue Officer/AM (CS) under CP Code-18/13.7).

REVENUE/CS OFFICE

Procedure Section Designation	Bill Adjustment-Inter Divisional Journal Adjustment Debtors Control Debtors Control Supervisor	Code CP-18	Page 23 of 48
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Reference Instructions

- 18.6 Arrange for Commercial Assistant Debtors Control to post correct amount as (---) entry in CR Column of the respective batch Debtors Control Account (CP Form-51). Obtain signature of Commercial Assistant Debtors Control against each entry on CP Form-130 as proof of posting corrections.
- 18.7 Pass on CP Form-130 to the Divisional Accounts Officer (CP Code-18/20). Arrange filing of 4th copy of CP Form-137 in date order. The 5th copy of CP Form-137 remains fixed in the book.

Note for Computer Centre:

Computer will print output of Inter Divisional Journal Adjustments on CP Form-130 in duplicate and will send one copy each to the Revenue/CS Office. Receiving cash and Revenue/CS Office under which consumer falls.

Note for Revenue Officer/AM (CS):

At the end of the month, the Revenue Officer/AM (CS) will himself check all copies of Adjustment Notes fixed the Adjustment Book to ensure that the authorized amount of each Adjustment Note has been correctly printed against relevant consumer in CP Form-87. In case of any error or Adjustment Note having not been entered in CP Form-87, he will arrange necessary correction. Revenue Officer/AM (CS) will sign all fixed copies of Bill Adjustment Notes in token of his check and ensure that the serial numbers are complete.

REVENUE/CS OFFICE

Procedure	Bill Adjustment-Inter Divisional Journal Adjustment	Code	Page
Section	General	CP-18	24 of 48
Designation	Commercial Assistant Data Control		

Reference Instructions

For Revenue Officer/AM (CS) Receiving Cash:

19. Receive Forwarding Memo CP Form-78 and CP Form-137 from the Debtors Control Supervisor (CP Code-18/18.3). Enter details on Data Batch Register CP Form-80 in Columns 1 to 5 and send each day to the Computer Centre obtaining receipt on Columns 6 and 7.
- 19.1 Receive CP Form-130 from the Computer Centre. Enter on CP Form-80 and pass on to the Debtors Control Supervisor (CP Code-18/17.4).

REVENUE/CS OFFICE

Procedure Section Designation	Bill Adjustment-Inter Divisional Journal Adjustment Accounts Divisional Accounts Officer	Code CP-18	Page 25 of 48
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Reference Instructions

For Revenue Officer/AM (CS) Receiving Cash:

20. Receive CP Form-130 from Debtors Control Supervisor (CP Code-18/18.7).
- 20.1 Prepare Credit Advice for Division on whose behalf cash was received following procedures laid down in the inter office Transaction Section of Divisional Accounting Manual.
- 20.2 File Credit Advice with CP Form-130 in month order for preparation of CP Form-49 in a file to be maintained for each year.

REVENUE/CS OFFICE

Procedure	Adjustment-Inter Divisional Journal Adjustment	Code	Page
Section	Debtors Control	CP-18	26 of 48
Designation	Commercial Assistant Data Control		

Reference Instructions

FOR REVENUE/CS OFFICE ON WHOSE BEHALF CASH IS RECEIVED:

21. Receive CP Form-130 from Computer Center. Enter on CP Form-80 and pass on to the Debtors Control Supervisor (CP Code-18/17.4).

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REVENUE/CS OFFICE

Procedure Section Designation	Bill Adjustment-Inter Divisional Journal Adjustment Accounts Divisional Accounts Officer	Code CP-18	Page 27 of 48
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Reference Instructions

FOR REVENUE/CS OFFICE ON WHOSE BEHALF CASH IS RECEIVED:

- 22. Receive CP Form-130 from Collecting Division and (CP Code-18/17.7).
 - 22.1 Receive Credit Advice from Collection Division and process, following procedures laid down in the inter Office Transaction Section of Divisional Accounting Manual.
 - 22.2 File Credit Advice with CP Form-130 in month order for inclusion in CP Form-49, in a file to be maintained for each year.

REVENUE/CS OFFICE

Procedure Section Designation	Adjustment-Inter Divisional Unidentified Adjustment Debtors Control Debtors Control Supervisor	Code CP-18	Page 28 of 48
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Reference Instructions

23. There may be cases of cash payments received on behalf of other Divisions remaining un-posted and incorporated as unidentified cash in CP Form-112 of the cash receiving Division. Such consumers' complaints will be received in the Enquiry Section of Revenue/CS Office in which consumers fall. Enquiry Clerk will pass on the complaints to Debtors Control Supervisor, who will initiate action to carry out adjustment called "Inter Divisional Unidentified Cash Adjustment".

FOR REVENUE/CS OFFICE ON WHOSE BEHALF CASH IS RECEIVED:

- 23.1 Write a letter (Request for adjustment) to Revenue/CS Office receiving the payment. It may be supported by a photocopy of receipt of collecting bank (CP Code-18/24).
- 23.2 If the payment has been identified by the collecting Division receive 2nd and 3rd copy of CP Form-137 from the Revenue/CS Office receiving the cash (CP Code-18/24.3).
- 23.3 Arrange for amendment of the consumer bill and pass it on to the Commercial Assistant. Enquiry for dispatch to the consumer. Also arrange filing of 2nd copy of CP Form-137 in Consumer's File.
- 23.4 Receive CP Form-131 from the Commercial Assistant Data Control (CP Code-18/27).
- 23.5 After the end of the month, check 3rd copy of CP Form-137 received from cash receiving Revenue/CS Office with the CP Form-87. Initial the entry in CP Form-87. Also check with CP Form-131 so as to ensure that the adjustments have been correctly processed. Sign CP Form-137 and CP Form-131 in token of his check. File CP Form-137 in a separate file to be maintained for each year.

Note for Revenue Officer/AM (CS):

At the end of month, Revenue Officer/AM (CS) will himself check Adjustment Notes in file with Debtors Control Supervisor to ensure that the authorized amount of each adjustment Form has been correctly printed in CP Form-87. In case of any error or adjustment Form having not been printed in CP Form-87, he will arrange necessary correction. Revenue Officer/AM (CS) will sign copies of Bill Adjustment Forms in token of his check.

- 23.6 Arrange posting of credits to the respective CP Form-51 Batch Debtors Control Accounts from CP Form-131 through Commercial Assistant Debtors Control. Obtain his signature against each entry on CP Form-131 in token of posting (CP Code-11/11.7).
- 23.7 Pass CP Form-131 to the Divisional Accounts Officer (CP Code-18/28).

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REVENUE/CS OFFICE

Procedure	Bill Adjustments-Inter Divisional Unidentified Cash	Code	Page
Section	Adjustments		
Designation	Debtors Control	CP-18	29 of 48
	Debtors Control Supervisor		

Reference Instructions

FOR REVENUE/CS OFFICE RECEIVING CASH

24. Receive request for adjustment of cash remaining un-posted along with photocopy of receipt of collecting bank (CP Code-18/23.1). Receive request for adjustment of cash remaining un-posted along with photo copy of receipt of collecting bank from Revenue/CS Office falling within the jurisdiction of other Circle/Company (para 17.12 of CP Code-11).
- 24.1 Check whether payment appears in CP Form-112 and is equal to the amount on Bank receipt. If so, prepare CP Form-137 (5 copies). Enter details in Column Nos. 1 to 7 of Bill Adjustment Notes Register (CP Form-73). Append signature in Column No. 8 of the register. Obtain signature of Revenue Officer/AM (CS) on Adjustment Note in token of authorization in Column No. 9 of register (CP Form-73) in token of correctness of entry made there in.

In case of request from Revenue/CS Office on Computer falling within the jurisdiction of another Circle/Company, Check whether payment appears in CP Form-112 and is equal to the amount on bank receipt. If so take letter of request and CP Form-112 to Divisional Accountant for issue of Credit Advice (para 26.1 of CP Code-18). Obtain Credit Advice from Divisional Accounts Officer (para 26.1 of CP Code-18). Prepare CP Form-137 and Forwarding Memo each in duplicate, while preparing CP Form-137. In such cases encircle the work "Un-identified deletion" on CP Form-137 all other procedures as for dispatch to Computer Centre and receipt/checking of related outputs and their proper filing as provided hereafter, shall be observed. Send Credit Advice through a Memo (Letter to Revenue/CS Office in response to his request at (para 24.0 of CP Code-18).

NOTE FOR COMPUTER CENTRE:

The Computer Centre will print entries with word "D" on debit side of CP Form-112 with the remarks "Record deleted".

- 24.2 If payment does not appear on CP Form-102 or scroll, follow procedures laid down in para 5.1 and 13.3 of CP Code-11 respectively. Also advice Revenue/CS Office Consumer's Division accordingly.
- 24.3 Pass top copy of CP Form-137 and CP Form-78 to Commercial Assistant Data Control (CP Code-18/25). Send 2nd and 3rd copies of Adjustment Note CP Form-137 to the Revenue Officer/AM (CS) requesting for adjustment (CP Code-18/23.2).

REVENUE/CS OFFICE

Procedure	Bill Adjustments-Inter Divisional Unidentified Cash Adjustments	Code	Page
Section	Debtors Control	CP-18	30 of 48
Designation	Debtors Control Supervisor		

Reference Instructions

- 24.4 Receive CP Form-131 from the Commercial Assistant Data Control (CP Code-18/25.1).
- 24.5 Retain 4th copy of CP Form-137 until after the end of the month for checking against the "debit" entry of CP Form-112 of the respective week also check with CP Form-131 so as to ensure that all adjustments have been processed. Sign CP Form-112, CP Form-137 and CP Form-131, to token of his check. Complete Column No. 10 of Register (CP Form-73). In case of any error or any adjustment note having not been processed report the matter in writing to Revenue Officer/AM (CS) for arranging necessary rectification (see Note for Revenue Officer/AM (CS) under CP Code-18/24.6).
- 24.6 Pass on CP Form-131 along with 4th copy of CP Form-137 to the Divisional Accounts Officer (CP Code-18/26). The 5th copy of CP Form-57 remains fixed in the book.

NOTE FOR COMPUTER CENTRE:

Computer Centre will print output of Inter Divisional unidentified Cash Adjustments on CP Form-131 in duplicate and will send one copy each to the Revenue/CS Office receiving cash and Revenue/CS Office under which consumer falls.

NOTE FOR REVENUE/CS OFFICER:

At the end of the month, the Revenue Officer/AM (CS) will himself check all copies of Adjustment Form fixed in the Adjustment Book to ensure that the authorized amount of each Adjustment Form has been correctly printed against relevant consumer as "Debit" entry in CP Form-112 of the respective week. In case of any error or Adjustment Form having note been entered in CP Form-112 he will arrange necessary correction. Revenue Officer/AM (CS) will sign all fixed copies of Bill Adjustment Notes in token of his check and ensure that the serial numbers are complete.

REVENUE/CS OFFICE

Procedure	Bill Adjustments-Inter Divisional Unidentified Cash	Code	Page
Section	Adjustments		
Designation	General Commercial Assistant Data Control	CP-18	31 of 48

Reference Instructions

FOR REVENUE/CS OFFICE RECEIVING CASH

25. Receive Forwarding Memo CP Form-78 and Inter Divisional Un-identified Cash Adjustment CP Form-137 from the Debtors Control Supervisor (CP Code-18/24.3). Enter details on Data Batch Register CP Form-80 in Columns 1 to 5 and send each day to the Computer Centre obtaining receipt on Columns 6 and 7.
- 25.1 Receive CP Form-131 from the Computer Centre. Enter on CP Form-80 and pass on to the Debtors Supervisor (CP Code-18/24.4).



REVENUE/CS OFFICE

Procedure	Bill Adjustments-Inter Divisional Unidentified Cash	Code	Page
Section	Adjustments		
Designation	Accounts Divisional Accounts Officer	CP-18	32 of 48

Reference Instructions

FOR REVENUE/CS OFFICE RECEIVING CASH:

26. Receive CP Form-131 along with 4th copy of CP Form-137 from Debtors Control Supervisor (CP Code-18/24.6).

Write bill adjustment note number against each item on the Credit side of CP Form-112 and initial each entry.

- 26.1 Prepare Credit Advice for Division on whose behalf cash was received following procedures laid down in the Inter Office Transaction Section of Divisional Accounting Manual.

Prepare Credit Advice for Revenue/CS Office on whose behalf cash was received following prescribed procedures after checking CP Form-112 and bank receipt brought by Debtor Control Supervisor (para 24.1 of Code CP-18). Give top copy of Credit Advice complete in all respect to Debtors Control Supervisor after recording Credit Advice number in CP Form-112 against relevant Credit entry under his dated initial. Retain 2nd copy of Credit Advice for action as at para 26.2.

- 26.2 File Credit Advices with CP Form-131. CP Form-137 in month order for preparation of CP Form-49 in a file to be maintained for each year.

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REVENUE/CS OFFICE

Procedure	Bill Adjustments-Inter Divisional Unidentified Cash	Code	Page
Section	Adjustments		
Designation	General		
	Commercial Assistant Data Control	CP-18	33 of 48

Reference Instructions

FOR REVENUE/CS OFFICE ON WHOSE BEHALF CASH IS RECEIVED

27. Receive CP Form-131 from Computer Centre. Enter on CP Form-81 and pass on to the Debtors Control Supervisor (CP Code-18/23.4).

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REVENUE/CS OFFICE

Procedure	Bill Adjustments-Inter Divisional Unidentified Cash	Code	Page
Section	Adjustments		
Designation	Accounts Divisional Accounts Officer	CP-18	34 of 48

Reference Instructions

FOR REVENUE/CS OFFICE ON WHOSE BEHALF CASH IS RECEIVED

28. Receive CP Form-131 from Debtors Control Supervisor (CP Code-18/23.7).
 - 28.1 Receive Credit Advice from Division receiving the cash and process following procedures laid down in the Inter Office Transaction Section of Divisional Accounting Manual.
 - 28.2 File Credit Advice with CP Form-131 in month order for preparation of CP Form-49 in a file to be maintained for each year.

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REVENUE/CS OFFICE

Procedure Section Designation	Bill Adjustments-Adjustment of Bad Debts Written Off Debtors Control Debtors Control Supervisor	Code	Page
		CP-18	35 of 48

Reference Instructions

29. Receive list of Bad Debts Written Off by the competent authority from Revenue Officer/AM (CS).

29.1 On the last day of the month prepare CP Form-137 (Bad Debts Written Off) in duplicate along with CP Form-78 and sign. Also obtain signature of Revenue Officer/AM (CS) on CP Form-78 and CP Form-137. Pass top copy of CP Form-137 and CP Form-78 to the Commercial Assistant Data Control and enter details in Columns 1 to 3 of CP Form-80.

29.2 Attach second copy CP Form-78 list of Bad Debts Written Off to second copy of CP Form-137 for checking with CP Form-87 and CP Form-139.

NOTE FOR COMPUTER CENTRE:

Computer Centre will ensure that closing balance is wiped off due to processing of CP Form-137 and the amount written off is also printed under column "Bad Debts Written Off" in CP Form-87 and CP Form-115 so as to facilitate checking.

29.3 Receive CP Form-139 (Bad Debts Written Off Processed) from Commercial Assistant Data Control and check with defaulter ledger and CP Form-137. Sign these forms in token of check. Arrange posting of Bad Debts Written Off as minus entry in Column "Closing Balance" of CP Form-51, (Defaulters Batch Debtors Control Account (CP Code-11/11.7)).

29.4 Pass CP Form-139 to Divisional Accounts Officer for preparation of CP Form-49 (CP Code-18/31).

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REVENUE/CS OFFICE

Procedure	Bill Adjustments-Adjustment of Bad Debts Written Off	Code	Page
Section	General		
Designation	Commercial Assistant Data Control	CP-18	36 of 48

Reference Instructions

30. Receive top copy of CP Form-137 along with CP Form-78 Forwarding Memo from Debtors Control Supervisor (CP Code-18/29.1). Ensure that Columns 1 to 3 of Data Batch Register are completed by the Debtors Control Supervisor.
 - 30.1 Pass top copy CP Form-137 to Computer Centre and obtain receipt on Columns 6 and 7 of CP Form-80.
 - 30.2 Receive CP Form-139 (List of Bad Debts Written off Processed) from Computer Centre and pass on to Debtors Control Supervisor (CP Code-18/29.3).

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REVENUE/CS OFFICE

Procedure Section Designation	Bill Adjustments-Adjustment of Bad Debts Written Off Accounts Divisional Accounts Officer	Code CP-18	Page 37 of 48
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Reference Instructions

31. Receive CP Form-139 from Debtors Control Supervisor (CP Code-18/29.4).
- 31.1 Credit the Energy Debtors Control Account in accordance with Divisional Accounting Manual and retain for preparation of CP Form-49.
- 31.2 After preparation of CP Form-49, file CP Form-139 in a file of "Bad Debts Written Off Processed" in date order.

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REVENUE/CS OFFICE

Procedure Section Designation	Bill Adjustments Computer Supervisor (PC)	Code	Page
		CP-18	38 of 48

Reference Instructions

32. Receive CP Form-57 from Commercial Assistant Data Control (para 16.0).

32.1 Arrange key entry of relevant Data daily on Computer and produce proof list (CP Form-116) with error list, containing messages requiring action by Revenue Officer/AM (CS).

32.2 Send one copy of proof list (CP Form-116) with error list to Commercial Assistant Data Control (CP Code-110/2.19).

32.3 Ensure clearance of all items in the error list daily as per advice of Revenue Officer/AM (CS) and return the same to the Commercial Superintendent after appending his dated signature in token of correction.

32.4 Send soft copy to Circle/Company's Computer Centre for further processing.

NOTE FOR SUPERVISOR PC:

- (1) He will maintain movement record for inputs received from and outputs to the concerned officials.
- (2) After making corrections pointed out by concerned officials in proof list/error list, the Supervisor PC will again obtain a print out for each input to ensure that the same is error free. Where there is still any error, he will arrange ratification through Revenue Officer/AM (CS) on top priority basis.

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REVENUE/CS OFFICE

Procedure Section Designation	Bill Adjustments Computer Supervisor (PC)	Code CP-18	Page 39 of 48
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Reference Instructions

- 32.5 Receive CP Form-137 from Commercial Assistant Data Control (para 16.3).
- 32.6 Arrange key entry of relevant Data daily on Computer and produce error list (attachment-II) requiring action by Revenue Officer/AM (CS).
- 32.7 Send error list to Debtors Control Supervisor (para 15.5). Observe other procedures as for para 32.3 & 32.4 above.

NOTE FOR SUPERVISOR PC:

- (1) He will maintain movement record for input received from and output sent to the concerned officials.
- (2) After making corrections pointed out by concerned officials in proof list/error list, Supervisor PC will again obtain a print out for each input to ensure that the same is error free. Where there is still any error, he will arrange rectification through Revenue Officer/AM (CS) on top priority basis.

REVENUE/CS OFFICE

Procedure	Adjustments-Inter Divisional Transfer of Consumers	Code	Page
Section	Accounts		
Designation	General	CP-18	40 of 48
	Commercial Assistant Data Control		

Reference Instructions

FOR DIVISION/REVENUE/CS OFFICE FROM WHERE CONSUMERS ACCOUNTS ARE TRANSFERRED (OUT)

33. Receive CP Form-141 in duplicate from Computer Centre. Enter on CP Form-80 and pass on to the Debtors Control Supervisor (CP Code-18/34.1).

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REVENUE/CS OFFICE

Procedure	Adjustments-Inter Divisional Transfer of Consumers Accounts from one Division to an other	Code	Page
Section	Debtors Control		
Designation	Debtors Control Supervisor	CP-18	41 of 48

Reference Instructions

34. There may be cases of transfer of consumers from one division to other division. Balance of such accounts as on 1st day of the month will be transferred by Computer Centre to respective (other) Division for issue of electricity bills for the month referred to above.

FOR DIVISION/REVENUE/CS OFFICE FROM WHERE CONSUMERS ACCOUNTS ARE TRANSFERRED (OUT)

- 34.1 Received CP Form-142 in duplicate from Commercial Assistant Data Control (CP Code-18/33). Take both copies to Commercial Superintendent for checking with relevant CP Form-134/135 and other corrective action as per paras 6.15 and 6.16 of (CP Code-08). Obtain his initial on both copies in token of check. Also arrange posting in respective batch Debtors Control Account CP Form-51 through Commercial Assistant Debtors Control and obtain his initial against each entry on CP Form-141 in token of posting.
- 34.2 Pass one copy of CP Form-142 to Divisional Accounts Officer for issuing debit advices as per Divisional Accounting Manual (CP Code-18/35).

NOTE FOR COMPUTER CENTRE:

Computer will print four copies of CP Form-142 containing component wise information. It will send two copies each direct to Revenue Officer/AM (CS) from where consumers' accounts are transferred out and to which transferred in.

- 34.3 At the end of the month, check that transfer of consumers' accounts appearing in CP Form-142 have actually been affected in CP Form-87 and CP Form-115 to ensure its accuracy. Sign in token of check. File 2nd copy of CP Form-142 in a separate file to be maintained for each year.

Note for Revenue Officer/AM (CS):

Every month the Revenue Officer/AM (CS) will ensure that "Check" as per para 34.3 above has been exercised in letter and spirit.

REVENUE/CS OFFICE

Procedure	Adjustments-Inter Divisional Transfer of Consumers Accounts from one Division to an other	Code	Page
Section	Accounts	CP-18	42 of 48
Designation	Divisional Accounts Officer		

Reference Instructions

FOR DIVISION/REVENUE/CS OFFICE FROM WHERE CONSUMERS ACCOUNTS ARE TRANSFERRED (OUT)

35. Receive CP Form-142 (CP Code-18/34.2).
- 35.1 Prepare "Debit Advice" for Division to which consumers accounts are transferred following procedures laid down in inter office transaction section of Divisional Accounting Manual.
- 35.2 File CP Form-142 in month order in a separate file to be maintained for each year.

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REVENUE/CS OFFICE

Procedure	Adjustments-Inter Divisional Transfer of Consumers Accounts from one Division to an other	Code	Page
Section	General		
Designation	Commercial Assistant Data Control	CP-18	43 of 48

Reference Instructions

FOR DIVISION/REVENUE/CS OFFICE TO WHICH CONSUMERS ACCOUNTS ARE
TRANSFERRED (IN)

36. Revised CP Form-142 in duplicate from Computer Centre. Enter on CP Form-80 and pass on to the Debtors Control Supervisor (CP Code-18/37).

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REVENUE/CS OFFICE

Procedure	Adjustments-Inter Divisional Transfer of Consumers Accounts from one Division to an other	Code	Page
Section	Debtors Control		
Designation	Debtors Control Supervisor	CP-18	44 of 48

Reference Instructions

FOR DIVISION/REVENUE/CS OFFICE TO WHICH CONSUMERS ACCOUNTS ARE TRANSFERRED (IN)

37. Receive CP Form-142 in duplicate from Commercial Assistant Data Control (CP Code-18/36).
- 37.1 Pass one copy of CP Form-142 to Divisional Accounts Officer for ensuring receipt of debit advices from the Divisions Transferring consumer's accounts as per CP Form-142.
- 37.2 Arrange posting of entries of CP Form-142 to respective Batch Debtors Control Account CP Form-51 through Commercial Assistant Debtors Control. Obtain his initial against each entry in token of posting.
- 37.3 At the end of the month, check that transfer of consumers accounts appearing in CP Form-142 have actually been affected in CP Form-87 and CP Form-115 to ensure its accuracy. Sign in token of check. File 2nd copy of CP Form-142 in a separate file to be maintained for each year.

NOTE FOR REVENUE OFFICER/AM (CS):

Every month the Revenue Officer/AM (CS) will ensure that "Check" as per para 37.3 above has been exercised in letter and spirit.

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REVENUE/CS OFFICE

Procedure	Adjustments-Inter Divisional Transfer of Consumers Accounts from one Division to an other	Code	Page
Section	Accounts		
Designation	Divisional Accounts Officer	CP-18	45 of 48

Reference Instructions

FOR DIVISION/REVENUE/CS OFFICE TO WHICH CONSUMERS ACCOUNTS ARE TRANSFERRED (IN).

- 38. Receive CP Form-142 (CP Code-18/37.1).
 - 38.1 Receive "Debit Advice" from Division transferring Consumers Accounts and process following procedures laid down in Inter Office Transaction Section of Divisional Accounting Manual.
 - 38.2 File CP Form-142 in month order in a separate file to be maintained for each year.

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REVENUE/CS OFFICE

Procedure	Adjustment-Inter Divisional Transfer of Consumers Accounts from one Division to an other	Code	Page
Section	Accounts	CP-18	46 of 48
Designation	Divisional Accounts Officer		

Reference Instructions

There may be cases of transfer of consumers from one billing batch to another within same Sub-Division /Division. Balances of such Consumers Accounts as on 1st day of the month will be transferred by Computer Centre to respective billing batches for issue of electricity bills for the month.

Computer Centre prints CP Form-141 containing component wise information in respect of Consumers Accounts transferred from one billing batch to another in the month and send one copy to concerned Revenue Officer/AM (CS) through his Commercial Assistant Data Control as per procedures in vogue.

Receive CP Form-141 (One copy) from Commercial Assistant Data Control and observe procedures as contained in paras 34.1 and 34.3 of (CP Code-18).

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REVENUE/CS OFFICE

Procedure Section Designation	Consumers Complaints and Bill Adjustment Revenue/CS Office Deputy Commercial Manager	Code CP-18	Page 47 of 48
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Reference Instructions

CHECKS OVER ADJUSTMENTS PRESCRIBED FOR CIRCLE DCM/DEPUTY DIRECTOR (CS)

39. Visit Revenue/CS Office at least on each alternate month.
- 39.1 Carry out necessary checks over Adjustment Notes at Paras 39.2 & 39.3 to ensure that the same have been prepared by the concerned officials on the basis of authorized documents, checked by the Supervisor, authorized amount is correct, adjustments have been fed to Computer Centre in time, adjustments have correctly been incorporated in the Computer Centre outputs and that the laid-down procedures are being observed in letter and spirit in preparation of Adjustment Notes and up-keep of adjustment files.
- 39.2 Check five CP Form-57 (Bill Adjustment Notes – General) of different types as mentioned in para 1.5 of CP Code-18.
- 39.3 Check CP Form-137 (Un-identified Cash /Debts Adjustment Form) as under:
- Three Adjustment Notes of Un-identified Cash Posting (including adjustment of Inter Divisional Un-identified Cash).
 - One Adjustment Note of Un-identified Cash deletion.
 - Two Adjustment Notes of Journal Adjustments.
 - One Adjustment Note of Security Adjustment.
 - One Voucher of Security Repayments.
 - One Adjustment Note of Bad Debts Written Off.
 - One Case of Inter Office Transaction.
 - One Case of Reversal of IOT.
 - One Case of Installment.
 - One Case of withdrawal of Installment.
 - One Case of advice of Restraining Order.
 - One Case of withdrawal of Restraining Order.
- 39.4 Will maintain Register/record for the checks carried out as per para 39.3.

