

e- mail:

TANGEDCO
(ACCOUNTS BRANCH)

From
K.Malarvizhi, B.A.(Corpo.),ACA.,PGDHRM,
Chief Financial Controller/Revenue,
144, Anna Salai,
Chennai – 600 002.

To
All the Superintending Engineers,
Electricity Distribution Circles ,
TANGEDCO.

Lr.No.CFC/REV/FC/REV/DFC/AO/F.Rev. Aug./D.247/18 dt.13.04.2018.
Sir/Madam,

Sub: TANGEDCO – Duties and Responsibilities of Assessment
officers in EDCs orders issued – Strict Adherence – Regarding.

Ref: 1. (per) FB TANGEDCO Proceedings No.8 dt. 23.01.2014
2. Lr.No.CFC/FC/R/AO/Rev/D. /2014 Date.25.06.2014
3. Lr.No.CFC/R/EA/D. /2015, dt.09.09.2015
4. Lr.No.CFC/REV/FC/REV/AO/F.Rev.Aug./D.508/17, dt.12.07.2017

In the references cited above , the work allocation of the Assessment
Officers in the Circles offices had already been communicated.

The Assessment Officers play a vital role in assessment and collection of
revenue, augmentation of revenue and arresting the leakage of revenue. In recent
days, many complaints are being received from consumers, pointing out specifically
deficiencies in the assessment and collection process.

Hence, the Assessment Officers may be strictly instructed to carry out the
duties and responsibilities without any deviation to ensure that the Board's revenue is
realized and leakage of revenue is fully arrested.

The duties and responsibilities of the Assessment Officers of Circle Offices
are reiterated below for expeditious action henceforth.

1. Inspection of collection and camp collection centres in the Circles and to verify
the collection made, to ensure prompt remittance of collection then and there into
Bank to the maximum extent possible, to ensure safe custody of balance cash, if
any, in the section office after remittance into Bank. Checking should be made on
the works of Assessor/Inspector of Assessment and Revenue Supervisor so as to
ensure no leakage of revenue in that section.

2. The Inspection should be so arranged that all the sections in the Circle are covered within a year. The tentative program should be got approved by the Dy. Financial Controller and a copy sent to SE/EDCs concerned for review.
3. The inspection report should be sent to the Superintending Engineers/EDC before 5th of every month.
4. To attend the consumer complaints regarding Assessment and collection besides making random checking on readings of/readings recorded in the While Meter Cards and with the figures entered in the Computer to ensure that the readings are correct.
5. To watch whether rotation of the collection staff is made in the Sections periodically and report the position to the Superintending Engineers/EDC.
6. To watch and ensure that the services of the defaulting consumers (except Government/Local Body) are disconnected and to test check few services. (minimum 30 services in a month).
7. To verify the defective meter register at the time of surprise inspection of sections and to arrange to ensure that all the defective meters are replaced within the next billing cycle and verify the correctness of the assessment (meter defective average) in such cases.
8. At the time of section inspections, the Assessment Officer must ensure that collections made by the Assessor/Inspector of Assessment/ RS in the forenoon are remitted into the Bank partly or fully on the day itself and to see that the cash is not retained in the section office except to the minimum level.
9. In case of cheque issued by the consumer is dishonored, the Assessment Officer must ensure that the collection of amount with relevant penal charges by way of DD or cash until restoration of cheque facility.
10. To verify the correctness of assessment in respect of meter less /meter defective services. If any short levy identified, that should be included and collected in future assessments. After inspection of section office by the Assessment officer if any huge short assessment is identified by any squad, responsibilities will be fixed on the Assessment Officer concerned.
11. To check at the time of inspection to the sections, the remittance Challan with collection records are sent to the Revenue Branches within the stipulated time.
12. In respect of LT CT service, the Assessment Officers must ensure proper application of tariff is made in assessment, multiplying factor/power factor compensation charges are correctly applied.
13. The Assessment Officers should make field /Section inspections frequently (minimum 15 days in a month) etc.,
14. The Assessment Officers should 100% verify whether the non-payment services are physically disconnected or disconnection entry made in computer only.
15. The Assessment Officers should ensure that whether all the services details, like, consumer details, BOAB/AG audit shortfall, any other dues are re-migrated from RAPDRP software to Legacy software.
16. The Assessment Officers should ensure that the new services are effected only after collecting all the arrears in the same premises.

17. The Assessment Officers should randomly verify the 'nil' consumption services are actually 'nil' or any court case pending.
18. The Assessment Officers should ensure that the consumption of Hut services are well within the terms and conditions prescribed by the Hon'ble TENERC. If any violation, necessary action to be made to convert the existing service connection to Domestic service.
19. The Assessment Officers should verify collections through PoS machine are being made as per the CFC office guidelines and notice any other discrepancy to the Head Quarters.
20. The Assessment Officers should educate the Assessors/Inspector of Assessment/Revenue Supervisors and ensure that they are well-versed in the Assessment and Collection.
21. The Assessment Officers should ensure that displays such as consumers to pay the CC charges through various Online modes-Net Banking; Mobile Banking, Payment Gateway: Debit and Credit Card, ATM and PoS machine available in the Section Officers/Collection Centres.
22. The Assessment Officers make should random checking whether any load increase in Agriculture service connections.
23. The Assessment Officers should randomly verify whether separate service connections are effected in the complexes, like, food court, gym, swimming pool, etc., as per revised Tariff Order dt.17.08.2017.
24. The Assessment Officers should cross verify and revise the contracted demand to the level of recorded demand.
25. The Assessment Officers should randomly verify non-payment of CC charges for more than two years and Account Closed.
26. While field inspections, the Assessment Officers should verify that whether separate service connections are effected for the Lavish illumination as per the Hon'ble TNERC order dated 11.08.2017.

B) Further, the Superintending Engineers/Electricity Distribution Circles are instructed to monitor that the Assessment Officers are discharging their Duties and Responsibilities by conducting review meeting at regular intervals to assess their performance and guide them to discharge their duties with utmost care.

Sd xxx (13.04.18)
Chief Financial Controller/Revenue

Copy to all the Chief Engineers/Distribution Region.

Copy submitted to:

The Director(Finance)/TANGEDCO, for kind information, please.

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