

EASTERN POWER DISTRIBUTION COMPANY FO A.P.LIMITED
CORPORATE OFFICE : : VISAKHAPATNAM.

Memo No. CMD/CGM (Tech)/ADE (Tech)/PO/D.No. 438 /09 Dt. 03-12-2009

Sub: EPDCL – Improving the effectiveness of Spot Billing - Certain Instructions
- Issued.

Ref: Memo No.CMD/APEPDCL/VSP/CGM (T)/D.No. 307/09 dt. 06-08-2009.

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Numerous complaints of wrong bills have been received from the consumers in recent weeks. It has also come to notice through vigilance enquiries that the Spot Billing Meter Readers are colluding with the consumers and suppressing the meter readings, thereby causing loss of revenue to the Company. In fact, the major share of the AT & C loss of the company is due to spot billing deficiencies.

In order to address this issue, the following instructions are hereby issued for strict compliance:

1. The Section Officer should necessarily conduct meeting with Meter Readers on the 2nd or 3rd of every month. The following points shall also be discussed/reviewed in addition to the regular points of discussion :
 - (i) Wrong Readings
 - (ii) Lapses/Omissions in billing
 - (iii) Deviations from procedures
 - (iv) Delays, if any, in taking the meter readings
2. The spot biller should start upload of the billing data from the BMS by the 4th and 14th of each month for the first and second billing cycles respectively. They should also complete download of all the billed data before 11th and 21st without fail. The entire billing process should be completed between 4th and 11th and 14th and 21st for the first and second cycles.
3. The spot billing data is to be uploaded /downloaded at ERO office every day in urban areas and once in two days in rural areas. The section officers should monitor the progress of the billing and also attend to the meter exceptionals immediately.
4. The Section Officers have to interact with the spot-billing meter readers on their observations whenever they come to the Section Office and periodically.
5. Meter Readers are to be rotated every 6 months from one area to the other area. The ADEs should ensure that this is done and submit compliance report.

6. The data of all the meter changes, new services released etc is to be updated in EP-IMRS regularly
7. The Meter Change slips are to be sent to the ERO periodically every 2-3 days (not to wait till the end of the month), so as to ensure that the ERO updates the meter changes data in the BMS.
8. The meter change slips are to be verified thoroughly by AE and ADE for the correctness of the particulars entered. Instances of wrong entries of initial and final readings in the old and replaced meters have come to notice.
9. The section officers should take qualitative check readings, based on the reading exceptions in EP-IMRS, so as to verify the accuracy of spot billing.
10. Every month an area / feeder is to be selected in each section where there are large number of omissions/lapses/discrepancies observed. In that selected area/feeder, check readings are to be obtained for all the services by pooling-up of the O&M staff. Also ensure that these check readings are compared with that of the Billing data for verification and rectification of discrepancies, if any.
11. The Accounts Officer (Revenue) of each Circle has to ensure that the billing data is uploaded in spot billing machines by 3rd of every month for first billing cycle and 13th of every month for second billing cycle for completion of the billing as per the schedule.

Sd/- N. Gulzar

Chairman & Managing Director,
APEPDCL :: Visakhapatnam

To

All Superintending Engineers/Operation/
All Divisional Engineers/Operation/
All Asst. Divisional Engineers/Operation/
All Assistant Engineers/Operation/
All Senior Accounts Officers/APEPDCL
All Accounts Officers/Revenue/APEPDCL
All Asst. Accounts Officers /APEPDCL

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All Directors / APEPDCL
The Chief General Manager/Expr
The General Manager / IT