DIVISIONAL OFFICE

Procedure Section Designation	Consumers Complaints and Bill Adjustment Revenue/CS Office Executive Engineer/Deputy Manager (O)	Code CP-18	Page 48 of 48
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Reference Instructions

CHECKS OVER ADJUSTMENTS PRESCRIBED FOR EXECUTIVE ENGINEER/DM (O)

40. Visit Revenue/CS Office each month.
- 40.1 Carry out necessary checks over Adjustment Notes at para 39.2 & 39.3 to ensure that the same have been prepared by the concerned officials on the basis of authorized documents, checked by the Supervisors, authorized amount is correct, adjustments have been fed to Computer Centre in time, adjustments have correctly been incorporated in the Computer Centre outputs and that the laid-down procedures are being observed in letter and spirit in preparation of Adjustment Notes and up-keep of adjustment files.
- 40.2 Check five CP Form-57 (Bill Adjustment Notes – General) of different types as mentioned in para 1.5 of CP Code-18.
- 40.3 Check CP Form-137 (Un-identified Cash/Debts Adjustment Form) as under:
- Three Adjustment Notes of un-identified Cash Posting (including adjustment of Inter Divisional un-identified Cash)
 - One Adjustment Note of Un-identified Cash deletion.
 - Two Adjustment Notes of Journal Adjustment.
 - One Adjustment Note of Security Adjustment.
 - One Voucher of Security Repayment.
 - One Adjustment Note of Bad Debts Written Off.
 - One Case of Inter Office Transaction.
 - One Case of Reversal of IOT.
 - One Case of Installment.
 - One Case of withdrawal of Installment.
 - One Case of advice of Restraining Order.
 - One Case of withdrawal of Restraining Order.
- 40.4 Will maintain Register/record for the checks carried out as per para 40.3.

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DIVISIONAL OFFICE

Procedure Section Designation	Consumers Statistics Division Executive Engineer/Deputy Manager (O)	Code CP-19	Page 1 of 3
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Reference Instructions

1. At the end of the month receive CP Form-25 from the SDO/AM (O) (CP Code-02/17.1) and Revenue/CS Officer (CP Code-16/5.2).
 - 1.1 Review progress of connections given as per Part-A of CP Form-25. If progress is not satisfactory, advise SDO/AM (O) to arrange installation of connections expeditiously.
 - 1.2 Scrutinize age analysis of outstanding applications under category I (CP Code-02/1.6). Obtain explanation of SDO/AM (O) if the connections have not been installed within the prescribed period (CP Code-02/1.1).
 - 1.3 Examine outstanding Disconnection Orders as per Part-C of CP Form-25. Arrange execution of Disconnection Orders to avoid accumulation of arrears.

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CIRCLE OFFICE

Procedure Section Designation	Consumers Statistics Circle Office Superintending Engineer/Manager (Operation)	Code CP-19	Page 2 of 3
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Reference Instructions

2. Receive CP Form-25 form Sub-Divisions (CP Code-02/17.1) and Revenue Officer/AM (CS) (CP Code-16/5.2).
 - 2.1 Review Progress of connections given as per Part-A of CP Form-25. If progress is not satisfactory, advise XEN/DM (O) and SDO/AM (O) to arrange installation of connections expeditiously.
 - 2.2 Scrutinize age analysis of outstanding applications under category I & II (CP Code-02/1.6). Obtain explanation of SDO/AM (O) and XEN/DM (O), as the case may be if the connections have not been installed within the prescribed period (CP Code-02/1.1).
 - 2.3 Examine outstanding Disconnection Orders as per part-C of CP Form-25 and arrange execution of Disconnection Orders to avoid accumulation of arrears.

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COMPANY'S HEAD QUARTER

Procedure Section Designation	Consumers Statistics DISCO Manager (Commercial)	Code CP-19	Page 3 of 3
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Reference Instructions

3. Receive CP Form-25 from Sub-Divisional Offices (CP Code-02/17.1) and from Revenue Officer/AM (CS) (CP Code 16/5.2) through Manager (Commercial).
 - 3.1 Consolidate all Divisional Statements into total statement for the Company.
 - 3.2 Pass completed Company statistics to Chief Executive Officer through Manager (Commercial) for scrutiny and advice.
 - 3.3 Take action as advised by Chief Executive Officer.

SUB-DIVISIONAL/ REVENUE/ DIVISIONAL OFFICE

Procedure	Custody of Records	Code	Page
		CP-20	1 of 7

Reference General System Description

1. The purpose of the section is to set out the responsibilities of officers and staff in the custody of records. Registers will be kept in the principal offices.

- Sub-Divisional Office
- Revenue/CS Office
- Divisional Office

Showing what records are kept, the length of time records are to be held and who is responsible for their custody. Each time responsible staff change, there will be a formal signing over of the records held from one person to another and the register will be signed by all parties involved. The officer in overall Incharge of an office is the person responsible for ensuring that the premises are made safe and the record secure.

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SUB-DIVISIONAL OFFICE

Procedure Office Designation	Custody of Records Sub-Divisional Office Sub-Divisional Officer/AM (O)	Code CP-20	Page 2 of 7
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Reference Instructions

2. Sub-Divisional Office records.
 - 2.1 Define records to be maintained in each section and the length of time to be kept as laid down from time to time by the competent authority.
 - 2.2 Arrange for Register (CP Form-64) to be kept by each Section Supervisor or Superintendent showing the records for which he is held responsible. Each person responsible for records will sign the register.
 - 2.3 Sign register as overall Incharge of the Office.
 - 2.4 Examine security of Office and equipment/space available for safe custody of records and report in writing to Executive Engineer/Deputy Manager (O) on its adequacy.
 - 2.5 When supervisory staff changes, arrange for formal checking and handing over of records from one person to another. Report discrepancies in writing to Executive Engineer/Deputy Manager (O).

SUB-DIVISIONAL OFFICE

Procedure Office Designation	Custody of Records Sub-Divisional Office Section Supervisor/Superintendent/Sub-Divisional Clerk	Code CP-20	Page 3 of 7
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Reference Instructions

- 2.6 Prepare register of records showing all records to be retained in safe custody as defined by SDO/AM (O).
- 2.7 Sign register with date.
- 2.8 Report any discrepancies to SDO/AM (O) as they arise.
- 2.9 On ceasing to be Incharge of Section, arrange for records to be checked and taken over by successor or by the SDO/AM (O). Obtain his signature in discharge of your responsibilities.

REVENUE/CS OFFICE

Procedure Office Designation	Custody of Records Revenue/CS Office Revenue Officer/Assistant Manager (CS)	Code CP-20	Page 4 of 7
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Reference Instructions

3. Revenue/CS Office Records.

- 3.1 Define records to be maintained in each section and the length of time to be kept as laid down from time to time by the competent authority.
- 3.2 Prepare Register of Records (CP Form-64) entering all records in use under the procedure set out in this manual.
- 3.3 Sign register as overall Incharge of the office.
- 3.4 Examine security of office and equipment/space available for safe custody of records and report in writing to company's Manager (Commercial) on its adequacy.
- 3.5 When supervisory staff changes, arrange for formal checking and handing over of records from one person to another. Report discrepancies in writing to company's Manager (Commercial).



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REVENUE/CS OFFICE

Procedure	Custody of Records	Code	Page
Office	Revenue/CS Office	CP-20	5 of 7
Designation	Commercial Superintendent		

Reference Instructions

- 3.6 Prepare register of records showing all records to be retained in safe custody as defined by Revenue Officer/AM (CS).
- 3.7 Sign register with date.
- 3.8 Report any discrepancies to Revenue Officer/AM (CS) as they arise.
- 3.9 On ceasing to be Incharge of section, arrange for records to be checked and taken over by successor or by the Revenue Officer/AM (CS). Obtain his signature in discharge of your responsibilities.
- 3.10 Arrange registers of records to show the responsibilities of each subordinate and obtain signature indicating that they are aware of their individual responsibilities.

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REVENUE/CS OFFICE

Procedure Office Designation	Custody of Records Revenue/CS Office Supervisor	Code CP-20	Page 6 of 7
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Reference Instructions

- 3.11 Prepare register of records showing all records to be retained in safe custody as defined by Revenue Officer/AM (CS).
- 3.12 Sign register with date.
- 3.13 Report any discrepancies to Revenue Officer/AM (CS) as they arise.
- 3.14 On ceasing to be Incharge of section, arrange for records to be checked and taken over by successor or by the Revenue Officer/AM (CS). Obtain his signature in discharge of your responsibilities.
- 3.15 Arrange register of records to show the responsibilities of each subordinate and obtain their signatures indicating that they are aware of their individual responsibilities.



REVENUE/CS OFFICE

Procedure Office Designation	Custody of Records Revenue/CS Office Divisional Accounts Officer	Code CP-20	Page 7 of 7
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Reference Instructions

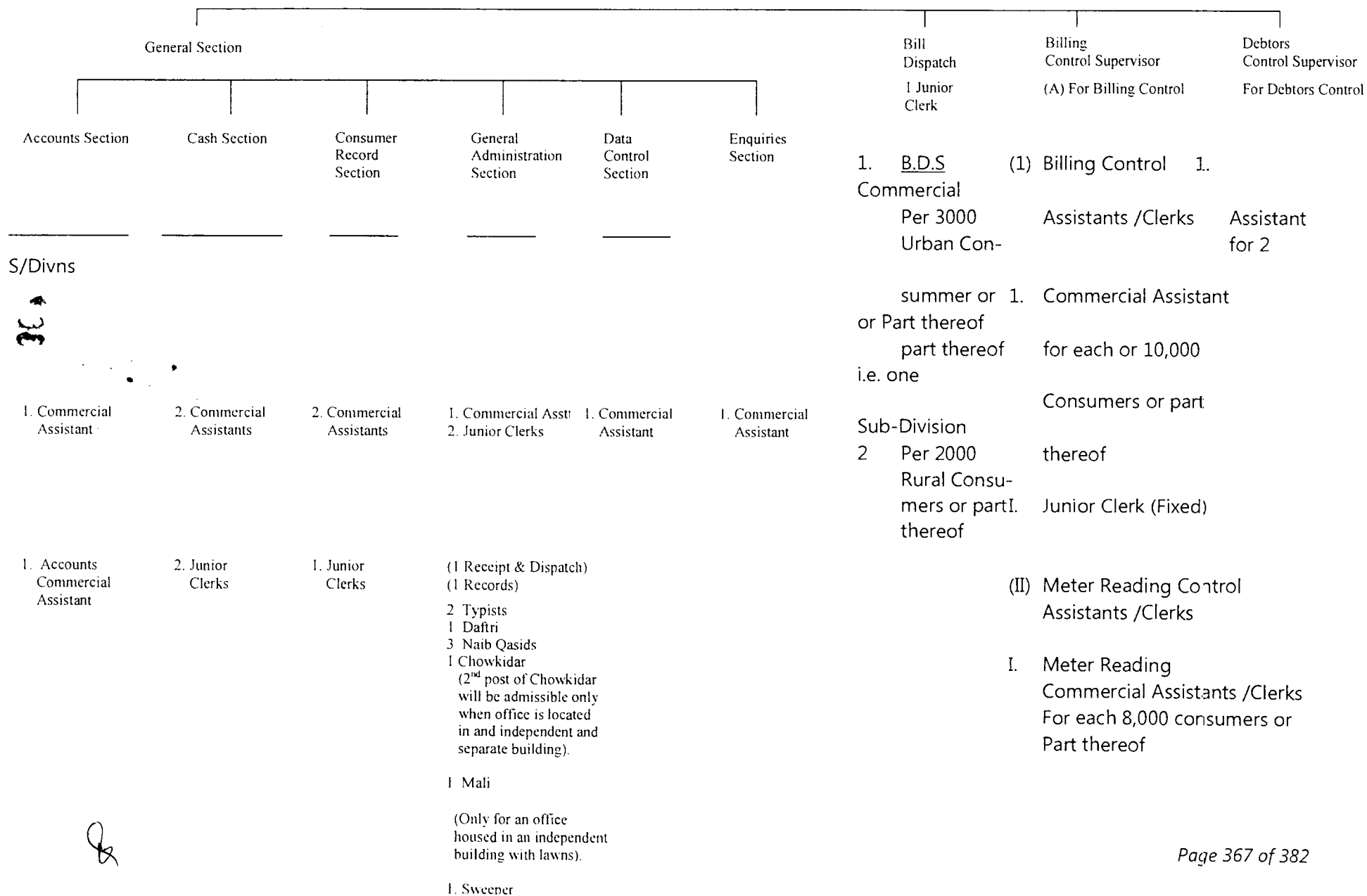
- 3.16 Prepare register of records showing all records to be retained in safe custody as defined by Revenue Officer/AM (CS).
- 3.17 Sign register with date.
- 3.18 Report any discrepancies to Revenue Officer/AM (CS) as they arise.
- 3.19 On ceasing to be Incharge of section, arrange for records to be checked and taken over by successor or by the Revenue Officer/AM (CS). Obtain his signature in discharge of your responsibilities.
- 3.20 Arrange register of records to show the responsibilities of each subordinate and obtain their signatures indicating that they are aware of their individual responsibilities.

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REVENUE/CS OFFICES ORGANIZATION CHART HAVING 40,000 CONSUMERS (COMPUTERIZED BILLING)

Revenue Officer/AM (CS)



This post is specifically for
Implementation of new Accounting
Manual

Consumers

Divisions

EXAMPLE

EXAMPLE

For-40,000 Consumers

For 40,000

5-Sub-

Commercial

Commercial Junior

Assistants Clerk

Assistants

9

1

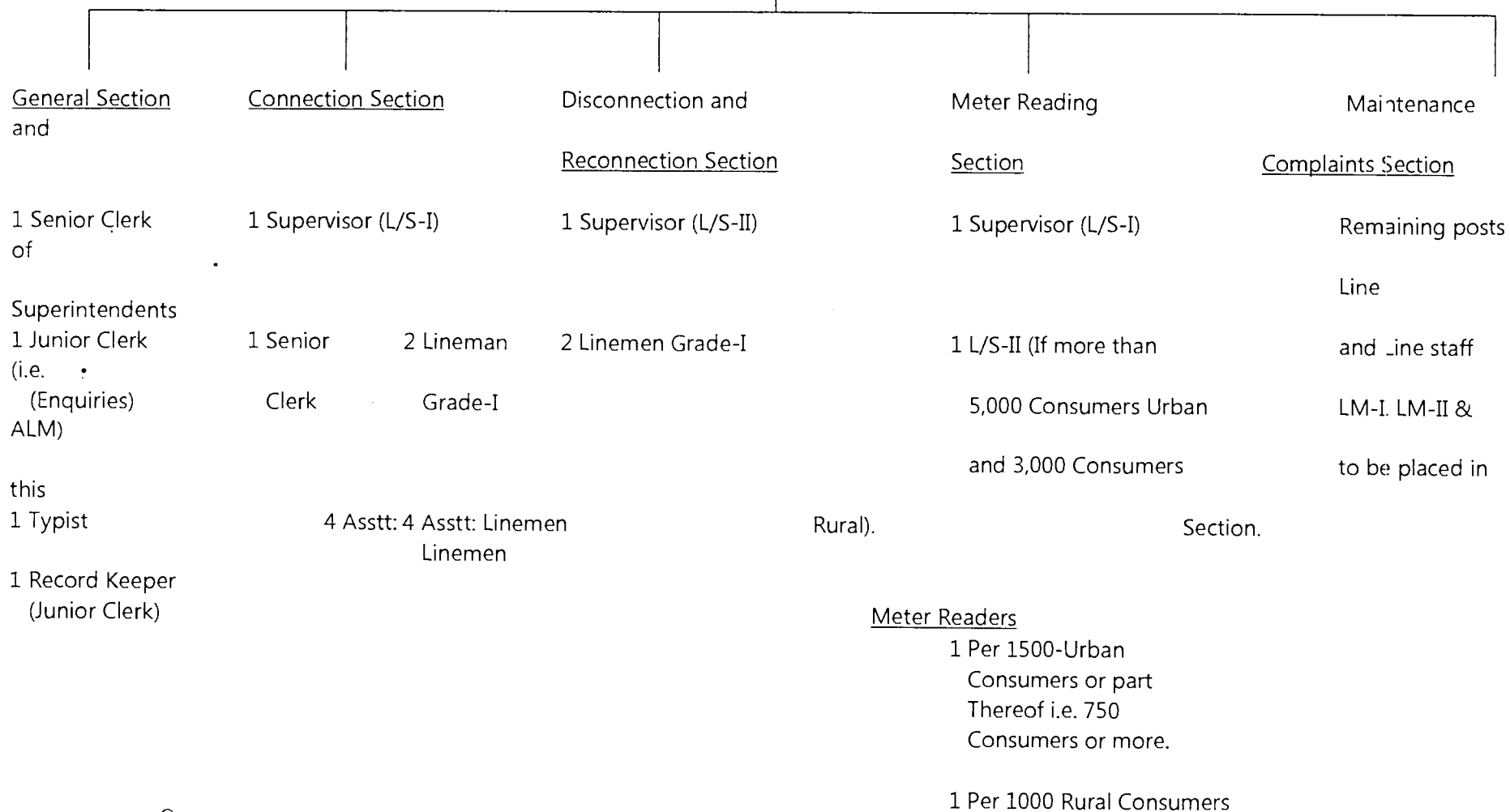
3

N.B :- Besides the above, one Commercial Assistant is also
admissible for dealing with Legal Matters

ORGANIZATION CHART OF OPERATION SUB-DIVISION

SUB-DIVISIONAL OFFICE

(Jr. Engineer)



or part thereof i.e. 500
Consumers or more.

Note : 1) A Sub-Division should deal with about 10,000
Urban Consumers or 6,000 Rural Consumers.

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**PROCEDURES FOR RE-ROUTIFICATION AND
RE-NUMBERING OF ACCOUNT NUMBERS**

1. The re-routification becomes necessary at the time of bifurcation of a Sub-Division or whenever necessary if felt by the Customer Services Director.

Re-routification and re-numbering is required to be carefully done so as to ensure that no connection already on the record or existing at site but not on record is lost sight of. The amended procedure is as follows:-

2. **SUB-DIVISION**

- 2.1 SDO/AM (O) will arrange preparation of base map for the area of the Sub-Division indicating the feeders, transformers, various streets and bazaars etc and also the location of Bank Branches collecting in Electricity Bills.

- 2.2 Meter Reading Section will

- Maintain Sub-Divisional Office re-routification and re-numbering Register CP Form-71 feeder-wise separately.
- Complete Columns 1 to 10 of CP Form-71.
- Attend Revenue/CS Office and in conjunction with Commercial Superintendent carry out Reconciliation of connections as per CP Form-71 with the consumers being billed by the Computer Centre. Prepare list in duplicate of variances and bring it to the notice of Revenue Officer/AM (CS) and SDO/AM (O).

- 2.3 SDO/AM (O) and Revenue Officer/AM (CS) shall jointly investigate the variances and ensure corrective action before starting re-routification and re-numbering by the Sub-Divisional staff.

- 2.4 SDO/AM (O) and Revenue Officer/AM (CS) will record the action taken against each item in the variances list and sign the same. One copy is retained by each of them as permanent office record for further reference as and when necessity arises.

- 2.5 Meter Reading Section Supervisor will arrange re-routification and re-numbering as per following procedure.

2.6 The consumer's reference number is as follows:-

--	Batch No.	2 Digits
--	Province	1 Digit
--	DISCO	1 Digit
--	Circle	1 Digit
--	Division	1 Digit
--	Sub-Division	1 Digit
--	Account Number	5 Digits
--	Supplementary Account Number	2 Digits
	Total	<u>14 Digits</u>

3. Custodian of feeder code list is General Manager (PE&S) WAPDA, Lahore. He will carry out revision including changes, additions and deletions in the lists in collaborations with the concerned Chief Executive Officer and notify to all concerned including General Manager (IS) WAPDA.
4. Tariff codes and account numbers will be allocated by Sub-Divisions.
5. Five digits are reserved for allotment of account numbers. The serial number on this account is from 00001 to 99999 for each Sub-Division, irrespective of whatever the feeder is
6. Supplementary Reference Number.

Two digits are reserved for such consumers who may get connection in between two consecutive Account Numbers already allotted. For example if there are two adjacent house bearing Account No. 04578 & 04579 and the first house is partitioned by two brothers and new connection is applied for in the same house (Partitioned) then the new account number shall be 04578/01. Similarly if any premises is left over during routification then the supplementary account number can be allotted in the above manner. This is to ensure that the consumer meter reading walk order has minimum disturbance when numbers of new connections between two connections already installed are inserted.

Re-routification and re-numbering should be carried out in easy walk order such that any person walking along a 11 kV feeder in a natural way, may be able to easily locate the account number. The distribution system has to be laid down or in case if it is already laid down it should be modified and re-aligned before re-routifications that no two 11 kV feeder or LT feeders from two transformers the same feeder or the separate feeders may come in the way of the other during the allotment of account number. To make it more clear, in walk order the consumer should be fed by the same feeder and same distribution transformer. This is necessary in order to account for line losses transformer wise and feeder-wise.

Note for SDO/AM (O):

SDO/AM (O) will personally watch the re-routification and re-numbering and plan the same in a methodical manner. The serial number order or consumers accounts should be on Sub-Divisional basis i.e. the Reference No. in each Sub-Division will start from 00001.

7. Re-routification and Re-numbering team members will carry CP Form-21 and CP Form-23 and the map of the area, visit the area allocated to each team member and prepare re-numbering lists on the following proforma in duplicate:-

S. No.	Application No. & Date	Name and Address	Load	Tariff	NEW		OLD		Remarks
					B. No.	A/C No.	B. No.	A/C No.	
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)

- 7.1 The team will daily report to the SDO/AM (O) through Meter Reading Supervisor all those connections running at site but not borne on Sub-Divisional Record-8.
- 7.2 SDO/AM (O) will investigate the cases at para-7.1, take action where necessary and return to Meter Reading Section Supervisor for entering in CP Form-71.

Note for SDO/AM (O):

SDO/AM (O) will personally ensure that hidden consumers connections have been accounted for in books of Sub-Division and Revenue/CS Office. He should also ensure that disciplinary action is taken where necessary.

- 7.3 On completion of re-routification and re-numbering of feeder, the Meter Reading Section Supervisor will arrange the completion of columns 11 to 13 of CP Form-71, ensuring that no existing account number has been missed.
- 7.4 When CP Form-71 in respect of all the feeders in a Sub-Division are completed, the Meter Reading Section Supervisor will submit the same to the SDO/AM (O) for his scrutiny.
- 7.5 SDO/AM (O) will scrutinize CP Form-71 carefully to ensure that all old account numbers in CP Form-71 are allotted new account numbers and sign the same in token of scrutiny.
- 7.6 Meter Reading Section Supervisor will collect back CP Form-71 from SDO/AM (O) and will arrange for preparation of the billing batch lists on the basis of new Account Nos. on the following proforma in duplicate.

Sr.	Application		Name and Address		Load (percentage)	Tariff
	No.	Dated	Name	Address		
(1)	(2)	(3)	(4)	(5)	(6)	(7)

Old Account		New Account		Remarks
Batch No.	Account No.	Batch No.	Account No.	
(8)	(9)	(10)	(11)	(12)

- 7.7 Meter Reading Section Supervisor will check these lists, append his signature in token of correctness, obtain signature of the SDO/AM (O) and will send top copy to the Revenue Officer/AM (CS).
- 7.8 Meter Reading Section Supervisor will get 2nd copy of all billing batch lists bound, enter in CP Form-65 and keep the same as permanent record for reference. At the time to his transfer, he

must hand over CP Form-71 and billing batch lists to his successor after taking acknowledgement.

REVENUE/CS OFFICE

- 8.1 Revenue Officer/AM (CS) will receive billing batch lists on new Reference Nos. basis from each Sub-Division. He will arrange for incorporation of new Reference Nos. on Computer record. He will also arrange, at personal level, allotment of new Reference No. against missing account numbers in conjunction with SDO/AM (O) and incorporation in the appropriate record before the start of billing cycle on the basis of new account number.
- 8.2 After proper completion of in-incorporation of New Reference Nos. Computer record and issuance of bills of 1st Billing Cycle on the basis of new Reference No. Batches. Revenue Officer/AM (CS) will arrange binding of the Re-routification and Re-numbering lists Sub-Division-wise and pass on the same to Commercial Assistant Consumers Records for preservation as permanent record.

9. GENERAL

- 9.1 Re-routification and re-numbering will be carried out in each Sub-Division at the time of bifurcation or whenever necessity is felt by Consumer Services Director he will prepare Re-routification programme in conjunction with Circle DCM and XEN and communicate the same to the concerned field formation for immediate implementation.

NOTE FOR SUB-DIVISIONAL OFFICER AND REVENUE OFFICER/AM (CS):

The SDO/AM (O) and Revenue Officer/AM (CS) will ensure that complete Reference Number i.e. Application Year/Application No./Sub-Division/Feeder/Tariff/Reference No./Supplementary Reference No. are invariably entered on Meter Reading Records (CP Form-11 and 12), and other relevant record.

NOTE FOR COMPUTER CENTRE:

Computer Center will make necessary provision in Computer Programmes for printing Consumers Reference No. and Application Year on Electricity Bills (CP Form-83 and 84) along with the existing Reference No.



PAKISTAN WATER AND POWER DEVELOPMENT AUTHORITY

Office of the
General Manager (Customer Services)
WAPDA House, Lahore

No. 143-333 /GMCS /DGC /D(C.A/C) /B-99

Dated 30/10/1995

All Chairmen,
Area Electricity Boards of WAPDA

Subject: **PRESERVATION/DESTRUCTION OF OFFICIAL RECORDS IN REVENUE/SUB-DIVISIONAL OFFICES**

Ref: This office circular letter No. 9167-75(GMD/D(R&CP)/56795 dated 08-11-1984.

2. With the evolution of Commercial Procedures during the last about a decade or so the instructions issued vide this office circular letter referred to above have lost their relevance to a great extent. As such necessity was being felt to review the minimum period laid down in the past for the preservation of record in the Revenue/CS Offices to keep pace with the changing times.
3. A statement showing the revised minimum period prescribed for preservation of record in the WAPDA Revenue/CS Offices is enclosed for reference, guidance and compliance. A Deputy Commercial Manager will be competent to approve destruction of the old record in respect of the Revenue/CS Offices under him in accordance with the period laid down in the statement referred to above. However, a list of the destroyed record will be maintained which would be an auditable document.
4. The old record lying in Revenue/CS Offices may be scrutinized and destroyed accordingly. In future the old record which has outlived the period of its prescribed preservation should be destroyed each year preferable in the month of December.

(Abdul Hakeem Kundi)
General Manager (Customer Services)
WAPDA House, Lahore.

CC:

1. The Managing Director (C.S) WAPDA House, Lahore.
2. The General Manager (Operation) WAPDA House, Lahore.
3. All Directors (Commercial) of AEBs of WAPDA.
4. All Dy. Commercial Managers of WAPDA.
5. All Revenue/CS Officers /Customer Services Officers of WAPDA.

**STATEMENT SHOWING THE MINIMUM PERIOD FOR WHICH OFFICIAL RECORDS IN
SUB-DIVISIONAL OFFICE AND REVENUE/CS OFFICE SHOULD BE PRESERVED**

Sr. No.	Form No.	Description	Minimum Period for Preservation
1	CP-01	Application Form Register	One year after completion of Register and internal/ external audit whichever is later.
2	CP-03	Application Form	Three years after permanent disconnection i.e. removal of completed equipments and recovery of total dues provided to dispute is pending on any account. Where connection is not installed after receipt of Service Connection Cost /Security Deposit and Test Report and refund is claimed, such Consumer Files containing documents at Sr. Nos. 4, 5, 6, 7 & 8 may be prescribed for one year after cancellation of application and refund of deposits and after audit is conducted by internal and external audit.
3	CP-05	Sub-Divisional Office Service Connection Register	Permanent record
4	CP-09	Service Estimate and Justification Form	Same as per serial No. 2
5	CP-13	Demand Notice for Service Cost Estimate	-do-
6	CP-14	Demand Notice for Security Deposits	-do-
7	CP-15	Wiring Contractor's Test Report	-do-
8	CP-16	Service Connection Order	-do-
9	CP-18	Consumer Meter Reading Card below 20 kW	As per procedures the Consumer Meter Reading Card remains in consumer's custody. On completion new card is issued but old card is not collected back. Hence no preservation period is necessary.
10	CP-19	Consumer Meter Reading Card (above 20 kW)	Same as per serial No. 9
11	CP-20	Electrical Measurement Book	10 years. The period 10 years counts from the date of last entry.

Sr. No.	Form No.	Description	Minimum Period for Preservation
12	CP-21	Meter Reading Record General Consumes	10 years provided on dispute is pending. The period of 10 years counts from the date of last entry.
13	CP-23	Meter Reading Record Maximum Demand	-do-
14	CP-25	Connection, Disconnection and Total Consumers Statistics	05 Years
15	CP-26	List of Connections installed during the month	03 Years
16	CP-27	Temporary Disconnection Order	Disconnection Orders after affection or payments made are placed in the Consumer's Files maintained in Sub-Division/Revenue/CS Offices. So its preservation period may be same as of Consumer Files discussed against Sr. Nos. 2 & 4 to 8.
17	CP-29	Disconnection Order (To Remove Equipment)	-do-
18	CP-30	Sub-Division Office Disconnection Order Register	Three Years. The period of three years will count from to date of last entry provided the same is not required as evident in any court of law.
19	CP-31	Register of Permanently Disconnected Defaulters	Permanent Record
20	CP-32	Application for Reconnection and Reconnection Order	Same as per Sr. No. 2.
21	CP-33	Sub-Divisional Office Reconnection Application Register	Same as per serial No. 17.
22	CP-34	Sub-Divisional Office Meter Reading Programme Register	-do-
23	T-4	Material Return Note	5 Years provide the same is not required as evidence in any court of law.
24	CP-35	Meter Reading Forwarding Lists other than MDI Consumers	10 years
25	CP-36	Line Losses Analysis	5 Years
26	CP-42	Meter Change Order	As against Sr. No. 2

Sr. No.	Form No.	Description	Minimum Period for Preservation
27	CP-43	Revenue/CS Office Application Register	Permanent Record.
28	CP-44	Bank Scrolls	-do-
29	CP-45	Security Deposit Register	Permanent Record.
30	CP-46	Consumer Card	-do-
31	CP-47	Meter Reading Forwarding List of Maximum Demand Consumer.	-do-
32	CP-49	Return of Consumers Billing and Collection.	-do-
33	CP-50	Bank Query Letter	One year after clearance and remittance of disputed amount provided the audit for the period involved has been conducted.
34	CP-51	Revenue/CS Office Debtor Control A/C	Five years.
35	CP-52	Bank A/c Reconciliation	Permanent Record.
36	CP-55	Remittance Summary	-do-
37	CP-56	Billing Cash Book by Bank Branch (Demand Notices)	-do-
38	CP-57	Bill Adjustment Note	As against Sr. No. 2
39	CP-58	Rise and Fall Register	Three years after completion.
40	CP-60	Defaulter List	One year after receipt of payments.
41	CP-62	Electricity Inquiry Register	Two years. The period of 2 years counts from the date of last entry.
42	CP-63	Electricity Bill Inquiry	Same as per serial No. 2
43	CP-64	Register of Record	Permanent Record
44	CP-65	Change of Tariff Notification	As against Sr. No. 2
45	CP-66	Consumes Bill Dispatch Book	Three years. The period of 3 years counts from the date of last entry.

Sr. No.	Form No.	Description	Minimum Period for Preservation
46	CP-67	Sub-Divisional Office Demand Notice Register	-do-
47	CP-69	Cheque or Bank Draft Receipt Book	5 years. Period of 5 years counts from the date of last entry.
48	CP-70	Crossed Cheques or Bank Draft Register	-do-
49	CP-71	Sub-Divisional Office Re-routification and Re-numbering Register	5 Years
50	CP-72	Revenue/CS Offices Reconnection Order Register	Three years. The period of 3 years counts from the date of last entry.
51	CP-73	Revenue/CS Office Bill Adjustment Register	10 years. The period of 10 years counts from the date of last entry.
52	CP-78	Forwarding Memo	As long as the concerned record is retained.
53	CP-79	Revenue/CS Office Meter Reading List Register	One year. Period of one year counts from the date of last entry.
54	CP-80	Data Batch Register	Three years. Period of 03 years counts from the date of last entry.
55	CP-81	Billing Control Register	-do-
56	CP-82	Advice to SDO of Errors in Meter Reading List	10 Years
57	CP-83	Counter Foil of Consumer Bill other than MDI	Counter Foils are retained for six months only except for those which have been subject of dispute or enquiry
58	CP-84	Counter Foil of Consumer Bill MDI	-do-
59	CP-85	Billing Exception List	10 Years
60	CP-88	Assessment List	-do-
61	CP-89	Ledger Posting	-do-
62	CP-91	Heavy or Credit Balance List	-do-



Sr. No.	Form No.	Description	Minimum Period for Preservation
63	CP-92	List of Estimated Reading	-do-
64	CP-94	Employees Free Electricity Assessment Summary	Permanent Record.
65	CP-95	Employee Free Electricity Summary of Allowance by Batches	-do-
66	CP-96	Employee Updating Form	Three years after affection in Computer Record or after Audit whichever is later.
67	CP-97	List of Units Billed by Feeders within Sub-Divisions	05 Years
68	CP-98	Billing Summary	Permanent Record
69	CP-99	Consumers Security Deposit List	-do-
70	CP-100	Debtors Control Register	Three years. The period of three years counts from the date of last entry.
71	CP-101	Forwarding Memos Bank Scrolls	Permanent Record
72	CP-102	Daily Cash List	-do-
73	CP-104	Weekly Collection Cash Book by Bank Branches	-do-
74	CP-105	Weekly Schedule of Remittance by Branch Banks (Computer Input)	-do-
75	CP-107	Monthly Schedule of Weekly Bank Remittances by Bank Branches	-do-
76	CP-109	Divisional Collection Cash Book	-do-
77	CP-110	List of Surcharges Levied in Error	10 Years
78	CP-111	Weekly Cash Posted Summary	Permanent Record
79	CP-112	Un-identified Cash List	-do-
80	CP-113	Divisional Cash Analysis Summary	-do-
81	CP-114	Monthly Surcharge Summary	-do-

Sr. No.	Form No.	Description	Minimum Period for Preservation
82	CP-115	Batch Debtors Ledger	10 Years after audit
83	CP-116	List of General Adjustments Processed	-do-
84	CP-118	List of Disconnection Order	10 Years after audit
85	CP-120	List of Outstanding Disconnection Orders	-do-
86	CP-122	Security Deposits Adjusted against Debtors	Permanent Record
87	CP-123	Energy Debtors Arrears Analysis	03 Years
88	CP-124	Consumer Batch Control Book	02 years. The period of two years counts from the date of last entry.
89	CP-125	Daily Cash Exceptions List along with Counter Foil	02 years. Provided any investigation is not pending in respect of any item in CP Form-125.
90	CP-126	Weekly List of Cash Received on behalf of other Divisions.	Permanent Record
91	CP-127	Weekly List of Cash Postings made by other Divisions	-do-
92	CP-128	Monthly Summary of CP Form-126	-do-
93	CP-129	Debtors Ledger Adjustment Journal	-do-
94	CP-130	Inter Divisional Journal Adjustment	-do-
95	CP-131	Inter Divisional Un-identified Cash Adjustments	-do-
96	CP-132	Inter Office Transaction processed (Output Daily)	-do-
97	CP-133	Inter Office Transaction (CP-133) Processed (Output Monthly)	Inter Office Transaction



Sr. No.	Form No.	Description	Minimum Period for Preservation
98	CP-134	Basic Data Form-I, New Connections (General)	One year after audit.
99	CP-135	Basic Data Form-11 New Connection (General)	-do-
100	CP-136	Change Notification	Same as per serial No. 2
101	CP-137	Basic Data Form-I, New Connection MDI	Permanent Record
102	CP-138	Basic Data Form-II, New Connection MDI	-do-
103	CP-139	List of Debts Written Off Processed	-do-
104		Consumers Master File Proof list	03 Years
105		Diary Register	05 years. The period of 05 years counts from the date of last entry.
106		Dispatch Register	-do-
107		Cases of Litigation/Dispute	Separate file for each litigation case is maintained and as such after implementation of Court decision, the file should be tagged with Consumer File and be preserved for the period, the Consumer File is prescribed to be retained.

Page _____
Month _____

REGISTER OF APPLICATION AND POWER SUPPLY CONTRACT (PSC) FORM

Previous Balance		Received During the Month			Issued During the Month				Progressive Balance	
Application	PSC	Date	Application	PSC	Date	Name and Address of Applicant	Application	PSC	Application (1+4-8)	PSC (2+5-9)
1	2	3	4	5	6	7	8	9	10	11

001

CP Form-01 of 144

Month

100

4

MOVEMENT SHEET OF APPLICATION

Movement Sheet of Application No.
for New Connection of Mr./Ms.

1.	Date of Receipt of Application by Senior Clerk	_____	Sig. of Sr. Clerk	_____
2.	Date of entry in Service Connection Register and directing detachable receipt to the applicant, by Senior Clerk	_____	Sig. of Sr. Clerk	_____
3.	Date on which file containing application sent to Connection Section Supervisor (LS for examination of feasibility whether connection can be given or not	_____	Sig. of Sr. Clerk	_____
4.	Date of preparation of estimate in respect of accepted application by LS	_____	Sig. of LS	_____
5.	Date of approval of estimate, after necessary checking by the concerned staff, by the Competent Authority	_____		_____
	AM (O)/SDO on	_____	Sig. of AM (O)/SDO	_____
	DM (O)/XEN on	_____	Sig. of DM (O)/XEN	_____
	Manager (O)/SE on	_____	Sig. of M (O)/SE	_____
	CEO on	_____	Sig. of CEO	_____
6.	Date of receipt of sanctioned estimate by LS	_____	Sig. of LS	_____
7.	Date of preparation and obtaining signature of AM (O)/SDO on Demand Notices by LS	_____	Sig. of LS	_____
8.	Date of Despatch of Demand Notices to customer by Senior Clerk	_____	Sig. of Sr. Clerk	_____
9.	Date of receipt of Wiring Contractor's Test Report by Senior Clerk	_____	Sig. of Sr. Clerk	_____
10.	Date of receipt of Wiring Contractor's Test Report by LS	_____	Sig. of LS	_____
11.	Date of return of verified Test Report by LS to Senior Clerk	_____	Sig. of Sr. Clerk	_____
12.	Date of preparation of Service Connection Order by Senior Clerk	_____	Sig. of Sr. Clerk	_____
13.	Date of handling over Service Connection Order to LS for checking and obtaining signature of SDO/AM (O)	_____	Sig. of Sr. Clerk	_____
14.	Date of preparation of Store Requisition by LS	_____	Sig. of LS	_____
15.	Date of approval of Store Requisition by:	_____		_____
	AM (O)/SDO on	_____	Sig. of AM (O)/SDO	_____
	DM (O)/XEN on	_____	Sig. of DM (O)/XEN	_____
16.	Date of collection of Material	_____	Sig. of LS	_____
17.	Date of installation of Connection	_____	Sig. of LS	_____
18.	Date of recording of measurement of installed material in EMB by LS	_____	Sig. of LS	_____
19.	Date of preparation of Kalamazoo Card (CP-21) and handing over to Meter Reading Section through AM (O)/SDO	_____	Sig. of Sr. Clerk	_____
20.	Date of Despatch of SCO to Revenue/CS Office	_____	Sig. of AM (O)/SDO	_____

Note: This Movement Sheet is to be placed in each file to be opened for New Connection and Columns are to be completed at every step by the functionaries concerned.

درخواست و معاہدہ برائے حصول بجلی

قسم کنکشن گھریلو ☐ تجارتی ☐ صنعتی ☐ زرعی ٹیوب ویل وغیرہ ☐

(الف) نام درخواست دہندہ _____ (ب) والد/شوہر کا نام _____

(ج) قومی شناختی کارڈ نمبر _____

(د) مکمل پتہ _____

(ه) پتہ جہاں بجلی درکار ہے _____

(و) مالک / کرایہ دار _____ (مصدقہ ملکیت کا ثبوت و مالک کی طرف سے اجازت نامہ ساتھ لگائیں)

(ز) تفصیلات برقی تنصیبات:

نمبر شمار	برقی تنصیبات	تعداد	نمبر شمار	برقی تنصیبات	تعداد	نمبر شمار	برقی تنصیبات	تعداد
(۱)	بتیاں		(۴)	ہیٹر		(۷)	لائٹ پلگ	
(۲)	پنکھے		(۵)	واشنگ مشین		(۸)	پاور پلگ	
(۳)	ایئر کنڈیشنر		(۶)	ریفریجریٹر		(۹)	موٹریں	

(گ) کل لوڈ _____ کلو واٹ

درخواست ہذا کے ساتھ مندرجہ ذیل دستاویز منسلک ہیں۔

دستخط درخواست دہندہ _____ دستخط گواہ _____

پتہ _____

شناختی کارڈ نمبر _____

رسید برائے وصولی درخواست _____

نام درخواست دہندہ _____
رجسٹریشن نمبر _____ تاریخ رجسٹریشن _____
دستخط درخواست وصول کنندہ _____ مہربان ڈویژن _____

برائے کاروائی بجلی کمپنی

رجسٹریشن نمبر _____ تاریخ رجسٹریشن _____
سروس کنکشن رجسٹر کا سلسلہ نمبر _____ ٹیرف گروپ _____ ترجیحی نمبر _____

درخواست بمعہ متعلقہ کاغذات کی پڑتال کی گئی

☐ درست ہونے کی بناء پر منظور کی گئی ☐ درست نہ ہونے کی بناء پر واپس کی جاتی ہے درستگی کے بعد واپس کاروائی کے لئے جمع کروائی جائے۔

دستخط ایس ڈی او، اے ایم (او) یا مجاز نمائندہ

برائے تکمیل کنکشن سیکشن سپروائزر

ٹرانسفارمر موجود ہے یا نہیں ☐ نئے ٹرانسفارمر کی ضرورت ہے یا نہیں ☐ نئے گرڈ سٹیشن کی ضرورت ہے یا نہیں ☐
تاریخ _____ دستخط سیکشن سپروائزر _____

برائے تکمیل ڈسکنکشن سپروائزر

میں تصدیق کرتا ہوں کہ اس جگہ جہاں نیا کنکشن لگانا مقصود ہے پر کوئی سابقہ رقم واجب الادا نہیں ہے۔
تاریخ _____ دستخط ڈسکنکشن سیکشن سپروائزر _____

برائے تکمیل کنکشن سپروائزر

میں نے درخواست میں درج شدہ تمام کوائف کی پڑتال کی ہے۔ لہذا کنکشن بجلی دے دیا جائے / مندرجہ ذیل وجوہات کی بناء پر کنکشن نہ دیا جائے۔

- ۱- _____
- ۲- _____
- ۳- _____

تاریخ _____ دستخط کنکشن سیکشن سپروائزر _____

برائے تکمیل ایس ڈی او، اے ایم (او) یا دیگر مجاز اتھارٹی

درخواست اور اس میں درج شدہ تمام کوائف کی پڑتال کے بعد میں مطمئن ہوں کہ درخواست دہندہ کو ڈیمانڈ نوٹ جاری کر دیا جائے۔
تاریخ _____ دستخط ایس ڈی او، اے ایم (او) یا دیگر مجاز اتھارٹی _____

POWER SUPPLY CONTRACT**CONTRACT FOR CONSUMER CONNECTION AND SUPPLY OF ELECTRIC POWER**

This Contract for Consumer Connection and Supply of Electric Power ("Power Supply Contract") is entered into between Mr./Ms./Mrs./ or M/s _____ ("Consumer") and DISCO _____ on the _____ day of _____, at _____.

Whereas the consumer had applied vide Application Form dated _____ for a load of _____ to DISCO.

Whereas the DISCO had issued a Demand Note No. _____ dated _____ in the favour of consumer in the amount of Rs. _____ which was duly deposited by the consumer on _____ vide receipt No. _____.

Whereas the consumer has in line with the provisions of Consumer Eligibility Criteria, 2003 deposited the charges, complied with the safety requirements and its electrical installations checked and verified by a certified Electrical Engineer registered with the Pakistan Engineering Council, Islamabad.

Whereas the DISCO has also verified the electrical installation at the consumer's premises and ensured its soundness for the purpose of its connection to its distribution system.

Now therefore, the parties to this contract hereby agree as follows:

1. The DISCO shall provide the distribution services to the consumer in accordance with the terms and conditions approved by its licensing authority i.e., the National Electric Power Regulatory Authority ("NEPRA").
2. The Consumer Service Manual which can be obtained from the DISCO providing for the rights and duties of both the DISCO and a consumer shall be binding on both the parties and shall be referred to by the parties to deal with different aspects of services to be rendered by the DISCO.

In witness whereof, the parties hereto execute this Contract of Power Supply on this day of _____.

DISCO: _____

Consumer: _____

Witnesses:

1. _____

2. _____



Tariff

										1	Application Serial No.				
										2	Priority Number				
										3	Date				
										4	Whether New, Extension, Reduction or Change of Name				
										5	Sub-Station Concerned				
										6	Name				
										7	Address				
										8	Connected Load --- Applied for --- kW				
										9	State of Credit				
										10	Date of Issue				
										11	Date Sanctioned				
										12	Number				
										13	Cost Estimate				
										14	Existing Meter Nos.				
										15	Demand Notice No.				
										16	Demand Notice Date				
										17	Lump sum Cost of Service				
										18	Tariff				
										19	Security Deposit				

PARTICULARS			WIRING CONTRACTOR'S REPORT		TEST REPORT			SERVICE CONNECTION ORDER PARTICULARS								INITIALS		Notes and Remarks																																								
20	Last Date of Payment		21	Date Paid		22	Amount Paid		23	Date Received		24	Result		25	Date Issued to Line Superintendent			26	Date Received from Line Superintendent		27	Result		28	Number		29	Date		30	Date SCO Authorized		31	Load Connected		32	Date of Connection		33	Meter Numbers		34	Reference Number		35	Date Kalamazoo Prepared and Sent to Meter Reading Sections Supervisor		36	Date SCO Sent to Revenue Officer		37	Connection Section Supervisor		38	SDO		39

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Name of Sub-Division

Priority No.	Date of Payment		Application Registration		Remarks
	Service Connection Cost	Security Deposit	No.	Date	
1	2	3	4	5	6

000

DETAIL OF CAPITAL CONTRIBUTIONS PAID BY CONSUMERS DURING THE MONTH

Sub-Division _____ Month End _____

S. No.	Name of Consumer	Demand Notice No.	Date of Demand Notice	Reference No.	S.No. of Demand Notice	Amount of Capital	Bank Payment Date	General	Industrial	Agricultural	Others

Endorsement No. _____

Date _____

CC:
Deputy Manager (O)/XEN

Date _____

Signed _____

AM (O)/SDO



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LIST OF CANCELLED DEMAND NOTICES

Sub-Division _____

Application Registration		Demand Notice			Reason(s) for Cancellation of Demand Notices
Sr. No.	No.	Date	No.	Date	
1	2	3	4	5	6

(Referred to in Para-3, 4.2, 4.3 etc of CP Code-02,
Connection Section of New Connection etc.)

CP Form-09 of 144

SERVICE ESTIMATE AND JUSTIFICATION FORM

Office _____

Date _____

PART - A GENERAL INFORMATION

Job No.	Budget	Application No.	Reference No.
Name _____			
Address _____			
Description of Premises _____		Area/Number of Rooms _____	
Existing Meter Nos. (if any) 1 _____	2 _____	3 _____	

PART - A1 Description of Existing Mains and Phase

Feeder	Transformer Sub-	Three Phase	Single Phase
No./Name	Station No.	Main Pole No.	

PART - A2 CONNECTED LOAD AT THE ABOVE INSTALLATION IN kW

Lamps	Fans, Refrigerators, Heaters etc.	Air Conditioners	Motors	Other Power Points	Total	Remarks
-------	--------------------------------------	---------------------	--------	-----------------------	-------	---------

PART - A3

Estimated Power Required	_____	kW
Maximum Power Required	_____	kW
Average Power Required	_____	kW
Working Periods - Average hours per day	_____	Total hours
Working Periods - Average days per month	_____	per year
Estimated Maximum Demand	_____	kW
Average Maximum Demand Expected	_____	kW
Estimated Units Consumed (Average per month)	_____	kW

PART - A4

Tariff Applicable _____

LOAD FEASIBILITY PROFORMA

(To be completed for all Industrial and Tubewell Connections and General Connections when Required by the Competent Authority)

Grid Station _____ Capacity _____ Maximum Demand _____

	11 kV Feeder		LT Feeder		Distribution Sub-Station	
Name						
Capacity of Line						
Maximum Demand Record						
CT Ratio	Min.	Max.	Min.	Max.	Min.	Max.
Voltage at						
----- emanating point						
----- tail end						
----- tee-off point						

Can load required be provided from existing system..... Yes/No

If No, are there plans for augmentation included with this application..... Yes/No

If No, give details of any other plans.

Special Note:-

Name: _____

Designation: _____

Signature: _____

SERVICE COST ESTIMATE

Item No.	Materials Required	Quantity	Rate (Rs.)	Cost (Rs.)
Total estimated cost of materials C/F				

COST SUMMARY

EXPENDITURE	SERVICE	METER	MAINS
(A) MATERIALS			
(B) INSTALLATION CHARGES			
(C) CONTRACT CHARGES.....% OF (A)			
OTHER CHARGES (IF ANY)			
TOTAL COST ESTIMATE			

ESTIMATE PREPARED BY.....

COUNTERSIGNED BY.....

Name, Designation _____

and Signature: _____

SUB-DIVISIONAL OFFICER/AM (O)



JUSTIFICATION AND AUTHORIZATIONS

From

Date

Authorization Level	AM (O)/SDO upto 1S kW	DM (O)/XEN +1S to 70 kW	Manager (O)/SE +70 to 500 kW	CEO +500 kW to S MW	BOD Over S MW
---------------------	--------------------------	----------------------------	---------------------------------	------------------------	------------------

1. Connected Load	kW	kW	kW	kW	kW
-------------------	-------------------------	-------------------------	-------------------------	-------------------------	-------------------------

2. Name

Address of Supply

Application No. Feeder Name/No. Reference No.

3. Mains (if special for consumer) (a) Length (b) Voltage (c) Estimated Cost Rs.

4. Service (a) Length (b) Voltage (c) Phase (d) Estimated Cost Rs.

5. Existing Sub-Station (a) No. (b) Feeder Name/No.

6. Special Sub-Station - Estimated Cost Rs.

7. Supply New Extension

8. Probable Units Consumption per Month kWh

9. Tariff Applicable (a) Average rate per unit (b)

10. Probable Revenue per Month [8x9(b)].....

11. Security Deposit Demand Notice No.

12. Recommendation of SDO/AM (Operation)

Signature

Acceptance subject
to Condition

Non-Acceptance
for following Reason

13. Authorization

SDO/AM (O)	XEN/DM (O)	SE/Manager (O)
Accepted/Not Accepted	Accepted/Not Accepted	Accepted/Not Accepted

CEO	BOD
Accepted/Not Accepted	Accepted/Not Accepted



ذیمائے نوٹس کا سلسلہ وار نمبر	درخواست رجسٹریشن نمبر	تاریخ
ذیمائے نوٹس کی تاریخ اجراء	قسم درخواست (نیا کنکشن، بحالی کنکشن وغیرہ)	
درخواست حصول کنکشن کوالات شدہ اکاؤنٹ / حوالہ نمبر	قسم مطلوبہ سپلائی (گھریلو، تجارتی، صنعتی وغیرہ)	
(جس کے تحت رقم بینک میں یا ادارہ کے متعلقہ افسر کے پاس جمع کرانی ہیں)	قسم انڈسٹری یا فیکٹری	
ادارہ کے منظور شدہ بینک کا نام	مطلوبہ مجموعی لوڈ (کلو واٹ میں)	
ادارہ کے متعلقہ ریونیو افسر کے دفتر کا مکمل پتہ	مطلوبہ سپلائی وولٹیج	
	متعلقہ ٹیرف شیڈول / گروپ نمبر	

ذیمائے نوٹس

(اطلاع نامہ منظوری درخواست و طلبی اخراجات سروس کنکشن) پرت برائے درخواست دہندہ

محترمی / محترمہ _____ (درخواست دہندہ یا صارف کا نام اور مکمل پتہ)

آپ کو بذریعہ ذیمائے نوٹس بذالاعلاع دی جاتی ہے کہ آپ کی درخواست برائے حصول کنکشن بجلی جس کے کوائف اوپر درج کئے گئے ہیں افسر مجاز نے ادارہ کی مروجہ عام شرائط بجلی کے علاوہ مندرجہ ذیل شرائط پر منظور کر لی ہے۔

۱۔ آپ اس نوٹس کے اجراء کی تاریخ سے _____ دن / ماہ کے اندر اندر مندرجہ ذیل رقم ادارہ کے منظور شدہ بینک میں یا خود ادارہ کے متعلقہ افسر کے پاس جمع کروا کر ان کی ادائیگی سے متعلق رسید نمبر اور تاریخ سے میرے دفتر کو مطلع کریں۔

بقایا جات بوجہ عدم ادائیگی سابقہ بل بجلی وغیرہ بمطابق حوالہ / میٹر نمبر _____ روپے (یہ رقم ریونیو افسر سے آخری بل وصول کر کے بینک میں جمع کرانی ہے)۔

نوٹ:- اگر آپ گھریلو تجارتی (کمرشل) صنعتی تھوک سپلائی کے درخواست دہندہ یا صارف ہیں تو آپ اس سلسلہ میں ذیمائے نوٹس ہذا کی ذیلی پرت کو (جو آپ کے جواب کے لئے تھوک کی گئی ہے) پر کریں اور اس پر اپنے دستخط بعد تاریخ ثبت کر کے میرے دفتر کو واپس بھجوائیں۔

۲۔ آپ اس نوٹس کے اجراء کی تاریخ سے _____ دن / ماہ کے اندر اندر اپنی عمارت کی اندرونی وائرنگ کے پختہ اور معیاری ہونے اور اپنے آلہ جات برائے استعمال بجلی کی تنصیب مکمل ہوجانے کے ثبوت میں گورنمنٹ کے منظور شدہ وائرنگ کنٹریکٹر سے شٹ رپورٹ حاصل کر کے برائے مزید حکمانہ معائنہ اور شٹ میرے دفتر کو بھجوائیں اور رسید حاصل کریں (خالی شٹ رپورٹ سی پی فارم-15 لف ہے)۔

۳۔ ذیمائے نوٹس برائے ضمانت علیحدہ ارسال کیا گیا ہے کنکشن کی کاروائی دونوں ذیمائے نوٹس کی رقم علیحدہ علیحدہ داخل ہونے کے بعد شروع ہوگی۔ (جو غیر متعلقہ ہو تو کاٹ دیا جائے)

اگر ذیمائے نوٹس ہذا کے جواب میں مندرجہ بالا شرائط کی مقرر معیاد کے اندر تعمیل نہ کی تو آپ کی درخواست فارم برائے حصول بجلی کوالات شدہ نمبر کا لحاظ نہیں رکھا جائے گا۔ ذیمائے نوٹس ہذا (تاریخ اجراء سے _____ ماہ بعد) خود بخود غیر موثر تصور ہوگا

خیر اندیش سب ڈویژنل آفیسر / اسسٹنٹ منیجر (آپریشن) _____ سب ڈویژن

مہر و دستخط افسر بینک _____ لائن سپرنٹنڈنٹ انچارج _____ سب آفس

برائے استعمال بینک

(متعلقہ بینک اس پرت کو ذیمائے نوٹس سے علیحدہ کر کے اپنے بینک سکروال کے ساتھ متعلقہ دفتر مہتمم بجلی کو بھیجے گا)

۱۔ درخواست دہندہ یا صارف کا نام اور مکمل پتہ	اداشدہ رقم کی تفصیل
۲۔ درخواست رجسٹریشن نمبر _____ تاریخ _____	رقم _____ کیفیت _____
۳۔ ذیمائے نوٹس کا سلسلہ وار نمبر _____ تاریخ _____	۱۔ اخراجات سروس کنکشن
۴۔ درخواست کوالات شدہ اکاؤنٹ نمبر / حوالہ نمبر _____	۲۔ _____
۵۔ منظور شدہ بینک کا نام اور پتہ _____	۳۔ _____

دستخط سب ڈویژنل آفیسر، اسسٹنٹ منیجر (آپریشن) یا لائن سپرنٹنڈنٹ انچارج بمعہ تاریخ اور مہر دفتر _____ مہر و دستخط افسر بینک

برائے استعمال کمپیوٹرسٹر (کوائف ذیمائے نوٹس)

ذیمائے نوٹس کا نمبر _____	درخواست رجسٹریشن نمبر _____	درخواست فارم نمبر _____
ذیمائے نوٹس کی تاریخ اجراء _____	واجب الادا رقم _____	دستخط ایس ڈی او / اے ایم (او) بمعہ تاریخ و مہر دفتر _____

ذیمائڈ نوٹس کا سلسلہ وار نمبر	درخواست رجسٹریشن نمبر	تاریخ
ذیمائڈ نوٹس کی تاریخ اجراء	قسم درخواست (نیا کنکشن، بحالی کنکشن وغیرہ)	
درخواست حصول کنکشن کوالات شدہ اکاؤنٹ / حوالہ نمبر	قسم مطلوبہ سپلائی (گھریلو، تجارتی، صنعتی وغیرہ)	
(جس کے تحت رقوم بینک میں یا ادارہ کے متعلقہ افسر کے پاس جمع کرائی ہیں)	قسم انڈسٹری یا فیکٹری	
ادارہ کے منظور شدہ بینک کا نام	مطلوبہ مجموعی لوڈ (کلو واٹ میں)	
ادارہ کے متعلقہ ریونیو افسر کے دفتر کا مکمل پتہ	مطلوبہ سپلائی دوپلیٹ	
	متعلقہ ٹیرف شیڈول / گروپ نمبر	

ذیمائڈ نوٹس

(اطلاع نامہ منظوری درخواست و طلبی اخراجات سروس کنکشن) پرت برائے دفتر مہتمم بجلی

- محترمی / محترمہ _____ (درخواست دہندہ یا صارف کا نام اور مکمل پتہ)
- آپ کو بذریعہ ذیمائڈ نوٹس ہذا اطلاع دی جاتی ہے کہ آپ کی درخواست برائے حصول کنکشن بجلی جس کے کوائف اوپر درج کئے گئے ہیں افسر مجاز نے ادارہ کی مروجہ عام شرائط بجلی کے علاوہ مندرجہ ذیل شرائط پر منظور کر لی ہے۔
- ۱۔ آپ اس نوٹس کے اجراء کی تاریخ سے _____ دن / ماہ کے اندر اندر مندرجہ ذیل رقوم ادارہ کے منظور شدہ بینک میں یا خود ادارہ کے متعلقہ افسر کے پاس جمع کروا کر ان کی ادائیگی سے متعلق رسید نمبر اور تاریخ سے میرے دفتر کو مطلع کریں۔
- بقایا جات بوجہ عدم ادائیگی سابقہ بل بجلی وغیرہ بمطابق حوالہ / میٹر نمبر _____ روپے (یہ رقم ریونیو افسر سے آخری بل وصول کر کے بینک میں جمع کرائی ہے)۔
- نوٹ :- اگر آپ گھریلو تجارتی (کمرشل) صنعتی تھوک سپلائی کے درخواست دہندہ یا صارف ہیں تو آپ اس سلسلہ میں ذیمائڈ نوٹس ہذا کی ذیلی پرت کو (جو آپ کے جواب کے لئے مختص کی گئی ہے) پر کریں اور اس پر اپنے دستخط بمعہ تاریخ ثبت کر کے میرے دفتر کو واپس بھجوائیں۔
- ۲۔ آپ اس نوٹس کے اجراء کی تاریخ سے _____ دن / ماہ کے اندر اندر اپنی عمارت کی اندرونی وائرنگ کے پختہ اور معیاری ہونے اور اپنے آلات جات برائے استعمال بجلی کی تنصیب مکمل ہو جانے کے ثبوت میں گورنمنٹ کے منظور شدہ وائرنگ کنٹریکٹر سے شٹ رپورٹ حاصل کر کے برائے مزید حکمانہ معائنہ اور شٹ میرے دفتر کو بھجوائیں اور رسید حاصل کریں (خالی شٹ رپورٹ سی پی فارم-15 لف ہے)۔
- ۳۔ ذیمائڈ نوٹس برائے زرعمانت علیحدہ ارسال کیا گیا ہے کنکشن کی کارروائی دونوں ذیمائڈ نوٹس کی رقوم علیحدہ علیحدہ داخل ہونے کے بعد شروع ہوگی۔ (جو غیر متعلقہ ہو تو کاٹ دیا جائے)
- اگر ذیمائڈ نوٹس ہذا کے جواب میں مندرجہ بالا شرائط کی مقرر معیاد کے اندر تعمیل نہ کی تو آپ کی درخواست فارم برائے حصول بجلی کوالات شدہ نمبر کالیا نہیں رکھا جائے گا۔ ذیمائڈ نوٹس ہذا (تاریخ اجراء سے _____ ماہ بعد) خود بخود غیر موثر تصور ہوگا

خیر اندیش سب ڈویژنل آفیسر / اسسٹنٹ منیجر (آپریشن) _____ سب ڈویژن

مہر دستخط افسر بینک _____ لائن سپرنٹنڈنٹ انچارج _____ سب آفس

برائے استعمال و کارروائی دفتر مہتمم بجلی

۱۔	درخواست دہندہ یا صارف کا نام اور مکمل پتہ	اداشدہ رقوم کی تفصیل			
۲۔	درخواست رجسٹریشن نمبر	تاریخ	نمبر شمار	کیفیت	رقم
۳۔	ذیمائڈ نوٹس کا سلسلہ وار نمبر	تاریخ	۱	اخراجات سروس کنکشن	رسید نمبر
۴۔	درخواست کوالات شدہ اکاؤنٹ نمبر / حوالہ نمبر	۲			تاریخ ادائیگی
۵۔	منظور شدہ بینک کا نام اور پتہ	۳			

مہر دستخط اکاؤنٹ

دفتر مہتمم بجلی

ذیمائے نوٹس کا سلسلہ وار نمبر	درخواست رجسٹریشن نمبر	تاریخ
ذیمائے نوٹس کی تاریخ اجراء	قسم درخواست (نیا کنکشن، بحالی کنکشن وغیرہ)	
درخواست حصول کنکشن کوالات شدہ اکاؤنٹ / حوالہ نمبر	قسم مطلوبہ سپلائی (گھریلو، تجارتی، صنعتی وغیرہ)	
(جس کے تحت رقم بینک میں یا ادارہ کے متعلقہ افسر کے پاس جمع کرانی ہیں)	قسم انڈسٹری یا فیکٹری	
ادارہ کے منظور شدہ بینک کا نام	مطلوبہ مجموعی لوڈ (کلو واٹ میں)	
ادارہ کے متعلقہ ریونیو افسر کے دفتر کا مکمل پتہ	مطلوبہ سپلائی وولٹیج	
	متعلقہ ٹریف شیڈول / گروپ نمبر	

ذیمائے نوٹس

(اطلاع نامہ منظوری درخواست و طلبی اخراجات سرورس کنکشن) پرت برائے ریونیو افسر / اسسٹنٹ منیجر (کسٹمر سروسز)

- محترمی / محترمہ _____ (درخواست دہندہ یا صارف کا نام اور مکمل پتہ)
- آپ کو بذریعہ ذیمائے نوٹس ہذا اطلاع دی جاتی ہے کہ آپ کی درخواست برائے حصول کنکشن بجلی جس کے کوائف اور پروج کئے گئے ہیں افریحاجاز نے ادارہ کی مروجہ عام شرائط بجلی کے علاوہ مندرجہ ذیل شرائط پر منظور کر لی ہے۔
- ۱۔ آپ اس نوٹس کے اجراء کی تاریخ سے _____ دن / ماہ کے اندر اندر مندرجہ ذیل رقم ادارہ کے منظور شدہ بینک میں یا خود ادارہ کے متعلقہ افسر کے پاس جمع کروا کر ان کی ادائیگی سے متعلق رسید نمبر اور تاریخ سے میرے دفتر کو مطلع کریں۔
- بقایا جات بوجہ عدم ادائیگی سابقہ بل بجلی وغیرہ بمطابق حوالہ / میٹر نمبر _____ روپے (یہ رقم ریونیو افسر سے آخری بل وصول کر کے بینک میں جمع کرانی ہے)۔
- نوٹ: اگر آپ گھریلو، تجارتی (کمرشل) صنعتی تھوک سپلائی کے درخواست دہندہ یا صارف ہیں تو آپ اس سلسلہ میں ذیمائے نوٹس ہذا کی ذیلی پرت کو (جو آپ کے جواب کے لئے مختص کی گئی ہے) پر کریں اور اس پر اپنے دستخط بمعہ تاریخ ثبت کر کے میرے دفتر کو واپس بھجوائیں۔
- ۲۔ آپ اس نوٹس کے اجراء کی تاریخ سے _____ دن / ماہ کے اندر اندر اپنی عمارت کی اندرونی وائرنگ کے پختہ اور معیاری ہونے اور اپنے آلہ جات برائے استعمال بجلی کی تنصیب مکمل ہو جانے کے ثبوت میں گورنمنٹ کے منظور شدہ وائرنگ کنٹریکٹر سے لٹ رپورٹ حاصل کر کے برائے مزید حکمانہ معائنہ اور لٹ میرے دفتر کو بھجوائیں اور رسید حاصل کریں (خالی لٹ رپورٹ سی پی فارم-15 لف ہے)۔
- ۳۔ ذیمائے نوٹس برائے رضمانت علیحدہ ارسال کیا گیا ہے کنکشن کی کاروائی دونوں ذیمائے نوٹس کی رقم علیحدہ علیحدہ داخل ہونے کے بعد شروع ہوگی۔ (جو غیر متعلقہ ہو تو کاٹ دیا جائے)
- اگر ذیمائے نوٹس ہذا کے جواب میں مندرجہ بالا شرائط کی مقرر معیاد کے اندر تعمیل نہ کی تو آپ کی درخواست فارم برائے حصول بجلی کوالات شدہ نمبر کالجا نہیں رکھا جائے گا۔ ذیمائے نوٹس ہذا (تاریخ اجراء سے _____ ماہ بعد) خود بخود غیر موثر تصور ہوگا

خیر اندیش

سب ڈویژنل آفیسر / اسسٹنٹ منیجر (آپریشن) _____ سب ڈویژن
 لائن سپرنٹنڈنٹ انچارج / اسسٹنٹ منیجر (آپریشن) _____ سب آفس

مہر دستخط افسر بینک

درخواست رجسٹریشن نمبر	ڈیمانڈ نوٹس کا سلسلہ وار نمبر
تاریخ	ڈیمانڈ نوٹس کی تاریخ اجراء
قسم درخواست (نیا کنکشن، بحالی کنکشن وغیرہ)	درخواست حصول کنکشن کوالات شدہ اکاؤنٹ / حوالہ نمبر
قسم مطلوبہ سپلائی (گھریلو، تجارتی، صنعتی وغیرہ)	(جس کے تحت رقوم بینک میں یا ادارہ کے متعلقہ افسر کے پاس جمع کرانی ہیں)
قسم انڈسٹری یا فیکٹری	ادارہ کے منظور شدہ بینک کا نام
مطلوبہ مجموعی لوڈ (کلو واٹ میں)	ادارہ کے متعلقہ ریونیو افسر کے دفتر کا مکمل پتہ
مطلوبہ سپلائی وولٹیج	
متعلقہ ٹیرف شیڈول / گروپ نمبر	

ڈیمانڈ نوٹس

- (اطلاع نامہ منظوری درخواست و طلبی اخراجات سروس کنکشن) پرت برائے سب ڈویژنل آفیسر / اسسٹنٹ منیجر (آپریشن) یا لائن سپرنٹنڈنٹ انچارج محترم / محترمہ
- آپ کو بذریعہ ڈیمانڈ نوٹس ہذا اطلاع دی جاتی ہے کہ آپ کی درخواست برائے حصول کنکشن بجلی جس کے کوائف اوپر درج کئے گئے ہیں افسر مجاز نے ادارہ کی مروجہ عام شرائط بجلی کے علاوہ مندرجہ ذیل شرائط پر منظور کر لی ہے۔
- ۱۔ آپ اس نوٹس کے اجراء کی تاریخ سے _____ دن / ماہ کے اندر اندر مندرجہ ذیل رقوم ادارہ کے منظور شدہ بینک میں یا خود ادارہ کے متعلقہ افسر کے پاس جمع کروا کر ان کی ادائیگی سے متعلق رسید نمبر اور تاریخ سے میرے دفتر کو مطلع کریں۔
- بقایا جات بوجہ عدم ادائیگی سابقہ بل بجلی وغیرہ بمطابق حوالہ / میٹر نمبر _____ روپے (یہ رقم ریونیو افسر سے آخری بل وصول کر کے بینک میں جمع کرانی ہے)۔
- نوٹ: اگر آپ گھریلو / تجارتی (کمرشل) صنعتی تھوک سپلائی کے درخواست دہندہ یا صارف ہیں تو آپ اس سلسلہ میں ڈیمانڈ نوٹس ہذا کی ذیلی پرت کو (جو آپ کے جواب کے لئے مختص کی گئی ہے) پر کریں اور اس پر اپنے دستخط بمعہ تاریخ ثبت کر کے میرے دفتر کو واپس بھجوائیں۔
- ۲۔ آپ اس نوٹس کے اجراء کی تاریخ سے _____ دن / ماہ کے اندر اندر اپنی عمارت کی اندرونی وائرنگ کے پختہ اور معیاری ہونے اور اپنے آلات جات برائے استعمال بجلی کی تنصیب مکمل ہو جانے کے ثبوت میں گورنمنٹ کے منظور شدہ وائرنگ کنٹریکٹر سے شٹ رپورٹ حاصل کر کے برائے مزید حکمانہ معائنہ اور شٹ میرے دفتر کو بھجوائیں اور رسید حاصل کریں (خالی شٹ رپورٹ سی پی فارم-15 لف ہے)۔
- ۳۔ ڈیمانڈ نوٹس برائے زر ضمانت علیحدہ ارسال کیا گیا ہے کنکشن کی کاروائی دونوں ڈیمانڈ نوٹس کی رقوم علیحدہ علیحدہ داخل ہونے کے بعد شروع ہوگی۔ (جو غیر متعلقہ ہو تو کاٹ دیا جائے)
- اگر ڈیمانڈ نوٹس ہذا کے جواب میں مندرجہ بالا شرائط کی مقرر معیاد کے اندر تعمیل نہ کی تو آپ کی درخواست فارم برائے حصول بجلی کوالات شدہ نمبر کا لحاظ نہیں رکھا جائے گا۔ ڈیمانڈ نوٹس ہذا (تاریخ اجراء سے _____ ماہ بعد) خود بخود غیر موثر تصور ہوگا

خیر اندیش سب ڈویژنل آفیسر / اسسٹنٹ منیجر (آپریشن) _____ سب ڈویژن

مہر دستخط افسر بینک _____ لائن سپرنٹنڈنٹ انچارج _____ سب آفس

برائے استعمال و کاروائی دفتر سب ڈویژنل آفیسر / اسسٹنٹ منیجر (آپریشن) یا لائن سپرنٹنڈنٹ انچارج

- | | |
|--|----------------------|
| ۱۔ درخواست دہندہ یا صارف کا نام اور مکمل پتہ | اداشدہ رقوم کی تفصیل |
| ۲۔ درخواست رجسٹریشن نمبر | تاریخ |
| ۳۔ ڈیمانڈ نوٹس کا سلسلہ وار نمبر | تاریخ |
| ۴۔ درخواست کوالات شدہ اکاؤنٹ نمبر / حوالہ نمبر | تاریخ |
| ۵۔ منظور شدہ بینک کا نام اور پتہ | تاریخ |

مہر و دستخط مینٹر کلرک سب ڈویژن / سب آفس

دستخط سب ڈویژنل آفیسر / اسسٹنٹ منیجر (آپریشن) یا لائن سپرنٹنڈنٹ انچارج

بمعہ تاریخ اور مہر دفتر

سی پی فارم-14 آف 144 بحوالہ کمرشل پروسیجر کوڈ نمبر 02 پیرا نمبر 6.2، 6.3 وغیرہ

درخواست رجسٹریشن نمبر _____ تاریخ _____	ڈیمانڈ نوٹس کا سلسلہ وار نمبر _____
قسم درخواست (نیا کنکشن، بحالی کنکشن وغیرہ) _____	ڈیمانڈ نوٹس کی تاریخ اجراء _____
قسم مطلوبہ سپلائی (گھریلو تجارتی، صنعتی وغیرہ) _____	درخواست حصول کنکشن کوالات شدہ اکاؤنٹ / حوالہ نمبر _____
قسم انڈسٹری یا فیکٹری _____	(جس کے تحت رقم بینک میں یا ادارہ کے متعلقہ افسر کے پاس جمع کرانی ہیں)
مطلوبہ مجموعی لوڈ (کلواٹ میں) _____	ادارہ کے منظور شدہ بینک کا نام _____
مطلوبہ سپلائی وولٹیج _____	ادارہ کے متعلقہ ریونیو افسر کے دفتر کا مکمل پتہ _____
متعلقہ ٹریف شیڈول / گروپ نمبر _____	

ڈیمانڈ نوٹس

(اطلاع نامہ منظوری درخواست واپسی زرخیزانت) پر ت برائے درخواست دہندہ

محترمی / محترمہ _____ (درخواست دہندہ یا صارف کا نام اور مکمل پتہ)

آپ کو بذریعہ ڈیمانڈ نوٹس ہذا اطلاع دی جاتی ہے کہ آپ کی درخواست برائے حصول کنکشن بجلی جس کے کوائف اوپر درج کئے گئے ہیں افرحماز نے ادارہ کی موجودہ شرائط بجلی کے علاوہ مندرجہ ذیل شرائط پر منظور کر لی ہے۔

۱۔ آپ اس نوٹس کے اجراء کی تاریخ سے _____ دن / ماہ کے اندر اندر مندرجہ ذیل رقم ادارہ کے منظور شدہ بینک میں یا خود ادارہ کے متعلقہ افسر کے پاس جمع کروا کر ان کی ادائیگی سے متعلق رسید نمبر اور تاریخ سے میرے دفتر کو مطلع کریں۔

بقایا جات بعید عدم ادائیگی سابقہ بل بجلی وغیرہ مطابق حوالہ / میٹر نمبر _____ روپے (یہ رقم ریونیو افسر سے آخری بل وصول کر کے بینک میں جمع کرانی ہے)۔

نوٹ:- اگر آپ گھریلو تجارتی (کمرشل) صنعتی تھوک سپلائی کے درخواست دہندہ یا صارف ہیں تو آپ اس سلسلہ میں ڈیمانڈ نوٹس ہذا کی ذیلی پرت کو (جو آپ کے جواب کے لئے مختص کی گئی ہے)

پر کریں اور اس پر اپنے دستخط بعد تاریخ ثبت کر کے میرے دفتر کو واپس بھجوائیں۔

۲۔ آپ اس نوٹس کے اجراء کی تاریخ سے _____ دن / ماہ کے اندر اندر اپنی عمارت کی اندرونی وائرنگ کے پختہ اور معیاری ہونے اور اپنے آلہ جات برائے استعمال بجلی کی تنصیب مکمل ہو جانے کے ثبوت میں گورنمنٹ کے منظور شدہ وائرنگ کنٹریکٹر سے لٹ رپورٹ حاصل کر کے برائے مزید محکمانہ معائنہ اور سٹ میرے دفتر کو بھجوائیں اور رسید حاصل کریں (خالی ٹیسٹ رپورٹ سی پی فارم-15 لف ہے)۔

۳۔ ڈیمانڈ نوٹس برائے اخراجات سروس علیحدہ ارسال کیا گیا ہے کنکشن کی کارروائی دونوں ڈیمانڈ نوٹس کی رقم علیحدہ علیحدہ داخل ہونے کے بعد شروع ہوگی۔

اگر ڈیمانڈ نوٹس ہذا کے جواب میں مندرجہ بالا شرائط کی مقررہ معیار کے اندر قبیل نیکی تو آپ کی درخواست فارم برائے حصول بجلی کوالات شدہ نمبر کا لحاظ نہیں رکھا جائے گا۔ ڈیمانڈ نوٹس ہذا (تاریخ اجراء سے _____

ماہ بعد) خود بخود غیر موثر تصور ہوگا

خیر اندیش سب ڈویژنل آفیسر / اسسٹنٹ منیجر (آپریشن) _____ سب ڈویژن

مہر و دستخط افسر بینک لائن سپرٹنڈنٹ انچارج _____ سب آفس

برائے استعمال بینک

(متعلقہ بینک اس پرت کو ڈیمانڈ نوٹس سے علیحدہ کر کے اپنے بینک سکروال کے ساتھ متعلقہ ریونیو افسر کو بھیجوائے گا)

۱۔ درخواست دہندہ یا صارف کا نام اور مکمل پتہ _____	ادارہ و رقم کی تفصیل _____
۲۔ درخواست رجسٹریشن نمبر _____ تاریخ _____	رقم _____ رسید نمبر _____ تاریخ ادائیگی _____
۳۔ ڈیمانڈ نوٹس کا سلسلہ وار نمبر _____ تاریخ _____	کیفیت _____ ازخیزانت ماہانہ صرف بجلی _____
۴۔ درخواست کوالات شدہ اکاؤنٹ نمبر / حوالہ نمبر _____	۱ _____ ۲ _____ ۳ _____
۵۔ منظور شدہ بینک کا نام اور پتہ _____	مہر و دستخط افسر بینک _____
دستخط سب ڈویژنل آفیسر / اے ایم (او) یا لائن سپرٹنڈنٹ انچارج _____	
بعد تاریخ اور مہر دفتر _____	

درخواست دہندہ کا جواب

اکاؤنٹ نمبر _____ (جو غیر متعلقہ ہو تو کٹ دیا جائے) (برائے اطلاع ایس ڈی او / اے ایم (او) یا لائن سپرٹنڈنٹ انچارج)

۱۔ میں / ہم نے زرخیزانت ماہانہ صرف بجلی مبلغ _____ بینک میں بذریعہ رسید نمبر _____ تاریخ _____ جمع کروادی ہے۔

۲۔ میں / ہم نے چونکہ ادارہ کو اپنا زرخیز میٹر مہیا نہیں کیا اس لئے میں / ہم ادارہ کو مبلغ _____ روپے ماہوار بطور کرایہ میٹر ادا کر چکی زرخیزمداری قبول کرتا / کرتی ہوں / کرتے ہیں۔

۳۔ میں / ہم اپنی عمارت کی اندرونی وائرنگ کے پختہ اور معیاری ہونے اور اپنے آلہ جات برائے استعمال بجلی کی تنصیب مکمل ہو جانے کے ثبوت میں گورنمنٹ کے منظور شدہ وائرنگ کنٹریکٹر سے تصدیق شدہ لٹ رپورٹ ڈیمانڈ نوٹس ہذا کے ساتھ بھیج رہا ہوں / رہے ہیں۔ بعد میں مقررہ معیار کے اندر علیحدہ بھیجوں گا / گی / بھیجیں گے۔

برائے استعمال کپیوٹرسٹر (کوائف ڈیمانڈ نوٹس)

ڈیمانڈ نوٹس کا نمبر _____ درخواست رجسٹریشن نمبر _____ درخواست فارم نمبر _____

تاریخ رجسٹریشن _____ ڈیمانڈ نوٹس کی تاریخ اجراء _____ واجب الادا رقم _____

مستحقا ایچ ۱۱/۱۱/۱۱ راجہ (۱۱/۱۱/۱۱) ۱۱/۱۱/۱۱ ۱۱/۱۱/۱۱

سی پی فارم-14 آف 144 بحوالہ کمرشل پروسیجر کوڈ نمبر 02 پیرا نمبر 6.2، 6.3 وغیرہ

ذیمائے نوٹس کا سلسلہ وار نمبر	درخواست رجسٹریشن نمبر	تاریخ
ذیمائے نوٹس کی تاریخ اجراء	قسم درخواست (نیا کنکشن، بحالی کنکشن وغیرہ)	
درخواست حصول کنکشن کوالات شدہ اکاؤنٹ / حوالہ نمبر	قسم مطلوبہ سپلائی (گھریلو، تجارتی، صنعتی وغیرہ)	
(جس کے تحت رقم بینک میں یا ادارہ کے متعلقہ افسر کے پاس جمع کرائی ہیں)	قسم انڈسٹری یا فیکٹری	
ادارہ کے منظور شدہ بینک کا نام	مطلوبہ مجموعی لوڈ (کلواٹ میں)	
ادارہ کے متعلقہ ریونیو افسر کے دفتر کا مکمل پتہ	مطلوبہ سپلائی وولٹیج	
	متعلقہ ٹیرف شیڈول / گروپ نمبر	

ذیمائے نوٹس

(اطلاع نامہ منظوری درخواست واپسی زرخانت) پرت برائے ریونیو افسر / اسسٹنٹ مینجر (سی ایس)

محترمی / محترمہ _____ (درخواست دہندہ یا صارف کا نام اور مکمل پتہ)

آپ کو بذریعہ ذیمائے نوٹس بذی اطلاع دی جاتی ہے کہ آپ کی درخواست برائے حصول کنکشن بجلی جس کے کوائف اوپر درج کئے گئے ہیں اس پر جانے ادارہ کی مروجہ عام شرائط بجلی کے علاوہ مندرجہ ذیل شرائط پر منظور کر لی ہے۔

۱۔ آپ اس نوٹس کے اجراء کی تاریخ سے _____ دن / ماہ کے اندر اندر مندرجہ ذیل رقم ادارہ کے منظور شدہ بینک میں یا خود ادارہ کے متعلقہ افسر کے پاس جمع کروا کر ان کی ادائیگی سے متعلق رسید نمبر اور تاریخ سے میرے دفتر کو مطلع کریں۔

بقایا جات بوجہ عدم ادائیگی سابقہ بل بجلی وغیرہ بمطابق حوالہ / میٹر نمبر _____ روپے (یہ رقم ریونیو افسر سے آخری بل وصول کر کے بینک میں جمع کرائی ہے)۔

نوٹ:- اگر آپ گھریلو، تجارتی (کمرشل) / صنعتی تھوک سپلائی کے درخواست دہندہ یا صارف ہیں تو آپ اس سلسلہ میں ذیمائے نوٹس بذی کی ذیلی پرت کو (جو آپ کے جواب کے لئے مختص کی گئی ہے)

پر کریں اور اس پر اپنے دستخط بمعہ تاریخ ثبت کر کے میرے دفتر کو واپس بھیجائیں۔

۲۔ آپ اس نوٹس کے اجراء کی تاریخ سے _____ دن / ماہ کے اندر اندر اپنی عمارت کی اندرونی وائرنگ کے پختہ اور معیاری ہونے اور اپنے آلہ جات برائے استعمال بجلی کی تنصیب مکمل ہو جانے کے ثبوت میں گورنمنٹ کے منظور شدہ وائرنگ کنٹریکٹر سے سٹ رپورٹ حاصل کر کے برائے مزید حکمانہ معائنہ اور سٹ میرے دفتر کو بھیجائیں اور رسید حاصل کریں (خالی سٹ رپورٹ سی پی فارم-15 لف ہے)۔

۳۔ ذیمائے نوٹس برائے اخراجات سروس علیحدہ ارسال کیا گیا ہے کنکشن کی کاروائی دونوں ذیمائے نوٹس کی رقم علیحدہ علیحدہ داخل ہونے کے بعد شروع ہوگی۔

اگر ذیمائے نوٹس بذی کے جواب میں مندرجہ بالا شرائط کی مقرر معیا کے اندر تعمیل نہ کی تو آپ کی درخواست فارم برائے حصول بجلی کوالات شدہ نمبر کا لحاظ نہیں رکھا جائے گا۔ ذیمائے نوٹس بذی (تاریخ اجراء سے _____ ماہ بعد) خود بخود غیر موثر تصور ہوگا

خیر اندیش سب ڈویژنل آفیسر / اسسٹنٹ مینجر (آپریشن) سب ڈویژن

مہر و دستخط افسر بینک لائن سپرنٹنڈنٹ انچارج سب آفس

برائے استعمال کاروائی دفتر ریونیو افسر / اسسٹنٹ مینجر (سی ایس)

(متعلقہ بینک اس پرت کو ذیمائے نوٹس سے علیحدہ کر کے اپنے بینک سکروال کے ساتھ متعلقہ ریونیو افسر / اسسٹنٹ مینجر (سی ایس) کو بھیجوائے گا)

۱۔ درخواست دہندہ یا صارف کا نام اور مکمل پتہ	اداشدہ رقم کی تفصیل	درخواست رجسٹریشن نمبر	تاریخ	نمبر شمار	کیفیت	رقم	رسید نمبر	تاریخ ادائیگی
۲۔ درخواست رجسٹریشن نمبر		تاریخ		۱	از زرخانت ماہانہ صرف بجلی			
۳۔ ذیمائے نوٹس کا سلسلہ وار نمبر		تاریخ		۲				
۴۔ درخواست کوالات شدہ اکاؤنٹ نمبر / حوالہ نمبر				۳				
۵۔ منظور شدہ بینک کا نام اور پتہ								

مہر و دستخط اکاؤنٹس کلرک

دفتر ریونیو افسر / اسسٹنٹ مینجر (سی ایس)

سی پی فارم-14 آف 144 بحوالہ کمرشل پروڈیجر کوڈ نمبر 02 سیرا نمبر 6.2، 6.3 وغیرہ

_____	درخواست رجسٹریشن نمبر	_____	ڈیمانڈ نوٹس کا سلسلہ وار نمبر
_____	قسم درخواست (نیا کنکشن، بحالی کنکشن وغیرہ)	_____	ڈیمانڈ نوٹس کی تاریخ اجراء
_____	قسم مطلوبہ سپلائی (گھریلو، تجارتی، صنعتی وغیرہ)	_____	درخواست حصول کنکشن کوالات شدہ اکاؤنٹ / حوالہ نمبر
_____	قسم انڈسٹری یا فیکٹری	_____	(جس کے تحت رقم بینک میں یا ادارہ کے متعلقہ افسر کے پاس جمع کرانی ہیں)
_____	مطلوبہ مجموعی لوڈ (کلو واٹ میں)	_____	ادارہ کے منظور شدہ بینک کا نام
_____	مطلوبہ سپلائی دوپلیج	_____	ادارہ کے متعلقہ ریونیو افسر کے دفتر کا مکمل پتہ
_____	متعلقہ ٹریف شیڈول / گروپ نمبر	_____	

ڈیمانڈ نوٹس

(اطلاع نامہ منظوری درخواست واپسی زرخیزانہ) پرت برائے سب ڈویژنل آفیسر، اسسٹنٹ منیجر (آپریشن) یا لائن سپرنٹنڈنٹ انچارج

محترمی / محترمہ _____ (درخواست دہندہ یا صارف کا نام اور مکمل پتہ)

آپ کو بذریعہ ڈیمانڈ نوٹس بذات اطلاع دی جاتی ہے کہ آپ کی درخواست برائے حصول کنکشن بجلی جس کے کوائف اوپر درج کئے گئے ہیں افسر مجاز نے ادارہ کی موجودہ عام شرائط بجلی کے علاوہ مندرجہ ذیل شرائط پر منظور کر لی ہے۔

۱۔ آپ اس نوٹس کے اجراء کی تاریخ سے _____ دن / ماہ کے اندر اندر مندرجہ ذیل رقم ادارہ کے منظور شدہ بینک میں یا خود ادارہ کے متعلقہ افسر کے پاس جمع کروا کر ان کی ادائیگی سے متعلق رسید نمبر اور تاریخ سے میرے دفتر کو مطلع کریں۔

بقایا جات بعد عدم ادائیگی سابقہ بل بجلی وغیرہ بمطابق حوالہ / میٹر نمبر _____ روپے (یہ رقم ریونیو افسر سے آخری بل وصول کر کے بینک میں جمع کرانی ہے)۔

نوٹ:- اگر آپ گھریلو، تجارتی (کمرشل) صنعتی تھوک سپلائی کے درخواست دہندہ یا صارف ہیں تو آپ اس سلسلہ میں ڈیمانڈ نوٹس بذاتی ذیلی پرت کو (جو آپ کے جواب کے لئے مختص کی گئی ہے)

پر کریں اور اس پر اپنے دستخط بعد تاریخ ثبت کر کے میرے دفتر کو واپس بھجوائیں۔

۲۔ آپ اس نوٹس کے اجراء کی تاریخ سے _____ دن / ماہ کے اندر اندر اپنی عمارت کی اندرونی وائرنگ کے پختہ اور معیاری ہونے اور اپنے آلہ جات برائے استعمال بجلی کی تنصیب مکمل ہو جانے کے ثبوت میں گورنمنٹ کے منظور شدہ وائرنگ کنٹریکٹر سے شٹ رپورٹ حاصل کر کے برائے مزید حکمانہ معائنہ اور شٹ میرے دفتر کو بھجوائیں اور رسید حاصل کریں (خالی شٹ رپورٹ سی پی فارم-15 لف ہے)۔

۳۔ ڈیمانڈ نوٹس برائے اخراجات سروس علیحدہ ارسال کیا گیا ہے کنکشن کی کاروائی دونوں ڈیمانڈ نوٹس کی رقم علیحدہ علیحدہ داخل ہونے کے بعد شروع ہوگی۔

اگر ڈیمانڈ نوٹس بذاتے جواب میں مندرجہ بالا شرائط کی مقرر معیاد کے اندر تعمیل نہ کی تو آپ کی درخواست فارم برائے حصول بجلی کوالات شدہ نمبر کا لحاظ نہیں رکھا جائے گا۔ ڈیمانڈ نوٹس بذات (تاریخ اجراء سے _____

ماہ بعد) خود بخود غیر موثر تصور ہوگا

خیر اندیش _____ سب ڈویژنل آفیسر، اسسٹنٹ منیجر (آپریشن) _____ سب ڈویژن _____ مہر و دستخط افسر بینک _____ لائن سپرنٹنڈنٹ انچارج _____ سب آفس _____

برائے استعمال سب ڈویژنل آفیسر، اسسٹنٹ منیجر (آپریشن) یا لائن سپرنٹنڈنٹ انچارج

_____	درخواست دہندہ یا صارف کا نام اور مکمل پتہ	_____	اداشدہ رقم کی تفصیل	_____	_____	_____	_____	_____	_____
_____	درخواست رجسٹریشن نمبر	_____	تاریخ	_____	نمبر شمار	_____	کیفیت	_____	رقم
_____	ڈیمانڈ نوٹس کا سلسلہ وار نمبر	_____	تاریخ	_____	۱	_____	از رخصت ماہانہ صرف بجلی	_____	_____
_____	درخواست کوالات شدہ اکاؤنٹ / حوالہ نمبر	_____	_____	_____	۲	_____	_____	_____	_____
_____	منظور شدہ بینک کا نام اور پتہ	_____	_____	_____	۳	_____	_____	_____	_____

مہر و دستخط سب ڈویژنل آفیسر، اسسٹنٹ منیجر (آپریشن) یا لائن سپرنٹنڈنٹ انچارج _____ مہر و دستخط سب ڈویژنل آفیسر، اسسٹنٹ منیجر (آپریشن) یا لائن سپرنٹنڈنٹ انچارج _____ مہر و دستخط سب ڈویژنل آفیسر، اسسٹنٹ منیجر (آپریشن) یا لائن سپرنٹنڈنٹ انچارج _____ مہر و دستخط سب ڈویژنل آفیسر، اسسٹنٹ منیجر (آپریشن) یا لائن سپرنٹنڈنٹ انچارج _____

**WIRING CONTRACTOR'S TEST REPORT
AND BRANCH'S INSTALLATION TEST ORDER**

Consumer's Name _____
Address _____
or Description of Premises _____
Applicant's Application No. _____ Reference No. _____
Owner of Premises _____
From _____
Wiring Contractors _____
No. _____ Date _____

To
The Sub-Divisional Officer/Assistant Manager (Operation)

REPORT

Please note that the electrical installation belonging to the above consumer is now ready for the Branch's test.

The installation was tested by me/us on _____ (date) and the insulation resistance was recorded.

Signature of Wiring Contractor _____
Name _____
Licence No. _____
Stamp _____
Date _____



BRANCH'S INSTALLATION TEST ORDER

To:

The Line Superintendent.

Please test the installation fill in columns 16, 17 and 18 and submit report.

SDO/AM (O)_____
Date**REPORT**

Above installation was tested by me on (Date) _____ and the insulation resistance was recorded.

- Remarks:- (1) Whether first or subsequent visit _____
- (2) Whether installation defective _____
- (3) Consumer's or Wiring Contractor's Signature (dated) _____

Line Superintendent_____
Date

SERVICE CONNECTION ORDER
(UPTO 25 kW)

Name of Sub-Division	_____	SCO No.	_____	Date	_____		
1. Application No.	_____	Date	_____				
2. Reference No.	_____	Feeder Name/Code	_____	Batch	_____		
3. Name and Father/Husband Name	_____						
4. Address	_____						
5. Service Connection Cost Demand Notice No.	_____	Date	_____				
6. Security Deposit Demand Notice No.	_____	Date	_____				
7. Date of Payment of Service Connection Cost	_____						
8. Amount of Security Deposit	_____	Date of Payment	_____				
9. F. Govt./Autonomous and Local Bodies under F. Govt.	_____						
10. Cantonment Board	_____						
11. Prov. Govt./Autonomous and Local Bodies under Prov. Govt.	_____						
12. Local Bodies	_____						
13. Authorized by (Name)	_____	Signature	_____				
		Designation	_____				
		Stamp	_____				
		Date	_____				
14. Store Requisition No.	_____						
15. Nature of Connection as per Standard Classification	_____						
Code Booklet	_____						
16. Seasonal/Non-Seasonal (if applicable)	_____	Sanctioned Load	_____				
17. No. of Meters	_____	No. of ACs/Centrally Air Conditioned Code	_____				
18. Meter ID	_____						
	<table border="1"><tr><td>Billing</td></tr></table>	Billing	<table border="1"><tr><td>Backup</td></tr></table>				Backup
Billing							
Backup							
19. Meter Number	_____						
20. Location Code	_____						
21. Meter Code	_____						
22. Munufacturer Code	_____						
23. Multiplying Factor	_____						
24. Meter Range	_____						
25. Meter Reading	_____						
26. Date of Connection	_____						
27. Meter Rent	_____	Service Rent	_____				
28. Signature of Consumer in token of Installation of Connection	_____						
29. Signature of Consumer in token of Receipt of Meter Reading Card	_____						
30. Seals on the Meter	_____						
31. Seals on the Box	_____						
32. Security Slip/Prize Bond No.	_____						
<u>Connection installed by:</u>		<u>Checked by Assistant Manager (O)/SDO:</u>					
Signature _____		Signature _____					

SERVICE CONNECTION ORDER
(ABOVE 25 kW)

Name of Sub-Division	_____	SCO No.	_____	Date	_____
1. Application No.	_____	Date	_____		
2. Reference No.	_____	Feeder Name/Code	_____	Batch	_____
3. Name and Father/Husband Name	_____				
4. Address	_____				
5. Service Connection Cost Demand Notice No.	_____	Date	_____		
6. Security Deposit Demand Notice No.	_____	Date	_____		
7. Date of Payment of Service Connection Cost	_____				
8. Amount of Security Deposit	_____	Date of Payment	_____		
9. F. Govt./Autonomous and Local Bodies under F. Govt.	_____				
10. Cantonment Board	_____				
11. Prov. Govt./Autonomous and Local Bodies under Prov. Govt.	_____				
12. Local Bodies	_____				
13. Authorized by (Name)	_____	Signature	_____		
		Designation	_____		
		Stamp	_____		
		Date	_____		
14. Store Requisition No.	_____				
15. Nature of Connection as per Standard Classification	_____				
Code Booklet	_____				
16. Seasonal/Non-Seasonal (if applicable)	_____	Sanctioned Load	_____		
17. No. of Meters	_____	No. of ACs/Centrally Air Conditioned Code	_____		
18. No. of Meters Sets	_____	No. of Sub-Sets	_____	No. of Supply Point	_____
19. Installed Transformer Capacity	_____				
20. TOU Meter	_____				
21. Location Code	_____				
22. Meter Number	_____				
23. Meter Code	_____				
24. Munufacturer Code	_____				
25. Multiplying Factor	_____				
26. Meter Range	_____				
27. Meter Reading	_____				
Note:	Where sets are more than one given information (S. No.18 to 24) of remaining set on reverse.				
28. Date of Connection	_____	CP Form-76 Item No.	_____		
29. Meter Rent	_____	Service Rent	_____		
30. Signature of Consumer in token of Installation of Connection	_____				
31. Signature of Consumer in token of Receipt of Meter Reading Card	_____				
32. Seals on the Meter	_____				
33. Seals on the Box	_____				
34. Security Slip/Prize Bond No.	_____				

Connection installed by:

25-500 kW	Signature of	XEN/DM (O)	AM (O)/SDO	AM/SDO (M&T)
Above 500 kW	Signature of	Manager (O)/SE	DM (O)/XEN	DM/XEN (M&T)

صارف بجلی کا میٹر ریڈنگ کارڈ

دفتر

(یہ کارڈ صارف کی ذاتی حفاظت میں رہنا چاہیے)

حوالہ نمبر

نرخ نامہ

نام و پتہ صارف

میٹر کے کوائف

میٹر نمبر

قسم

ساختہ

میٹر لگانے کی تاریخ

ایمپئر

وولٹ

چکری یونٹ

کرنٹ ٹرانسفارمر

تعداد

ساختہ

نمبر

سی ٹی ریشو

ملٹی پلائنگ فیکٹر

صارف کی تنصیبات کے کوائف

نمبر شمار	برقی تنصیبات	تعداد	نمبر شمار	برقی تنصیبات	تعداد	نمبر شمار	برقی تنصیبات	تعداد
(۱)	بتیاں		(۴)	ہیٹر		(۷)	لائٹ پلگ	
(۲)	پنکھے		(۵)	واشنگ مشین		(۸)	پاور پلگ	
(۳)	ایئر کنڈیشنر		(۶)	ریفریجریٹر		(۹)	موٹریں	

کلو واٹ

کل لوڈ

تاریخ اجراء کارڈ _____ مہر و دستخط لائن سپرنٹنڈنٹ انچارج / ایس ڈی او / اسسٹنٹ منیجر (آپریشن)

ضروری ہدایات

یہ کارڈ کمپنی کی ملکیت ہے۔

- ۱۔ یہ کارڈ صارف کے میٹر بجلی کی ریڈنگ کارڈ کے ساتھ ہے۔
- ۲۔ صارف کا فرض ہے کہ اسے بحفاظت اپنی ذاتی تحویل میں رکھے۔
- ۳۔ جب بھی میٹر ریڈر، میٹر سپروائزر یا دیگر متعلقہ سٹاف میٹر ریڈنگ / چیکنگ کے لئے آئے تو صارف کو چاہیے کہ یہ کارڈ اسے پیش کرے اور اس پر موجود ریڈنگ کا اندراج معہ دستخط کرا کر کارڈ واپس اپنی تحویل میں لے لے۔
- ۴۔ یہ کارڈ صارف کسی حالت میں بھی کسی بھی شخص (بشمول کمپنی سٹاف) کے حوالے نہ کرے۔ اگر کمپنی کے اہلکار کو کسی مقصد کے لئے اس ریکارڈ کی ضرورت ہو تو اُسے کارڈ کی فوٹو کاپی مہیا کی جائے۔
- ۵۔ میٹر کارڈ گم ہونے کی / کسی شخص یا کمپنی ملازم کے لے جانے کی صورت میں صارف خود ذمہ دار ہوگا۔ اور اس کی قیمت بمطابق ڈیمانڈ نوٹس (جو کہ کمپنی جاری کرے گا) بینک میں جمع کروانی ہوگی۔
- ۶۔ صارف کے بل یا کھاتہ میں غلط اندراج کی درستی صرف اس کارڈ کے اندراج سے موازنہ کر کے لی جائیگی۔
- ۷۔ میٹر ریڈنگ ہر ماہ کی مقررہ تاریخوں پر ماسوائے اتوار یا تعطیل کے لی جائے گی۔
- ۸۔ صارف کی تنصیبات میں کسی قسم کی تبدیلی یا اضافہ کرنے سے پہلے متعلقہ سب ڈویژنل آفیسر / آفیسر مجاز کی باضابطہ منظوری حاصل کرنی چاہیے۔ بصورت دیگر بجلی کی سپلائی کاٹی جاسکتی ہے۔
- ۹۔ صارف کے تنصیبات میں کسی قسم کی خرابی یا نقص کی اطلاع متعلقہ برانچ کے سب ڈویژنل آفیسر کو بلا تاخیر پہنچانی چاہیے۔
- ۱۰۔ صارف کے ہاں نصب شدہ سامان کمپنی (بشمول میٹر) کی حفاظت صارف کی ذمہ داری ہے۔ لہذا اُس کی ارادی یا غیر ارادی غفلت و لاپرواہی کے باعث پہنچنے والے نقصان کا صارف کو ذمہ دار ٹھہرایا جائے گا۔

تاریخ میٹر ریڈنگ	میٹر ریڈنگ	استعمال شدہ یونٹ	دستخط معہ تاریخ	دستخط معہ تاریخ عملہ یا آفیسر برائے چیکنگ	دستخط معہ تاریخ	کیفیت	تاریخ میٹر ریڈنگ	میٹر ریڈنگ	استعمال شدہ یونٹ	دستخط معہ تاریخ	دستخط معہ تاریخ عملہ یا آفیسر برائے چیکنگ	دستخط معہ تاریخ	کیفیت

میٹرریڈنگ کارڈ (برائے صارفین ایم ڈی ایئی کنکشن)

کنکشن لگنے کی تاریخ

حوالہ نمبر

نرخ نامہ

نام و پتہ صارف

تفصیل نصب شدہ لوڈ

(بمطابق ٹیسٹ رپورٹ و درخواست صارف)

لائیٹ لوڈ					موٹروں وغیرہ کا لوڈ				
نمبر شمار	نام سیکشن	تعداد موٹر	کل ہارس پاور	کلو واٹ	نمبر شمار	تفصیل	تعداد	واٹ فی عدد	کل کلو واٹ
۱					۱	بتیاں			
۲					۲	پنکھے (چھت)			
۳					۳	پنکھے (فرشی)			
۴					۴	پنکھے (ایگزاسٹ)			
۵					۵	ہیٹر			
۶					۶	ایئر کنڈیشنر			
۷					۷				
۸					۸				
۹					۹				
۱۰					۱۰				
	میزان					میزان			

منظور شدہ لوڈ: _____ کلو واٹ

دستخط ایس ڈی او/اسسٹنٹ مینجر (آپریشن): _____

تاریخ اجراء: _____

مہر دفتر

کوائف میٹروسی ٹی، پی ٹی وغیرہ

نمبر شمار	تفصیل	کوائف	تاریخ تنصیب	دستخط ایس ڈی او / اے ایم (او)
۱	TOU میٹر	نمبر _____ ساختہ _____ تھری فیز _____ وائر _____ ایمپئر _____		
۲	kWh میٹر	نمبر _____ ساختہ _____ تھری فیز _____ وائر _____ ایمپئر _____		
۳	kVARh میٹر	نمبر _____ ساختہ _____ تھری فیز _____ وائر _____ ایمپئر _____ ولٹ _____ چکری یونٹ _____		
۴	سی ٹی	تعداد _____ نمبر ہر ایک _____ ساختہ _____ سی ٹی ریشو _____		
۵	پی ٹی	نمبر _____ ساختہ _____ پی ٹی ریشو _____		
۶	لائٹ میٹر	نمبر _____ ساختہ _____ تھری فیز _____ وائر _____ ایمپئر _____ ولٹ _____ چکری یونٹ _____		

تاریخ	ریڈنگ				استعمال شدہ یونٹ				کیفیت
میٹر ریڈنگ	kWh میٹر	kVARh میٹر	ایم ڈی آئی میٹر	لائٹ میٹر	kWh میٹر	kVARh میٹر	ایم ڈی آئی میٹر	لائٹ میٹر	دستخط ایس ڈی او/اے ایم (او)

STATEMENT OF MATERIAL USED ON ELECTRICAL WORKS

ELECTRICAL MEASUREMENT BOOK (EMB)

Name of Work _____

Estimate No. and Date _____ Allocation _____

Consumer's Reference No. (if applicable) _____

Situation of Work

Measurements taken by (Name and Designation) _____

Date of Measurement _____

[illegible]

Vouchers dealing with materials issued (e.g. S.R. and S.T.W.) should first be posted and their total struck as part (A). Vouchers dealing with materials returned (e.g. S.R.W. and S.T.W.) should then be posted, and their total struck as part (B). Lastly, the material direct chargeable to works should be entered as part (C) and then the Net Material issued as part (D).

[illegible]

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Referred to in Paras 13.3, 13.5, 14.3 etc. of
CP Code-02 Connection Section of New
Connection etc.

CP Form-21 of 144

Sub-Divisional Office _____

Feeder Name/No. _____

METER READING RECORD
(General Consumers)

Nature of Connection _____

Sanctioned Load (kW) _____ Connected Load (kW) _____

Consumer's Name and Address				Meter Reading Cycle Date		Reference No.		Tariff	
Meter No.	Make	Type	M.F.	AMPS	Date Set	Date Removed	Reasons for Removals		
Date	Reading	Advance	Reader's Initials	Supdt: Initials	Date	Reading	Advance	Reader's Initials	Supdt: Initials
Year					Year				
December					June				
November					May				
October					April				
September					March				
August					February				
July					January				

[Handwritten mark]

METER READING PERCENTAGE CHECK REGISTER
[For Sub-Divisional Officer/Assistant Manager (Operation)]

Sub-Division _____ Name of Officer/Official _____ Page No. _____

S.No.	Reference No.	Name and Address of Consumers	Particulars of Reading Recorded by Inspecting Official/Officer		Particulars of meter reading recorded by Meter Readers for purposes of billing		Meter Reading on meter card at consumer's premises	Position of prize bonds/ postal orders	Position of Meter Security Boxes	Action taken to rectify the discrepancy (if any)
			Date	Reading	Date	Reading				
1	2	3	4	5	6	7	8	9	10	11

Note: As per CP Code-06/1.3 of Commercial Procedures.

The Supervisors and officers responsible for carrying out regular prescribed percentage checks of meter reading must sign the consumer Meter Reading Card available with the consumer as proof of their check. They should also intimate the result of their checking to the respective Sub-Division and Revenue Office indicating the action to be taken where necessary.



METER READING RECORD
(MDI CONNECTIONS)

Sub-Division _____ Feeder Name/No. _____ Year _____
Nature of Industry _____ Reference No. _____
Sanctioned Load _____ Connected Load _____ Date _____
Consumer's Name _____ Meter Reading Cycle Date _____
Tariff _____ Declared Load _____ Date _____

Desription of Meter	Meter No.	Make	CT Ratio	Range of Meter in AMPS	M.F.	Date of Installation	Date Removed	Remarks

Months	Reading Date	Meter Reading			Advance			Maximum Demand		Power Factor	Load Factor	Initials of XEN/DM (O) or SDO/AM (O)	Remarks
		kWh Light	kWh Industrial	kVARh	kWh Light	kWh Industrial	kVARh	Present Reading	Reset at Zero or Not				
June													
May													
April													
March													
February													
January													
December													
November													
October													
September													
August													
July	New												
	Old												

Handwritten signature

METER READING PERCENTAGE CHECK REGISTER
[Meant for Deputy Manager (Operation)/Executive Engineer/Manager (Operation)/Superintending Engineer]

Sub-Division _____ Name of Officer _____ Designation _____ Page No. _____

[illegible]

Note: As per CP Code-06/1.3 of Commercial Procedures, the Supervisors and Officers responsible for carrying out regular prescribed percentage checks of meter reading must sign the consumer Meter Reading Card available with the consumer as proof of their check. They should also intimate the result of their checking to the respective Sub-Division and Revenue Office indicating the action to be taken where necessary.

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CONSUMER STATISTICS

Division/Sub-Division _____

Month _____

A. Application

	DOMESTIC		COMMERCIAL		INDUSTRIAL		TUBEWELL	
	No.	Load in kW	No.	Load in kW	No.	Load in kW	No.	Load in kW
1. Applications outstanding at beginning of months								
2. New Applications received								
3. Total (1+2)								
4. Connections made during month								
5. Applications cancelled during month								
6. Total (4+5)								
7. Applications outstanding at end of month (3-6)								

B. Age Analysis of Applications Outstanding at end of month

	DOMESTIC		COMMERCIAL		INDUSTRIAL		TUBEWELL	
	No.	Load in kW	No.	Load in kW	No.	Load in kW	No.	Load in kW
1. Upto 3months								
2. Over 3 months and upto 6 months								
3. Over 6 months and upto 1 year								
4. Over 1 year								
5. Total (equal to para 7 of Section-A)								

C. Disconnection

	PERMANENT		TEMPORARY					
	No.	Load in kW	No.	Load in kW				
1. Disconnection Orders outstanding at beginning of month					1. RCOS outstanding at the beginning of the month.			
2. New Disconnection Order received during month					2a. RCOS received from RO/AM (CS) during the month.			
3. Total (1+2)					2b. RCOS issued by SDO/AM (O) during the month.			
4. Disconnections effected during month					3. Total (1+2a+2b)			
5. Disconnection Order paid during month					4. RCOS effected during the month.			
6. Disconnection Orders outstanding at end of month (3-4-5-6)					5. RCOS outstanding at the end of the month.			

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CONSUMER STATISTICS

Division/Sub-Division _____

Month _____

D. Consumers

Classification	Tariff	At beginning of month		New Connection during Month		Permanent Disconnection during Month		Extension of Load	Reduction of Load	At end of Month	
		No. of Consumers	Load in kW	No. of Consumers	Load in kW	No. of Consumers	Load in kW			No. of Consumers	Load in kW
1. Domestic	A-1 (a)										
	A-1 (b)										
2. Commical	A-2 (a)										
	A-2 (b)										
	A-2 (c)										
3. Industrial including temporary	B-1 (a)										
	B-1 (b)										
	B-2 (a)										
	B-2 (b)										
	B-3										
4. Bulk including temporary	B-4										
	C-1 (a)										
	C-1 (b)										
	C-2 (a)										
	C-2 (b)										
5. Agricultural	C-3 (a)										
	C-3 (b)										
	D-1 (a)										
	D-1 (b)										
	D-2										
6. Temporary Connection	E-1 (i)										
	E-1 (ii)										
	E-2										
7. Public Lighting	G										
8. Res: Colonies	H										
9. Traction	J										
TOTAL											

Signature of Senior Clerk
Connection Section _____Signature of Supervisor
Connection Section in
token of his check _____Stamp and Signature of
SDO/AM (O) Date _____


STATEMENT SHOWING PROMPT BILLING OF NEW CONNECTIONS
IN RESPECT OF COMPANY _____ FOR THE MONTH OF _____

[illegible]

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TEMPORARY DISCONNECTION ORDER

Date _____ Order No. _____

Sub-Division _____ Feeder _____ Tariff _____

Name of Address _____ Reference No. _____

_____ Amount Outstanding _____

Please disconnect the above premises temporarily.

Reason: ☐ Request of Consumer

☐ Delinquency

Stamp and Signature of Revenue
Officer/AM (CS) or AM (O)/SDO

Premises Disconnected on: _____

Premises Disconnected by: _____

Meter No(s). _____

Reading(s). _____

Physical Condition of Meter(s) _____

Signature of Consumer

Stamp and Signature of
Assistant Manager (O)/SDO

Method of Disconnection: _____

Remarks: _____

Forwarding Address: _____



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[illegible]

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**DISCONNECTION ORDER
(TO REMOVE EQUIPMENT)**

No. _____ Issue Date _____
Name _____
Address _____
Billing Month _____

Reference No.	Tariff	Amount of Bill not Paid	Surcharge	Amount Due
Reconnection Fee will have to be paid separately for Reconnection as per Standing Instructions in addition to above.				

Revenue Officer/AM (CS) or
Assistant Manager (O)/SDO

Action taken by	Action Date	Material Return Note No.	Date
Meter Nos.			
Readings			
Physical Condition of Meter			

Remarks and Signature of Line Superintendent

Revenue Officer/AM (CS) or
Assistant Manager (O)/SDO

Forwarding Address



CP Form-30 of 144

Page No.

[illegible]

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REGISTER OF PERMANENTLY DISCONNECTED DEFAULTERS

1.	Reference No.	_____	7.	Amount of Arrears	_____
2.	Name	_____	8.	Reference No. of adjacent running connection	_____
3.	Father's/ Husband's Name	_____	9.	Name and address of adjacent premises	_____
4.	CNIC No. of Defaulter	_____	10.	Other running reference	
5.	Address of Premises	_____	(i)	_____	
6.	Tariff	_____	(ii)	_____	
			(iii)	_____	

PARTICULARS OF PERMANENTLY DISCONNECTION

DCO		Amount of Arrears	Date of Removal of Equipment	Meter Reading at the time of removal of Equipment	Material Return Note		Reference of Temporary Disconnection (if applicable)
No.	Date				No.	Date	
11	12	13	14	15	16	17	18

MEASURE ADOPTED FOR RECOVERY FROM DEFAULTING PREMISES

DATE

NAME OF OFFICER/OFFICIALS

MEASURES ADOPTED



Copy 1

APPLICATION FOR RECONNECTION AND RECONNECTION ORDER

Date _____

Serial No. _____

Name _____ Reference No. _____

Address _____

I apply for electricity reconnection at the above premises. Please let me know the amount I must pay to get the premises reconnected.

Signature of
Applicant _____

Division _____

Sub-Division _____

Application _____

No. and Date _____

Feeder _____

Reference No. _____

Arrears _____

Reconnection _____

Fee _____

Security _____

Deposit _____

Total Amount _____

Signature of
Comm. Supdt. _____

Stamp and Signature of Revenue Officer/AM (CS)

Bank Stamp and Receipt

Bank Counterfoil

Date _____

Reference No. _____

Serial No. _____

Reconnection Application to be paid at
the under noted Bank(s)

Arrears _____

Reconnection _____

Fee _____

Security _____

Deposit _____

Total Amount _____

Bank Stamp and Receipt

Revenue/AM (CS) Office Address

Copy 2

Revenue Office Copy
APPLICATION FOR RECONNECTION AND RECONNECTION ORDER

Date _____ Serial No. _____

Name _____ Reference No. _____

Address _____

To _____

Revenue Officer/AM (CS) _____ Date _____

The above supply which had been disconnected on _____ vide DCO
No. _____ dated _____ was reconnected on the date shown below.
Please note the Meter Reading.

Signature and Stamp of SDO/AM (O)

Application Number and Date	Division	Sub-Division	Feeder Name/No.	Reference No.

Reconnection Order

Signature of Commercial Supdt.	Revenue/CS Office Copy	Signature and Stamp of Revenue Officer/AM (CS)
-----------------------------------	---------------------------	---

To _____

Supervisor, Reconnection Section _____ Date _____

The reconnection of above supply is authorized.

Signature and Stamp of
AM (O)/SDO

To be completed by Line Superintendent

Date of Reconnection _____

Meter Number _____

Reading _____

Condition of Meter _____

Reconnection made by _____

(Name of Lineman) _____

Signature of Line Supdt./

Supervisor _____

Sub-Division Copy
APPLICATION FOR RECONNECTION AND RECONNECTION ORDER

Date _____		Serial No. _____		
Name _____		Reference No. _____		
Address _____				
To Assistant Manager (O)/SDO _____ Date _____				
Please reconnect the electricity supply at the above premises which was disconnected on _____ vide DCO No. _____ dated _____ as all outstanding amounts have now been paid.				
Signature and Stamp of Revenue Officer/AM (O)				
Application Number and Date	Division	Sub-Division	Feeder Name/No.	Reference No.
Arrears Paid _____				
Reconnection Fee Paid _____				
Security Deposit Paid _____				
Total Amount _____				
Signature of Commercial Suptd. _____				
Reconnection Order				
Sub-Division Copy			Signature and Stamp of Revenue Officer/AM (CS)	
To Supervisor, Reconnection Section _____ Date _____				
The reconnection of above supply is authorized.				
Signature and Stamp of AM (O)/SDO				
To be completed by Line Superintendent				
Date of Reconnection _____				
Meter Number _____				
Reading _____				
Condition of Meter _____				
Reconnection made by (Name of Lineman) _____				
Signature of Line Suptd./ Supervisor _____				

SUB-DIVISIONAL OFFICE RECONNECTION APPLICATION REGISTER

Page No. _____

Application Date	Application No.	Reference No.	Date Received	Date Reconnected	Reconnected By	Meter Reading	Sent to RO/AM (CS)	
							Date	Despatch No.
1	2	3	4	5	6	7	8	9

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SUB-DIVISIONAL OFFICE METER READING PROGRAMME REGISTER

Page No. _____

Issue Date	Meter Reading List No.	Line Superintendent	CP Form-21	Feeder No(s).	Number of Consumers	Meter Reading Clerk	CP Form-21 Return Date	Forwarding List to RO/AM (CS)	
								Date	Despatch No.
1	2	3	4	5	6	7	8	9	10

[Handwritten mark]

METER READING LIST (General Consumers)
(SDO COPY)

BATCH NO. _____ SUB-DIV. _____ MONTH _____ PAGE NO. _____

Tariff Code	Previous Meter Status	Sanctioned Load	Cons. Class	Reference No.	Multiplying Factor	Meter Seq.	Previous kWh Meter Reading				Meter Range	Present kWh Meter Reading				Advance kWh Units				Status Code	Remarks
							Non TOU	Off-Peak	Peak	Peak		Non TOU	Off-Peak	Peak	Peak	Non TOU	Off-Peak	Peak	Peak		

Signature of: _____
Meter Reader: 1 _____
Meter Reader: 2 _____
Section Supervisor _____

Total _____
Progressive Total _____
Sub-Divisional Officer/AM (O) _____



LINE LOSSES, BILLING AND ARREARS ANALYSIS

Sub-Division _____

Month _____

Feeder		Connected Load (MW)	Number of Consumers	Line Losses				Calendar Month's Assessment/ Spill Over/ Receivables	Breakup of Net Arrears		
Code	Name			Monthly		Progressive			General A-I/ General A-II/ Industrial	Bulk Supply/ Agriculture/ Public Light	Traction/ Others/ TOD Arrears
				Received/ Billed/ Adjusted/ Net-Billed	Units Lost/ Avg. Rate/ Amount Lost/ % Loss	Received/ Billed/ Adjusted/ Net-Billed	Units Lost/ Avg. Rate/ Amount Lost/ % Loss				
Rural											
Urban											
Total											



FEEDER-WISE LINE LOSSES ANALYSIS (COMPANY)

Division _____

Month _____

Feeder		Load (MW)	Net Units Sent Out	Sub-Division Wise Units	Sub-Division Code	Net Units Billed	Monthly Line Losses			Progressive Line Losses		
Code	Name	No. of Consumers					Net Units Billed	Loss	%age Loss	Net Units Billed	Loss	%age Loss
Rural												
Urban												
Total												

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11 KV FEEDER-WISE UNITS SENT OUT FROM GRID STATION

Grid Station _____ Month _____

Feeder		Previous Reading	Multiplying Factor	TO BE COMPLETED BY SS&T DIVISION 132/66 KV GRID				TO BE COMPLETED BY CIRCLE/COMPANY					
Code	Name			Present Reading	Units Sent Out	Round Compl. Code	Meter Status Change	Share of Sub-Division					
								Sub-Div. Code	%age	Sub-Div. Code	%age	Sub-Div. Code	%age
Total													

Sub-Division 132/66 kV Grid _____

XEN/SS&T Division/132/66 kV Grid
Signature with Stamp and Date

DISCO _____

Manager (Commercial)/Circle DCM
Signature with Stamp and Date



(To be completed by SS&T Division)

[illegible]

**STATEMENT SHOWING BUNDLED FEEDERS/LOAD SHIFTED
FROM ONE FEEDER TO OTHER FEEDER DURING _____**

Month _____

Page _____ of _____

Division _____ Circle _____

Company _____

[illegible]

Signature and Stamp of XEN/
Divisional Manager (Operation)

METER CHANGE ORDER

Name of Office/Sub-Division _____ MCO No. _____
Reference No. _____ Issue Date _____
Consumer's Name _____
Address _____
Reason for Change _____

To,

Line Superintendent

Please change Meter(s) on premises of above consumer and report below:

Signature of SDO/AM (O) _____

Name _____

Date _____

REPORT

METER REMOVED

Meter ID	Set No.	Meter No.	Multiplying Factor	Meter Range	Final Reading	Advance Units	R. Comp. Code
ToU/kWh/kVARh/MDI							

METER INSTALLED

Meter ID	Set No.	Meter No.	Loc Code	Mnfg. Code	Meter Code	Multiplying Factor	Meter Range	Meter Reading
ToU/kWh/kVARh/MDI								

Store Requisition No. _____ Date _____

Item No. of CP Form-76 (Register of Meters born on T&P) _____

Item No. of CP Form-77 (Register of Meters returned from work to T&P Meter Subsidiary Store or Meter Testing
Room) _____

Changed by _____ Signature _____ Execution Date _____ Time _____
(Name and Designation)

Meter Card/Cards has/have been duly completed by me and handed over to the consumer or his representative Mr.

Signature of Consumer _____ Signature of Line Superintendent _____
Name _____ Date _____ Name _____ Date _____

REVENUE OFFICE APPLICATION REGISTER

Sub-Division _____

Date of Receipt in RO	Date of Registration	Application Registration No.	Name and Address	Service Estimate and Justification Form			Demand Notice			
				No.	Date Approved	Cost Estimate	No.	Date	Security Deposit	Connection Cost
1	2	3	4	5	6	7	8	9	10	11

8

REVENUE OFFICE APPLICATION REGISTER

Tariff
Page

[illegible]

No. _____

Bank

Branch _____

Reference No.	Name	Amount	Reference No.	Name	Amount
Total			Total		
			Grand Total		

A. Suspense	
B. Reconnection Fee	
C. Cash Posted	
Total	

(Referred to in Para 4.3 of CP Code-08
Accounts Section of New Connection)

SECURITY DEPOSIT REGISTER

									Sr. No.
									Reference No.
									Demand Notice No. and Date
									Name and Address
									Amount
									Intitil of Clerk
									Note No.
									Date
									Amount
									Balance
									Vr. No.
									Date
									Amount
									Signature of Clerk
									Signature of Divisional Account Officer
									Remarks

[Handwritten mark]

CONSUMER'S CARD
(Revenue Office File)

Application No. _____ Reference No. _____

Name and Address
of Consumer _____

Sanctioned Load _____ Connected Load _____

Extension of Load _____ Extension Date _____

Connection Date _____ Nature of Connection _____

Security Deposit _____ Tariff _____

DESCRIPTION OF METERS

	1	2	3	4	5
Meter No.					
Make					
CT Ratio					
Range of Meter Amps.					
Multiplying Factor					
Date of Installation					
Date Removed					



(Page 1 of 2)

Page No. _____
Billing Month _____

[illegible]

SDO/AM (O) _____
Date: _____
Note: For Status Code see page 2 of 2 of CP Form-47 of 144.

XEN/DM (O) _____
Date: _____

	Total
Progressive	Total

8

064

INSTRUCTIONS

CP Form-47 of 144

(Page 2 of 2)

1. The writing should be legible and there should be no cutting and overwriting on CP Form-47 (Meter Reading Lost -MDI)
 2. Enter present reading of MDI, kWh and kVARh meters keeping in view the range of meters.
 3. Enter correct advance Units of kWh and kVARh meters. Also enter correct page total and progressive total of kWh units on each page.
 4. Present reading entered should always be greater than previous reading except in the following cases:
 - (a) Previous reading is updated i.e. the reading recorded in lat month was more than actual reading on meter hence it had to be updated.
 - (b) Meter Disconnected: The present reading column would be blank.
 - (c) Meter reading completes a round: Give the remarks "Round Completed" in remarks column.
 - (d) Meter replaced: Give the remarks "Meter replaced" in remarks column and ensure that meter replacing statement has an entry of the same consumer. Also ensure that final reading of removed meter and present reading of new meter are invariably entered in present reading
 5. Where a meter has been replaced and an entry is made also enter that:
 - (a) Account No. has been correctly written.
 - (b) Closing reading of the replaced meter is greater than its previous reading printed in CP Form-47.
 - (c) Present reading entered in CP Form-47 is equal to or higher than the initial reading for new meter.
 6. If a meter has been declared defective and estimated readings are entered then to incorporate actual readings subsequently at any stage, ensure that:
 - (a) Either a meter replacement procedure is followed, or
 - (b) Actual reading of such meter is updated through updating.
- * Note that actual reading of a meter previously shown defective will not be accepted through CP Form-47. The computer will go on recording it as defective.
7. For a tie up case, ensure that if remarks "Premises locked" is given against one connection then the same remarks must be given against its tie up number.
 8. For meter disconnected from pole and meter removed, R.O. should give its memo. No. and date in the remarks column in CP Form-47 for reference.
 9. When a temporary disconnected meter is reconnected and readings are once again recorded than R.O. should give its Memo No. and date in the remarks column of CP Form-47 for reading reference.
 10. Enter MDI reading with two decimal places.

R.O. office will give the following status codes in respective column:

COLUMN NO.	REMARKS	CODE
25, 33, 41	Locked	1
	Temporary Disconnected (Fixed charges to be charged)	2
	Temporary Disconnected (Fixed charges not to be charged)	8
	Disconnected (Fixed charges to be charged)	3
	Disconnected (Fixed charges not to be charged)	9
	Meter Defective	4
	Meter Replaced	6, 7
	Round Completed	5

Note:

1. In case if premises is locked, give appropriate code in respective columns and enter same to same reading.
2. (i) For MDI meter replacement, if old multiplying factor is to be effected, enter 6 in column 25 otherwise enter 7 in the same column.
(ii) For kWh or kVARh/kVAh meter replacement enter 6 in respective columns.
3. In case of meter defective, supply estimated advance reading and enter code in respective columns.
4. In case of temporary disconnection or disconnection from pole, reading should not be supplied but enter the appropriate codes in respective columns.

Previous meter status is printed as:

TDISC:	Temporary Disconnected from Pole
PDISC:	Premises Permanently Disconnected
LOCK:	Premises Locked, Billed on estimated reading
DEFTV:	Meter is Defective
REPLC:	Meter replaced

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DISCONNECTION NOTICE

To _____

Date _____

Notice No. _____

Bill Dated _____ for Rs. _____ (Gross)

Reference No. _____

Dear Sir/Madam,

I have to inform you that as you have not paid the above bill by the grace date _____ . Therefore, you have forfeited your right for supply of electricity.

In accordance with Clause 8.1 of Consumer Service Manual and enabling Clauses of PSC, I have further to inform you that unless you pay to this office the above bill within 7* days from the date of presentation of this notice, your installation is liable to be disconnected and if disconnected the connection will not be restored until full settlement has been made by you of all outstanding dues, as per reconnection policy laid down in Consumer Service Manual.

If payment has been made, proof of the payment if, presented at the time of disconnection will cancel this notice.

Revenue Officer/AM (CS)

PAYMENT COUNTERFOIL

Name of Bank _____

Revenue Office _____ Reference No. _____

Energy Charges etc. _____ Surcharge _____ Amount due _____

Bank Receipt and Stamp

(* 15 days for Government Consumers)



RETURN OF CONSUMERS BILLING AND COLLECTION

Division:

Section: **A Billing and Collection**

Month _____

Page: 1 of 6

Sr. No.	Description	Electricity Duty/ Fuel Adj. Surcharge	Surcharge/Addi. Surcharge	Income Tax	Company Account	Total
1.	Balance Outstanding at the beginning of the Month					
2.	Billing for the Month (CP Form-98 Section B+C)					
3.	Total (1+2)					
4.	Deduct					
	(i) Collection during the month (column 6 and 8 of CP Form-113)					
	(ii) Adjustment against Consumers Security Deposits (CP Form-122/CP Form-115)					
	(iii) IOT Credit Advices Received					
	(A) Inter Division Cash (CP Form-127/CP Form-115)					
	(B) Int-Div. Journal Adjustment (CR) (CP Form-130)					
	(C) Int. Div. Unidentified Cash Adj. (CP Form-131)					
	(D) IOT Cash (CP Form-133)					
	(E) Company Employees IOT (CP Form-94)					
	(F) Company Offices IOT (CP Form-93)					
	(iv) Within Division Adjustment					
	(A) Journal Adjustment (CR) (CP Form-129)					
	(B) Unidentified Adjustment (CR) (CP Form-112)					
	Sub-Total (i to iv)					
5.	Total (3+4)					
6.	Previous year's adjustment (+ or -)					
7.	ADD IOT Debit Advices Received					
	Int. Div. Transfer-In (Consumers) (CP Form-142)					

067

S

RETURN OF CONSUMERS BILLING AND COLLECTION

Division:

Section: **A Billing and Collection**

Month _____

Page: 2 of 6

Sr. No.	Description	Electricity Duty/ Fuel Adj. Surcharge	Surcharge/ Addi. Surcharge	Income Tax	Company Account	Total
8.	ADD IOT Credit Advices Issued					
	(i) Int-Div. Journal Adjustment (DB) (CP Form-130)					
	(ii) Int. Div. Unidentified Issue (CP Form-131)					
	(iii) Within Division Adjustment					
	(A) Journal Adjustment (DS) (CP Form-129)					
	(B) Unidentified Adjustment (DB) (CP Form-112)					
9.	Add Unidentified Cash Deletion (CP Form-112)					
10.	Sub-Total (6+7+8)					
11.	Deduct - IOT Debit Advices Issued					
	(i) Int. Div. Transfer-Out Consumers (CP Form-139)					
	(ii) Bed Debts Written Off (CP Form-139)					
12.	Sub-Total (i to ii)					
13.	Balance at the end of the Month (5+9-11)					
1.	Progressive Unidentified amount at the Beginning of the Month (Previous month CP Form-112)					
2.	New Unidentified amount during the Month (CP Form-112)					
3.	Unidentified amount adjusted during the Month (Normal) (CP Form-112)					
4.	Unidentified amount adjusted during the Month (with D) (CP Form-112)					
5.	Progressive Unidentified amount at the end of Month (CP Form-112)					

RETURN OF CONSUMERS BILLING AND COLLECTION

Division:

Month _____

Section:

B Tariff-wise Analysis of Energy Billed (As per CP Form-98)

Page: 3 of 6

Classification	Tariff	No. of Consumers	No. of Units Sold	Energy Charges Addi. Surcharge	Fixed Charges	LPF Penalty/ Energy Duty	Fuel Adj. Surcharge/ Income Tax	Total	Unit Rate
1. Domestic	A-1 (a)								
	A-1 (b)								
2. Commercial	A-2 (a)								
	A-2 (b)								
	A-2 (c)								
3. Industrial including temporary	B-1 (a)								
	B-1 (b)								
	B-2 (a)								
	B-2 (b)								
	B-3								
	B-4								
4. Bulk including temporary	C-1 (a)								
	C-1 (b)								
	C-2 (a)								
	C-2 (b)								
	C-3 (a)								
	C-3 (b)								
5. Agricultural	D-1 (a)								
	D-1 (b)								
	D-2								
6. Temporary Connection	E-1 (i)								
	E-1 (ii)								
	E-2								
7. Public Lighting	G								
8. Residential Colonies	H								
9. Traction	J								
TOTAL									



RETURN OF CONSUMERS BILLING AND COLLECTION

Division:

Month _____

Section: **C Analysis of other charges (As per CP Form-98)**

Page: 4 of 6

Section: **D Analysis of Free Electricity (CP Form-94)**

Sr. No.	Particulars	Amount	Sr. No.	Name of Organization	No. of Employees	Units Charged	Amount
1.	METER RENTAL						
2.	PUBLIC LIGHTING (OTHER THAN ENERGY CHARGES)						
3.	SERVICE RENTAL						
4.	SURCHARGE LEVIED (FOR LATE PAYMENT)						
	TOTAL (1 TO 4)						

Section: **E Security Deposits**

1.	BALANCE OUTSTANDING AT THE START OF THE MONTH (PREVIOUS MONTH CP FORM-49)						
2.	NEW SECURITY DEPOSITS DURING THE MONTH (CP FORM-140)						
3.	NEW SECURITY DEPOSITS RECEIVED DURING THE MONTH THROUGH IOT CREDIT ADVICE (CP FORM-140)						
4.	SUB-TOTAL (1 TO 3)						
5.	SECURITY DEPOSITS ADJUSTED AGAINST OUTSTANDING ACCOUNTS DURING THE MONTH (CP FORM-140)						
6.	SECURITY DEPOSITS CREDITED TO OTHER OFFICES THROUGH CR ADVICE ISSUED DURING THE MONTH (CP FORM-140)						
7.	SECURITY DEPOSITS REFUNDED DURING THE MONTH (CP FORM-140)						
8.	SUB-TOTAL (5 TO 7)						
9.	CLOSING BALANCE AT THE END OF MONTH (4+8)						

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RETURN OF CONSUMERS BILLING AND COLLECTION

Division:

Month

Section: **F Abstract of Cash Collections**

Page: 5 of 6

Sr. No.	DESCRIPTION	ABSTRACT OF BILLING CASH COLLECTION	ABSTRACT OF DEMAND NOTICES CASH COLLECTION
1.	BALANCE OUTSTANDING AT THE BEGINNING OF THE MONTH		
	(A) BILLING CASH BOOK BY BANK BRANCHES (PREVIOUS MONTH (CP FORM-49)		
	(B) DEMAND NOTICES CASH BOOK (SECURITY DEPOSIT) (PREVIOUS MONTH CP FORM-49)		
2.	COLLECTION DURING THE MONTH		
	(A) CONSUMERS BILLING (CP FORM-113) (COLUMN 8 - COLUMN 5)		
	(B) SERVICE CONNECTION COST (NIL)		
	(C) SECURITY DEPOSITS (CP FORM-140)		
	(D) RECONNECTION FEE (CP FORM-113) COLUMN/CP FORM-140)		
3.	TOTAL (1+2)		
4.	TOTAL REMITTANCE TO COMPANY DURING THE MONTH (CP FORM-109/140)		
5.	BALANCE AT THE END OF MONTH (3-4)		

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RETURN OF CONSUMERS BILLING AND COLLECTION

Division:

Month _____

Section: **G Break up of Balance Category-wise**Page: **6** of **6**

Sr. No.	CATEGORIES	OPENING BALANCE	PROG. LP SURCHAGE INCLUDE IN O/B	ASSESSMENT	LP SURCHARGE LEVIED	PAYMENTS	CLOSING BALANCE	NET ARREARS/ SPILL OVER
1.	FEDERAL GOVERNMENT							
2.	AUTONOMOUS BODIES UNDER FEDERAL GOVERNMENT							
3.	LOCAL BODIES UNDER FEDERAL GOVERNMENT							
4.	PROVINCIAL GOVERNMENT							
5.	AUTONOMOUS BODIES UNDER PROVINCIAL GOVERNMENT							
6.	LOCAL BODIES UNDER PROVINCIAL GOVERNMENT							
7.	INVALID GOVERNMENT CODE CONNECTIONS							
8.	TOTAL GOVERNMENT							
9.	PRIVATE CONSUMERS							
10.	TOTAL							
11.	PROGRESSIVE UNIDENTIFIED CASH							
12.	NET							

SIGNATURE OF RO/AM (CS)

NAME _____

STAMP _____

DATE _____

SIGNATURE OF XEN/DM (OPERATION)

NAME _____

STAMP _____

DATE _____



072

BANK QUERRY LETTER

Manager,

.....Bank Limited,

No. _____

Date _____

Dear Sir,

Scroll Reference No. _____ dated _____

Checking of the above scroll with our records revealed the following errors which require corrections:

Sr. No.	Description of Error	Reference No.	Amount shown in the Scroll	Amount as per Calculations

Please confirm correction of your records.

	As per Bank Scroll	Actual
Total		

Your faithfully,

Revenue Officer/AM (CS)



DEBTORS CONTROL ACCOUNT

Revenue Office _____ Division _____
Billing Ledger No. _____ Page No. _____

Date		Initials	Dr.	Cr.	Balance

Checked by Cash Posting Supervisor _____ Signature _____
Date _____

Senior Clerk Cash Posting

Bank Account Reconciliation for the Month of _____

Revenue Office _____

Bank _____

Date _____

Branch _____

(A)

CASH BOOK ABSTRACT

1. Opening balance brought forward from last month
2. Add total of scrolls received per cash book this month
3. Total (1+2)
4. Remittances to DISCO as advised by Bank;

	Rs.
1 st week	
2 nd week	
3 rd week	
4 th week	
5 th week	
Month end	

5. Closing balance (A) (3-4)

(B)

BANK STATEMENT

1. Balance per statement
2. Scrolls received - not credit by bank - Add

Scroll No.	Amount	Scroll No.	Amount	Scroll No.	Amount	Scroll No.	Amount

3. Scroll credited by bank - not received by RO/AM (CS) - Deduct

Scroll No.	Amount	Scroll No.	Amount	Scroll No.	Amount	Scroll No.	Amount

4. Adjustments not yet cleared by bank - Add or Deduct

CB No.	Amount	CB No.	Amount	CB No.	Amount	CB No.	Amount

5. Total (B) (1+2-3+or-4)

If line 5 (A) and line 5 (B) are not in agreement give reasons below:

Prepared by: _____

Signature of _____

Divisional Accounts Officer _____

Dated _____

Signature of RO/AM (CS) _____

Dated _____

Bank Account Reconciliation of Collection of Service Connection Cost Demand Notices

Cost - Demand Notices _____

Division _____

Bank _____

Month _____

Branch _____

(A)

CASH BOOK ABSTRACT

1. Opening balance brought forward from last month
2. Total of Service Connection Cost from Demand Notice Cash Book this month
3. Total (1+2)
4. Remittances to Company Headquarter Bank Account as per Bank Statement

	Rs.
1 st week	
2 nd week	
3 rd week	
4 th week	
5 th week	
Month end	

5. Closing balance (A) (3-4)

(B)

BANK STATEMENT

1. Balance per statement
2. Scrolls received - not credit by Bank - Add

Scroll No.	Amount	Scroll No.	Amount	Scroll No.	Amount	Scroll No.	Amount

3. Scroll credited by Bank - not received by RO/AM (CS) - Deduct

Scroll No.	Amount	Scroll No.	Amount	Scroll No.	Amount	Scroll No.	Amount

4. Adjustments not yet cleared by Bank - Add or Deduct

CB No.	Amount	CB No.	Amount	CB No.	Amount	CB No.	Amount

5. Total (B) (1+2-3+or-4)

If line 5 (A) and line 5 (B) are not in agreement give reasons below:

Signature of Accounts

Manager _____

Divisional Accounts Officer _____

Dated _____

Signature of RO/AM (CS) _____

Dated _____

Bank Account Reconciliation of Collection of Security Deposit Demand Notices

Revenue Office _____ Bank _____
Month _____ Branch _____

(A)

CASH BOOK ABSTRACT

1. Opening balance brought forward from last month
2. Total of Security Deposit Demand Notice Cash Book this month
3. Total (1+2)
4. Remittances to Company Headquarter Bank Account as per Bank Statement

	Rs.
1 st week	
2 nd week	
3 rd week	
4 th week	
5 th week	
Month end	

5. Closing balance (A) (3-4)

(B)

BANK STATEMENT

1. Balance per statement
2. Scrolls received - not credit by Bank - Add

Scroll No.	Amount	Scroll No.	Amount	Scroll No.	Amount	Scroll No.	Amount

3. Scroll credited by Bank - not received by RO/AM (CS) - Deduct

Scroll No.	Amount	Scroll No.	Amount	Scroll No.	Amount	Scroll No.	Amount

4. Adjustments not yet cleared by Bank - Add or Deduct

CB No.	Amount	CB No.	Amount	CB No.	Amount	CB No.	Amount

5. Total (B) (1+2-3+or-4)

If line 5 (A) and line 5 (B) are not in agreement give reasons below:

Signature of Accounts

Manager

Divisional Accounts Officer

Dated

Signature of RO/AM (CS)

Dated

Revenue Office _____
Date _____

Bank _____
Branch _____

Serial No. _____
Month _____

[illegible]

I certify that the difference between the amount of column 12 and the amount of column 13 has been explained in the Bank Reconciliation Statements of each Branch as shown in the copies attached.

Signature of RO/AM (CS) _____
Dated _____

8

Page No. _____

Branch _____

Month _____

Date	Scroll Serial No.	Amount (Rs.)	Security Deposits (Rs.)	Service Connection Costs (Rs.)
Total				

BILL ADJUSTMENT NOTE

Reference Number					Adjustment Note		Billing Month	Due Date	Extended Due Date	Tariff Code	Enq. No. _____ Name and Address of Consumer _____ Date _____
Batch No.	Sub-Division	Account Number	CK	C	Number	Date					

	Electricity Duty	Meter Rent	Service Rent	Energy Charges	Fixed/Min. Charges	LPF Penalty Charges	FAS Charges	Seasonal Charges	Hydel Surcharge	Additional Surcharge	GST	With Holding Income Tax	LP Surcharge
Amount Charged													
Amount to be Charged													
Amount to be Adjusted													
Total Adjustment													

Meter ID		Set No.	Meter No.	Present Reading		Units Adjusted	Units Charged	No. of Months	Drawing and Disbursing Officer	
For Gen	For MDI			As Charged	To be Charged				Code	Amount
1	kWh									
2	kVARh									
3	MDI									
4										

For Company Employee

DDO Code	Energy Charges	FAS	Hydel Surcharge	Additional Surcharge	GST	Total Amount	Units Adjustment

Month and Year	For Gen	For MDI											
Total Consumption	1	kWh											
	2	kVARh											
	3	MDI*											
	4												

* Recorded MDI

Reason	Authority
Name and	Name and
Signature of	Signature of
Supervisor Billing Control /	Supervisor Customer Accounts /
Supervisor Customer ASS (SDO)	Supervisor Customer Services /
Date: _____	Date: _____
	Commercial Superintendent
	Signature of CSO/SDO/RO (Stamp)
	Date: _____

[Handwritten Signature]

RISE AND FALL REGISTER

Feeder _____
Meter Reading Cycle _____

Name of Line Superintendent Incharge _____

Sr. No.	Reference No.	Consumer's Name	Connected Load		Previous Consumption - Months						Present Consumption	Meter Reader's Name	Date of Entry	Observation of Line Superintendent	Rechecked on (Date)	Result of Rechecking	Date Reported to RO/AM (CS)	Action Taken by SDO/AM (O)	Action Taken by Inspecting Officer	Signature of Inspecting Officer	Date
					1	2	3	4	5	6											
1	2	3	4		5						6	7	8	9	10	11	12	13	14	15	16
				This Year																	
				Last Year																	
				This Year																	
				Last Year																	
				This Year																	
				Last Year																	
				This Year																	
				Last Year																	

Note: At the close of each cycle Line Superintendent Incharge will report to SDO/AM (O) in writing.

No. of Discrepancies	Observed
No. of Discrepancies	Rectified
No. of Discrepancies	Not Rectified with Reason

8

DISCREPANCY REPORT

Sub-Division _____ Name of Meter Reader _____
Batch No. _____ Sub-Batch No. _____ Date _____

Sr. No.	Reference No.	Name of Consumer	Tariff	Nature of Discrepancy Pointed Out	Action taken by		SDO/ AM (O)	Date of Recti- fication of Discrepancy
					Line Superintendent	Meter Reading Supervisor		
1	2	3	4	5	6	7	8	9

Signature of Meter Reader _____

5

LIST OF PERMANENTLY DISCONNECTED DEFAULTERS

Sub-Division _____

Month _____

Sr. No.	Name and Address	Reference No.	Particulars of DCO	Amount Outstanding	Instructions	Action Taken
1	2	3	4	5	6	7

Name and
Signature of
SDO/AM(O)



MONTH-WISE DETAIL OF ARREARS

Sub-Division _____

Account No./Reference No. _____

Month	Opening Balance			Meter Reading			ED	Retails		Supply Charges						Withholding Income Tax	GST	Total	Adjust ment	Current Assessm ent	Net Amount	Particulars of Payment		S/C leveled	Closing Balance		
	ED	S/C	Total	Present	Previous	Unit Consumm		Meter Rent	S/Rate	Fix Charges	Energy Charges	FAS	Penalty for LPF	Addi. S/ charge	S/ charges							Amount	Date		ED	S/C	Total
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28

CP Form-62 of 144

Page No.

[illegible]

4

ELECTRICITY BILL ENQUIRY

To	Serial No.	_____
Office	Date	_____
Consumer's Name	Signature of	_____
and Address	Senior Clerk	_____
Reference No.	Office	_____
Tariff		_____

NATURE OF COMPLAINT (PUT TICK ✓ IN BOX)

Incorrect Meter Reading		Faulty Meter	
Incorrect Tariff		Error in Bill	
Already Paid		Date and Name of Bank	
Other Reasons (Please State Details)			

Decision Taken

Stamp and Signature of Deciding
Authority

Any adjustment to Bills as a result of this enquiry will be effected on the next Bill.

Consumer's Signature
(If complaint is not in writing)



OFFICE _____ DATE PREPARED _____

SECTION _____

DESCRIPTION OF RECORD	PRESERVATION PERIOD	RESPONSIBLE PERSON		
		NAME	SIGNATURE	DATE
SIGNATURES	SECTION INCHARGE		DATE	
	OFFICER-IN-CHARGE		DATE	

**ADVICE OF TARIFF/OTHER CHANGES
(CHANGE NOTIFICATION)**

From: SDO/AM (O) _____ Sub-Division
To: RO/AM (CS) _____ Division

Please note the following changes:

Reference No. _____

Consumer's No. _____

Address of Supply _____

A. TARIFF CHANGE

Present Tariff _____

New Tariff _____

Effective Date _____

B. OTHER CHANGES

1. Present Load _____ 2. Present Multiplying Factor _____

New Load _____ New Multiplying Factor _____

Authorization _____

Reasons for Change _____

Application Register Reference _____

Signed _____
SDO/AM (O)

Date _____



CONSUMER'S BILL DESPATCH BOOK

Batch No. _____ Date received from _____
Commercial _____
Assistant Data _____
Month _____ Control _____

Reference Number		Number of Bills in Batch	Name of Bill Distributor	Data Delivered	Signature of Bill Distributor
From	To				
1	2	3	4	5	6



Sub-Division

Page No.

[illegible]

DIVISIONAL OFFICE DEMAND NOTICE REGISTER

Division _____

Page No. _____

Sr. No.	Reference No.	Demand Notice No.	Date of Issue	Amount	Last Date of Payment	Particular of per Bank Amount	Payment as Scrolls Date	Remarks
1	2	3	4	5	6	7	8	9

091
160



Serial No. _____

CHEQUE OR BANK DRAFT RECEIPT BOOK

Received Cheque/Bank Draft No. _____ dated _____ for Rs.
_____ on account of full payment or part payment of Electricity Bill for the month of
_____ against Consumers Reference No. _____ subject to
realization:

Consumer's Name and Address

Stamp and Signature of RO/AM (CS)



[illegible]

Sub-Division _____ Existing Feeder Name _____ Existing Feeder Code _____

[illegible]

8

REVENUE OFFICE RECONNECTION APPLICATION REGISTER[illegible]

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8

BILL ADJUSTMENT NOTES REGISTER

Division/Sub-Division _____

Month _____

Sr. No.	Adjustment Note Number and Date	Reference No.	Brief Description of Adjustment	Amount Debited (+)	Amount Credited (-)	Authority	Dated Sign. of Official who prepared Adjustment Note	Dated Sign. of RO/AM (CS)	Month in which adjustment entered in ledger manually or in CP- 87 by Computer Centre
1	2	3	4	5	6	7	8	9	10

8

CONSUMERS BILLS DELIVERY BOOK

Office _____

Year _____

Sr. No.	Reference No.	Name and Address of Consumer	Dated acknowledgement of the bill for the month of _____											
			April	May	June	July	August	September	October	November	December	January	February	March

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4

**ADVICE TO COMPANY COMPUTER CENTRE AND RO/AM (CS)
ABOUT REJECTION OF APPLICATION FOR NEW CONNECTIONS**

Memo _____

Date _____

To

The Manager (MIS),
Computer Centre, DISCO

Please enter the following Rejected Applications for New Connections in Computer Records/Database.

Sr. No.	Application Form No.	Serial No. of Register	Registration Date	Date of Rejection

ENDST No. _____

Date _____

Date _____

CC:

RO/AM (CS)

SDO/AM (O)



CP Form-76 of 144

(To be maintained by the Official Incharge Connection Section i.e. Supervisor/Line Superintendent)

Single Phase/Three Phase _____
Amps. _____
Maker _____

[illegible]

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5

(To be maintained by the Official Incharge of D&R Section i.e. Line Superintendent)

Page No.

[illegible]

Signature, Name
and Designation

FORWARDING MEMO FOR DOCUMENTS TO BE SENT TO COMPUTER CENTRE

Serial No. _____

The Manager (MIS),
Computer Centre, DISCO

Please receive the following forms:

Form Type	Number of Form	Sub-Division	Total Number of Line Entries on Form

Date _____

Name and Signature of
Revenue Officer/Assistant Manager (CS)



REVENUE OFFICE METER READING LIST REGISTER

Sub-Division

Batch No.	Meter Reading List No.	Date Received in RO/AM (CS)	Date Sent to SDO/AM (O)	Date Received from SDO/AM (O)	Pass to Commercial Assistant Meter Reading Control	Consumption Total No. Units in each case	Date Input Data Batch File sent to Commercial Assistant Data	Initial of Supervisor	Initial of RO/AM (CS)
1	2	3	4	5	6	7	8	9	10

\$

DATA BATCH REGISTER

Revenue Office _____

To be used for recording all data sent to the Computer Centre and received from the Computer Centre.

Batch No.	Type	Signature of person making entry	Received in Data Control		Received in Computer Centre		Received processed batch from Computer Centre		Documents passed to (signature and date)		
			By	Date	By	Date	By	Date	Section	Signature	Date
1	2	3	4	5	6	7	8	9	10	11	12



BILLING CONTROL REGISTER

Sub-Division

Month

[illegible]

3

ADVICE TO SDO/AM (O) OF ERRORS IN METER READING LISTS

To: SDO/AM (O) _____ Sub-Division _____

From: RO/AM (CS) _____

Please note the following errors in meter reading lists and correct your records and statistics accordingly.

Meter Reading List Number	Batch Number	Errors and Omissions Corrected	Reference Number

Date _____

RO/AM (CS)



LAHORE ELECTRIC SUPPLY COMPANY - ELECTRICITY CONSUMER BILL											
 http://www.lesco.gov.pk G.S.T # 0305271600291											
CUSTOMER ID				ED@	BILL MONTH	READING DATE	ISSUE DATE	DUE DATE			
REFERENCE No.				TARIFF	LOAD	OLD A/C No.					
NAME & ADDRESS				CONN. DATE							
PREVIOUS	PRESENT	MF	UNITS	TOTAL UNITS CONSUMED	TOTAL COST OF ELECTRICITY	BILL ADJ.	UNPAID DEBT	DEFERRED AMOUNT	INSTALLMENT		
METER No.	SRVC. RENT	STATUS	METER RENT	PTV FEE	FUEL PRICE ADJUSTMENT	INCOME TAX WITH HELD	NJS	G.S.T.	ELECTRICITY DUTY		
MONTH	UNITS	BILL	PAYMENT	BILL CALCULATION		CURRENT BILL					
						ARREARS/AGE					
						TARIFF SUBSIDY + GST					
						PAYABLE WITHIN DUE DATE					
						L.P. SURCHARGE					
						PAYABLE AFTER DUE DATE					
				REPORT ELECTRICITY THEFT AT THE FOLLOWING NUMBER		For Electric Supply Failure Contact					
				Toll Free # 0800-84338							

LAHORE ELECTRIC SUPPLY COMPANY - ELECTRICITY CONSUMER BILL											
 http://www.lesco.gov.pk											

LAHORE ELECTRIC SUPPLY COMPANY - ELECTRICITY CONSUMER BILL(MDI)									
http://www.lesco.gov.pk									
CUSTOMER I.D.			FAS@	ED@	BILL MONTH	READING DATE	ISSUE DATE	DUE DATE	
REFERENCE No.			TARIFF	LOAD	OLD A/C No.				
NAME & ADDRESS						WAPDA GST # 03-09-2716-001-73			
						SUB-DIVISION			
Prv C.MDI		Prs C.MDI		Res NO.	Monthly Adv. Bill	P.F	DIVISION		
							FEEDER		
KWH	KWH METER READING			KVARH METER READING			MDI METER READING		METER STATUS
METER NO.	PREVIOUS	PRESENT	MF	PREVIOUS	PRESENT	MF	PRESENT	MF	
UNITS CONSUMED									
ENERGY / FIXED CHARGES	LPF PENALTY F P A	A T S SEASON CHARGES	ED INSTALMENTS	METER / SERVICE RENT	CURRENT BILL				
					ARREARS/AGE				
N J S	G.S.T.	INCOME TAX	UNPAID DEBT	DEFERRED AMOUNT	TARIFF SUBSIDY + GST				
					PAYABLE WITHIN DUE DATE				
IN CASE ANY DISCREPANCY IS NOTICED IN THIS BILL, CONCERNED REVENUE OFFICER / CUSTOMER SERVICES OFFICER SHOULD BE CONTACTED BEFORE DUE DATE, FOR RECTIFICATION THEREOF, OTHERWISE BILL WILL BE TREATED AS CORRECT AND RECONCILED.				BILL ADJ.	L.P. SURCHARGE				
					GST ON LPS				
				PTV FEE	PAYABLE AFTER DUE DATE				
MONTH	MDI	KWH UNITS	BILL	PAYMENT	MONTH	MDI	KWH UNITS	BILL	PAYMENT

LAHORE ELECTRIC SUPPLY COMPANY - ELECTRICITY CONSUMER BILL(MDI)				
http://www.lesco.gov.pk				
BILL MONTH	DUE DATE	REFERENCE No.	PAYABLE WITHIN DUE DATE	29637
Jun 12	29 06 2012	41 11236 0068300U	PAYABLE AFTER DUE DATE	31616

Billing Exception List

Consumers not billed due to non-availability of meter reading.

Consumers not billed due to non-availability of Basic Data on Master File.

Consumers in whose cases present readings were the same as the previous readings.

Consumers in whose cases meter replacement is not available.

Consumers in whose cases meter readings were supplied in excess of meter range on Master File.

Consumers in whose cases present readings were less than the previous readings (excluding cases of premises locked).

Tubewell and Industrial consumers in whose cases Fixed Charges/Minimum Charges respectively were not billed due to non-availability of sanctioned load.

Consumers not billed for want of Multiplying Factor or cases where zero Multiplying Factor has been applied.

Readings supplied but RCO input not received. Reconnection effected without clearing arrears. Reconnected but reading not supplied.

Premises, shown Socked but readings on one or more meters of multiple meter premises received

Defective code (6) missing for previously defective meter without any replacement.

Lock Code (4) in case of previously defective meter.

Defective code (6) is given against premises being shown locked previously and where two readings (i) actual reading of defective meter (ii) estimated reading for defective period are not given.

Advance units not equal to those recorded in the Meter Reading Card. Consumption exceeding high limit. Consumption less than low limit.

Meters shown as temporarily disconnected but reconnected without authority.

Meters shown permanently disconnected but illegal reconnected.

Consumer falling in TOU class billing but meter forwarding list not provided accordingly.

**AGE ANALYSIS REPORT OF BILLING EXCEPTIONS
FOR THE MONTH OF _____**

Sub-Division Code and
Name _____

Sr. No.	Type of Exception	No. of Cases			Above 1 Year	Total
		Upto 3 Months	Above 3 Months upto Months	Above 6 Months upto 1 Year		
1	2	3	4	5	6	7



BILLING ASSESSMENT
BILLING MONTH _____

Batch No. _____
Sub-Division _____
Date of Reading _____

Due Date (Normal) _____
Due Date (Govt.) _____
Due Date (F/Rate) _____

Reference No.	R/U TRF Age B-Prd	Units Op. Bal.	SOP Reading-I	E. Duty GS-Tax	I-Tax Ins. Amnt	M-Rent Unpd. Det.	S-Rent Deferred	A. Sur Reading-2	FAS Reading-3	F. Surcharge	LP Sur. Fix Chrgs	Net Remarks

[Handwritten mark]

Ledger Posting for _____
Cash Considered from _____ due date

[illegible]

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f

Sub-Division _____ Processing Date _____ Batch No. _____

[illegible]

HEAVY/CREDIT BALANCE LIST

[illegible]

LIST OF ESTIMATED METER READINGS

Reference No.	Name	Tariff	Load	Units Estimated	Units Charged Criteria	Age	Status



AGE ANALYSIS OF CASES OF ESTIMATED READINGS

Name of Sub-Division	Tariff	No. of Defective Meters			Above 1 Year	Total
		Upto 3 Months	Above 3 Months upto Months	Above 6 Months upto 1 Year		
1	2	3	4	5	6	7



Formation/Office

Month

Revenue Office

Code No.

Page No.

Company

- Total:
- Amount Debited
- Amount Credited
- Net Total (A+B+C)

EMPLOYEES FREE ELECTRICITY - SUMMARY OF ALLOWANCES BY BATCHES

Sub-Division

Month

Page No.

[illegible]

EMPLOYEES UPDATING FORM

Page No. _____

Reference No.	A/C/D Code	Department Code	Employee's Name	Date of Joining	Grade	Employee Code	Free Units allowed per month	Balance Free Units	EPF/PPO/GPF No.	New Reference No.

f

STATEMENT OF UNITS BILLED (FEEDER-WISE) WITHIN SUB-DIVISION
BILLING MONTH _____

Sub-Division _____

Date _____

Feeders	Total No. of Consumers Tariff-wise	Total No. of Meters	A-1 (a)	B-1 (a)	C-1 (a)	D-1 (a)	E-1 (i)	G	H	Total
			A-1 (b)	B-1 (b)	C-1 (b)	D-1 (b)	E-1 (ii)			
			A-2 (a)	B-2 (a)	C-2 (a)	D-2	E-2			
			A-2 (b)	B-2 (b)	C-2 (b)					
			A-2 (c)	B-3	C-3 (a)					
				B-4	C-3 (b)					

Feeder Code _____

Feeder Name _____

Connected Load _____

Units Billed (Urban Area) _____

Units Billed (Rural Area) _____

Total Units _____

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BILLING SUMMARY

Sub-Division/Division/Circle/Company

Month

Sr. No.	Tariff Code	R U	Total Consumers Sanctioned Load	Units Income Tax	Fix Charge/ Energy Charge	PF/PEN Surcharge	FAS Season Charge	Excise Duty/ Bill Adjustment	Meter Rent/ Service Rent	Surcharge Levied Addi. Surcharge	Rounded Factor Total



CONSUMERS SECURITY DEPOSITS LIST

Sub-Division _____

Batch No.	Reference No.	Name and Address	Tariff	Amount	Date of Deposit

Note: Computer Will print Security Deposit amount in Date Order.

Total: _____



DEBTORS CONTROL REGISTER

Sub-Division _____

Month _____

Document Reference		Batch No.1	Batch No.2	Batch No.3	Batch No.4	Batch No.5	Batch No.6	Batch No.7	Batch No.8	Batch No.9	Batch No.10	Batch No.11	Batch No.12	Batch No.13	Batch No.14	Batch No.15
Input Data Batch File	Date Received Passed to															
Weekly Cash Posting Summary CP Form-111	Date Received Passed to	Week 1	Week 2	Week 3	Week 4	Week 5										
Weekly Unidentified Cash List CP Form-112	Date Received Passed to	Week 1	Week 2	Week 3	Week 4	Week 5										
Surcharge Summary CP Form-114	Date Received Passed to															
Batch Debtors Ledger CP Form-115	Date Received Passed to															
Temporary Disconnection Orders CP Form-118	Date Received Passed to															
Equipment Removal Orders CP Form-118	Date Received Passed to															

Computer Centre

Serial No.

Date _____

Please receive the following Bank Scrolls _____.

Name of Bank

Bank Code

Sub-Division

* Note: 1. When declared total by bank is more than checked total - enter in minus Column.
2. When declared total by bank is less than the checked total - enter in plus Column.

Sub-Division _____ Date _____

Bank Name _____

Bank Branch Code _____ Scroll No. _____ Amount _____

Reference No.	Amount	Reference No.	Amount	Reference No.	Amount
Total:					

And so on to complete the input for the day and provide total of cash received for each Sub-Division and the Division.

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Sub-Division _____ Week Ending _____

Bank Branch
Code



WEEKLY SCHEDULE OF BANK REMITTANCES BY BANK BRANCHES

Week Ending Date	Sub- Division	Bank Code	Amount Remitted	Bank Statement Balance	Remarks

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REMITTANCE AJUSTMENT FORM

Division Code Name

Week ending when error occurred	Bank Code	Credit Adjustment	Debit Adjustment	Nature of Error

Divisional Accounts
Officer in Revenue/
CS Office

Signature of RO/AM
(CS)

Signature of Finance
Director

Date

Date

Date

Stamp

Stamp

Stamp



MONTHLY SCHEDULE OF WEEKLY REMITTANCE BY BANK BRANCHES

Sub-Division _____ Month _____

Bank Name	Banh Branch Code	Week Ending	Weekly Remittances
Branch Totals:			
Bank Totals:			
Sub-Divisional Totals:			
Divisional Totals:			

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REMITTANCE ADJUSTMENT PROCESSED

Division Code

Name _____

Week Ending when error occurred	Bank Code	Credit Adjustment	Debit Adjustment
Totals			

DIVISIONAL COLLECTIONS CASH BOOK

Division

Month

Bank Name/ Branch Name and Code	Opening Balance	Total Collection			Total Remittances	Closing Balance	Bank Statement Balance	Difference
		Urban	Rural	Total				
Bank Total								
Divisional Total								

LIST OF SURCHARGES LEVIED IN ERROR/COMPUTER INPUT FORM

Bank Scroll Number _____ Bank Branch Code _____ Date _____

Batch Number	Reference Number	Surcharge Amount	

Authorized
by: _____
Revenue Officer/AM (CS)

Date: _____

Checked
to Ledger: _____
Billing Control Supervisor

Date: _____

WEEKLY CASH POSTED SUMMARY

Sub-Division _____

Week Ending _____

Batch	Cash Posted to Own Division													Rco Fee	Unidentifie d	Grand Total
	Electricity Duty	PTV Fee	GST	Income Tax	Extra Tax	Further Tax	N.J Surcharge	GST on FPA	IT on FPA	ED on FPA	Extra Tax on FPA	Further Tax on FPA	Total			

Sub-Division

Rural Total:

Urban Total:

Grand Total:

Division (Cash Posted to Other Divisions)

Rural Total:

Urban Total:

Grand Total:

Division (Cash Posted to Own Division)

Rural Total:

Urban Total:

Grand Total:

Grand Totals Division:

UNIDENTIFIED CASH LIST

Division _____

Week Ending/Month/Quarter _____

DEBIT					CREDIT				
Date	Bank Code	Reference Nos. Identified	Batch No.	Amount	Date	Bank Code	Batch No. as per stub	Reference No. on stub/scroll	Amount
Batch Total									
Batch Total									
Batch Total									
Batch Total									
Total for Week					Total for Week				

Progressive Outstanding Credit Balance



DIVISIONAL CASH ANALYSIS SUMMARY

Division _____

Month _____

Sub-Division	Week Ending	Cash Posted to Own Division													Rco Fee	Unidentified	Grand Total
		Electricity Duty	PTV Fee	GST	Income Tax	Extra Tax	Further Tax	NJ Surcharge	GST on FPA	IT on FPA	ED on FPA	Extra Tax on FPA	Further Tax on FPA	Total			

Division (Cash Posted to Own Division)

Rural Total:

Urban Total:

Grand Total:

Division (Cash Posted to Other Divisions) (Minus)

Rural Total:

Urban Total:

Grand Total:

Division (Cash Posting made by Other Divisions into this Division) (Plus)

Grand Total:

Division (Total Cash Posted into this Division)

Grand Total:

Total Cash collected by Division:

Signature, Name and
Designation of RO/AM (CS)

MONTHLY SURCHARGE SUMMARY BY BATCHES

Division _____

Month _____

Batch No.	Date Due	Amount Levied	Batch No.	Date Due	Amount Levied
101			201		
102			202		
103			203		
104			204		
105			205		
106			206		
107			207		
108			208		
109			209		
110			210		
111			211		
112			212		
113			213		
114			214		
115			215		
116			216		
117			217		
118			218		
119			219		
120			220		
Sub-Divisional Total			Sub-Divisional Total		
301			401		
302			402		
303			403		
304			404		
305			405		
306			406		
307			407		
308			408		
309			409		
310			410		
311			411		
312			412		
313			413		
314			414		
315			415		
and so on to			and so on to		
Divisional Total			Divisional Total		



BATCH DEBTORS LEDGER

Sub-Division _____

Batch No.	Opening Balance			Assessm- ent (Net)	Surcharge Levied	Cash Posted	Debtors Adjustment			Closing Balance			Amount Set-aside	Un-Paid Debt Installment	ED Paid	Bed Dents Written Off
	ED	Sur- charge	Total				Journal	Un- Identified	Security	ED	Sur- charge	Total				

Note: And showing defaulters ledger as a batch, and the details of balance and movement of unidentified cash.

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LIST OF GENERAL ADJSUTMENT PROCESSED

Batch _____ Sub-Division _____ Date _____ (To be processed daily)

No.	F. No.	Adj. Note No.	Tariff (F/T)	Units (+/-)	SOP (+/-)	Elecy. Duty (+/-)	Surcharge (+/-)	FAS (+/-)	Total Adj. (+/-)	Net Adj.	Ex. D. Date

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LIST OF DISCONNECTION ORDERS ISSUED (TO REMOVE EQUIPMENT)

Division/Sub-Division _____ Batch No. _____ Billing Month _____

Reference No.	Name and Address	Tariff	Amount	Order		Date sent to SDO/AM (O) received by SDO/AM (O)	Data of Disconnection or remarks if not disconnected	Disconnected by	Meter Reading	Material Return Note		Date sent to RO/AM (CS) received by RO/AM (CS)	Reconnection	
				No.	Date					No.	Date		Order No.	Date Reconnection
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15

Signature, Name and Designation _____

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LIST OF OUTSTANDING DISCONNECTION ORDERS (TO REMOVE EQUIPMENTS)

Name of DISCO _____

Aging _____

Sr. No.	Name of Category	Opening Balance of DCOs EROs	Total DCOs / EROs issued during the month	DCOs/EROs effected out of opening balance		DCOs /EROs effected out of DCOs/EROs issued during the month		DCOs/EROs pending end of the Month		Total DCOs/EROs pending at the end of month
				DCOs/EROs Paid	Executed through Disconnection/ Equipment Removal	DCOs/EROs Paid	Executed through Disconnection/ Equipment Removal	Out of opening balance	Out of the DCOs/EROs issued during the month	
	No. Amount	No. Amount	No. Amount	No. Amount	No. Amount	No. Amount	No. Amount	No. Amount	No. Amount	No. Amount

- 1 DEFENCE
- 2 AJ&K
- 3 FEDERAL GOVT. (OTHER THAN DEFENCE AJ &K)
- 4 A/BODIES UNDER F/GOVT
- 5 LOCAL BODIES UNDER FEDERAL GOVT.
- 6 TOTAL FEDERAL GOVT. AGENCIES (1 TO 5)
- 7 SCARP & IRRIGATION
- 8 PROV. (OTHER THAN SCARP & IRRIGATION)
- 9 A/BODIES UNDER PROV. GOVT.
- 10 LOCAL BODIES UNDER PROV. GOVERNMENT
- 11 TOTAL PROV. GOVT. AGENCIES (7 TO 10)
- 12 TOTAL GOVT. AGENCIES (6+11)
- 13 FATA
- 14 AGRL. T/WELL CONSUMERS IN BALUCHISTAN
- 15 PRIVATE OTHERS
- 16 TOTAL PRIVATE (13+14+15)
- 17 GRAND TOTAL (6+11+16)

Name of Sub-Division

Billing Month

[illegible]

OUTSTANDING DISCONNECTION ORDERS AGING (TO REMOVE EQUIPMENTS)

NAME OF DISCO _____

Sr. No.	CATEGORY	UPTO 1 MONTH			ABOVE 1 MONTH			ABOVE 2 MONTHS			ABOVE 3 MONTHS			TOTAL		
		NO.	AMOUNT	AMOUNT OWING	NO.	AMOUNT	AMOUNT OWING	NO.	AMOUNT	AMOUNT OWING	NO.	AMOUNT	AMOUNT OWING	NO.	AMOUNT	AMOUNT OWING
1	DEFENCE															
2	AJ&K															
3	FEDERAL GOVT. (OTHER THAN DEFENCE AJ&K)															
4	A/BODIES UNDER F/GOVT															
5	LOCAL BODIES UNDER FEDERAL GOVT.															
6	TOTAL FEDERAL GOVT. AGENCIES (1 TO 5)															
7	SCARP & IRRIGATION															
8	PROV. (OTHER THAN SCARP & IRRIGATION)															
9	A/BODIES UNDER PROV. GOVT.															
10	LOCAL BODIES UNDER PROV. GOVERNMENT															
11	TOTAL PROV. GOVT. AGENCIES (7 TO 10)															
12	TOTAL GOVT. AGENCIES (6+11)															
13	FATA															
14	AGRL T/WELL CONSUMERS IN BALUCHISTAN															
15	PRIVATE OTHERS															
16	TOTAL PRIVATE (13+14+15)															
17	GRAND TOTAL (6+11+16)															

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SECURTY DEPOSITS ADJUTED AGAINST DEBTORS OR REPAID

Division _____

Month _____

Batch No.	Reference No.	Security Deposit Adjustment Note/ Voucher No.	Date of Adjustment	Amount of Deposit	Amount Adjusted	Amount Repaid	Balance of Deposit	Balance of Account
1	2	3	4	5	6	7	8	9

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ENERGY DEBTORS ARREARS ANALYSIS

Sub-Division/Division/Circle/Company _____ Month _____

Age of Arrears	Total Arrears Amount	% of Current Month Billing	A-1 (a)	B-1 (a)	C-1 (a)	D-1 (a)	E-1 (i)	F	G	H	Total
			A-1 (b)	B-1 (b)	C-1 (b)	D-1 (b)	E-1 (ii)				
			A-2 (a)	B-2 (a)	C-2 (a)	D-2	E-2				
			A-2 (b)	B-2 (b)	C-2 (b)						
			A-2 (c)	B-3	C-3 (a)						
				B-4	C-3 (b)						

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CONSUMERS BATCH CONTROL BOOK

Sub-Division

Batch No.

[illegible]

Name of Division _____ Main Date _____

[illegible]

WEEKLY LIST OF CASH RECEIVED ON BEHALF OF OTHER DIVISIONS

Collecting Division _____ Week Ending _____

Payment Date	Bank Code	Batch	Reference No.	R/U	Cash Posted			
					Electricity Duty	Surcharge	Income Tax	Total

Sub-Total by Con. Sub-Division:
Con. Division Total:
Collecting Division Total:



WEEKLY LIST OF CASH POSTINGS MADE BY OTHER DIVISIONS

Division Cash Posted in _____

Week Ending _____

Payment Date	Bank Code	Batch	Reference No.	R/U	Cash Posted				Collecting Sub- Division	
					Electricity Duty	Surcharge	Income Tax	Total		
Total for Batch:										
Posting Sub-Division Total:										
Posting Division Total:										



Collecting Division

Month

Note for Computer:

List of daily totals of CP Form-127 for the Division (to agree with totals of all CP Forms-127 for months)

In duplicate-copy	1.	Receiving Division with Credit Advice. Both copies to be sent to Collecting Division.
	2.	Collecting Division

[illegible]

(CREDIT ACCOUNT NUMBER-WISE)

(DEBIT ACCOUNT NUMBER-WISE)

Debit to		Amount	Bank Code	Date of Payment	Credit to	
Batch	Reference No.				Batch	Reference No.
Sub-Division Total:						
Division Total:						
Circle Total:						
Company's Total:						

INTER DIVISIONAL UNIDENTIFIED CASH ADJUSTMENTS FOR MM/YYYY

Consumer Division

Batch	Reference No.	Amount	Date of Payment	Bank Code	Bank Sub-Division
Sub-Division Total:					
Division Total:					
Circle Total:					
Company's Total:					



INTER OFFICE TRANSACTIONS PROCESSED (DD-MM-YYYY)

Consumer Sub-Division _____

Batch	Reference No.	Amount		IOT Credit Advice	
		Posted	Unposted	No.	Date
Sub-Division Total:					
Division Total:					
Circle Total:					
Company's Total:					



INTER OFFICE TRANSACTIONS PROCESSED (DURING MONTHLY)

Consumer Sub-Division _____

Batch	Reference No.	Amount		IOT Credit Advice	
		Posted	Unposted	No.	Date
Sub-Division Total:					
Division Total:					
Circle Total:					
Company's Total:					



MASTER DATA ADDITION/CHANGE FORM (CONNECTION UPTO 25 KW)

1. ADDITION		2. CHANGE							
Reference No.		Tariff Code	Application Registration		Security Deposit				
			No.	Date	Amount	Date			
Date of Connection	Sanction-ed Load	Codes						Total No. of	
		R/U	F/P	Seasonal	Electricity Duty	Govt. Deptt:	Standard Classification	Income Tax	kWh Meters
Meter Rent	Service Rent	CNIC No.				Store Requisition No.		Date	

Name and Address of Consumer

Name				
	S/O	D/O	W/O	
Address Line 1				
Address Line 2				

Meter(s) Information

Meter Seq. No.	Feeder Code	Meter No.	Location Code	Manufacturer Code	Meter Code	Multiplying Factor	Meter Range	Initial Meter Reading*
1.								
2.								
3.								
4.								

* For Addition only

Reference No.

** For Change only

Reason	
Authority	
Prepared by (Sign.)	Checked by (Sign.)
Date	Date
Name	Name

Signature of SDO/AM(O) RO/AM (CS)
Date and Stamp

MASTER DATA ADDITION/CHANGE FORM (CONNECTION ABOVE 25 KW)

1. ADDITION		2. CHANGE										
Reference No.		Tariff Code	Application Registration		Security Deposit							
			No.	Date	Amount	Date						
Date of Connection	Sanctioned Load	Codes							Total No. of			
		R/U	F/P	Seasonal	Cons. Class	Electricity Duty	Govt. Deptt.	Standard Classification	Income Tax	Meter Sets	Supply Point	Air Cond.

CNIC No.	Street Light -	Category	Line Length (miles)

Name and Address of Consumer

Name	
	S/O D/O W/O
Address Line 1	
Address Line 2	

Meter(s) Information

Meter Type	Set No.	Main/Sub set	Feeder No.	Meter No.	Location Code	Manfr. Code	Meter Code	Multiplying Factor	Meter Range	Initial Meter Reading*
kWh										
kVARh	kVAh/kVARh Code									
MDI	Reset No.								Cum. MDI	

* For Addition only

Recorded MDI 12 Months Reading	Month											
	Reading											

Reference No.

Store Requisition No.	Date

** For Change only

Reason _____

Authority _____

Prepared by (Sign.) _____

Date _____

Name _____

Checked by (Sign.) _____

Date _____

Name _____

Signature of SDO/AM(O)
RO/AM (CS)

Date and _____
Stamp

(Referred to in Para 2.1 of CP Code-09,
Para 3.1 of CP Code-13,
Para 3.1 of CP Code-14 and
Para 4.2 of CP Code-15)

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CONSUMER METER DATA CHANGE FORM

TYPE OF TRANSACTION

1. REPLACEMENT

2. RECONNECTION

3. TEMPORARY
DISCONNECTION

4. PERMANENT
DISCONNECTION

Name and Address of Consumer _____

Reference No.	MCO/RCO/TDCO/PDCO			No. of kWh Meters	
	Number	Issue Date	Execution Date	Old	New

METER REMOVED

For Gen.	For MDI		Meter No.	Final Reading	Advance Units	Round Comp. Code	Multiplying Factor	Meter Range
Meter No.	Type	Set No.						
1.	kWh							
2.	kVARh							
3.	MDI							
4.								

METER INSTALLED

For Gen.	For MDI		Meter No.	Location Code	Manfr. Code	Meter Code	Multiplying Factor	Meter Range	Initial Meter Reading
Meter No.	Type	Set No.							
1.	kWh								
2.	kVARh								
3.	MDI								
4.									

Reason _____

Authority _____

Prepared
by (Sign.) _____

Date _____

Name _____

Checked
by (Sign.) _____

Date _____

Name _____

Signature of SDO/AM(O)
RO/AM (CS)

Date and
Stamp _____

UNIDENTIFIED CASH/DEBTOR'S ADJUSTMENT FORM**TYPE OF TRANSACTION**1. UN-IDENTIFIED
CASH POSTING2. UN-IDENTIFIED
DELETION3. JOURNAL
ADJUSTMENT4. SECURITY
ADJUSTMENT5. SECURITY
REPAYMENTS6. BAD DEBT
WRITTEN-OFF

7. IOT POSTING

8. REVERSAL OF IOT

9. INSTALLMENT

10. WITHDRAWAL
OF INSTALLMENT11. ADVICE OF
DEPTT./
RESTRAINING
ORDER12. WITHDRAWAL OF
DEPTT./
RESTRAINING
ORDER

Enq. No. _____

Date _____

Name and Address of Consumer _____

Reference No.	Adjustment Note/IOT/Voucher/Restraining Order		Tariff	
	Number	Date	Old	New

No. of Installments	Down Payment	Amount of Bill excluding Down Payment

Electricity Duty	Late Payment Surcharge	Hydel Surcharge	FAS	Additional Surcharge	GST	With-holding Income Tax	Other WAPDA Chares	Grand Total

Identified Reference No.				Bank Code	Payment Date
Batch No.	Sub- Division	Account No.	Ck		

Net Amount to be adjusted (in words) _____

Reason _____

Authority _____

Prepared by (Sign.) _____

Date _____

Name _____

Checked
by (Sign.) _____

Date _____

Name _____

Signature of SDO/AM(O)
RO/AM (CS)Date and
Stamp _____

STREET LIGHT ADDITION/REPLACEMENT/REMOVAL FORM

Reference No.

Name and Address _____

Type	Wattage	Number of Bulb/Tube/Lamp provided by				Total Wattage	Remarks
A/ D/ R		Company	Local Body				
		Bulb	Bulb	Tube	Lamp		

Reason _____

 Authority
 Prepared
 by (Sign.)

Date _____

Name _____

 Checked
 by (Sign.)

Date _____

Name _____

 Signature of SDO/AM(O)
 RO/AM (CS)

 Date and
 Stamp



LIST OF BAD DEBTS WRITTEN-OFF PROCESSED DURING MM/YY

Batch No.	Reference No.	Amount Written-Off			Remarks
		E/D	S/C	Total	
Sub-Division Total					
Division Total					

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**INPUT FORM FOR
SECURITY COST OF SERVICE ACCOUNTS AND RECONNECTION FEE
RECEIVED THROUGH DEMAND NOTICE CASH BOOKS
AND THROUGH INTER OFFICE-CREDIT ADVICE**

FROM THE MONTH OF _____

Division Name _____ Code _____

1. Security Received through Cash Scroll of Demand Notice Cash Book. _____
2. Security Received through IOT Credit Advice. _____
3. Service Cost Received. _____
4. Recollection Fee Inadvertently Received through Cash Scrolls for Security Deposits. _____
5. Remittance of Security Service Cost and Reconnection Fee. _____
6. Deposits adjusted against outstanding accounts. _____
7. Security Deposits Credited to other offices through IOT Credit Advices Issued. _____
8. Security Refunded (Repayment). _____

Signature of SCO/RO/AM (CS)
(With Stamp)

Signature of Divisional Accounts Officer
(With Stamp)

TRANSFER OF CONSUMERS ACCOUNTS FROM ONE BATCH TO OTHER WITHIN SAME SUB-DIVISION / DIVISION

Name of Sub-Division _____

TRANSFER-IN								TRANSFER-OUT							
Batch No.	Reference No.	R/U	E. Duty	Surcharge	GST	I. Tax	Total	Batch No.	Reference No.	R/U	E. Duty	Surcharge	GST	I. Tax	Total



INTER DIVISION TRANSFER OF CONSUMERS ACOUNT FROM ONE DIVISION TO OTHER _____

Name of Sub-Division _____

TRANSFER-IN								TRANSFER-OUT							
Batch No.	Ref. No.	R/U	E.Duty	S/C	GST	I.Tax	Total	Batch No.	Ref. No.	R/U	E.Duty	S/C	GST	I.Tax	Total

[Handwritten signature]

APPLICATION FOR REDUCTION OF LOAD

1. Consumer's Name: _____
2. Father's Name: _____
3. CNIC No.: _____
4. Reference No.: _____
5. Tariff: _____
6. Address of Supply: _____

7. Already Sanctioned Load: _____
8. Reduced Load Required: _____
9. Signature of Consumer: _____

FOR OFFICIAL USE ONLY

Registration No. _____

Site Verification Report: _____
_____AUTHORIZATION _____

SDO/AM (O) _____

Endst. No. _____

LOAD SANCTIONING AUTHORITY

Forwarded to: _____

Dated _____

RO/AM (CS) _____

Division

SDO/AM (O) _____

Sub-Division

APPLICATION FOR EXTENSION OF LOAD

1. Consumer's Name: _____
2. Father's Name: _____
3. CNIC No.: _____
4. Reference No.: _____
5. Tariff: _____
6. Address: _____

7. Already Sanctioned Load: _____
8. Additional Load Required: _____
9. Total Load: _____
10. Signature of Consumer: _____

FOR OFFICIAL USE ONLY

Registration No. _____

Site Verification Report: _____

AUTHORIZATION

_____ SDO/AM (O)

Endst. No. _____

LOAD SANCTIONING AUTHORITY

Forwarded to: _____

Dated _____

RO/AM (CS) _____

Division

SDO/AM (O) _____

Sub-Division