

By e-mail/Hard Copy

TANGEDCO
(ACCOUNTS BRANCH)

From

To

The Chief Financial Controller/Revenue.,
7th floor, NPKRR Maligai,
144, Anna Salai,
Chennai – 600 002.

The Superintending Engineers,
Coimbatore/North, Coimbatore/South,
Udumalpet, Coimbatore/Metro,
Tiruppur, Palladam and Nilgiris EDCs,
TANGEDCO.

Lr.No.CFC/Rev/FC/Rev/DFC/R/TA/Rev/F.PoS Collections/DNo.745/23, dt:05.10.2023

Sir/Madam,

Sub: Assessment and Collection – Collection of LT CC Charges
Through integrated PoS Machines at the Collection counters of
TANGEDCO – working instructions – Reg.

CMD has accorded approval to implement the collection of CC Charges and various Miscellaneous Charges in respect of LT Services through the integrated PoS Machines supplied by the Banks at the collection counters of all section offices. The same has been launched in Mylapore Division of Superintending Engineer/Chennai EDC/Central on 29-06-2021 and was further expanded to all the EDC's of Chennai North and South Region (Now Kancheepuram). The facility will be extended to all the Section Offices of Coimbatore/North, Coimbatore/South, Udumalpet, Coimbatore/Metro, Tiruppur, Palladam and Nilgiris EDCs in a phased manner shortly and to other EDCs progressively.

In this connection, the following working instructions are issued for strict adherence at the Collection counters by the Collection staff and at the Revenue Branches by the staff/officers of the Revenue Branch.

Instructions for Collection Staff at Counters.

a) Instructions on Usage of PoS machine for swiping a credit/debit card

1. One PoS Machine will be provided initially per section / Common Counter to collect CC charges/Misc charges as an integrated model.
2. The respective Bank will provide the PoS Machines and maintain the same.
3. **The machine provided to one section cannot be used by the other section.**
4. The consumer will approach the collection counter along with White Meter Card(s) (WMC)(s) to make payment.
5. The payment may be for any demand made by TANGEDCO i.e., CC Charges, New SC, Estimate Cost, Damaged Pole, etc.

6. If consumer opts for making payment through Debit/Credit cards then the Assessor/IA/RS has to choose the Card mode available in the mode of payment for the service(s).
7. The consumer will present the Credit/Debit card as the case may be to Assessor/IA/RS.
8. The Assessor/IA/RS has to verify the expiry date of the card.
9. The Assessor/IA/RS has to insert the Credit/Debit card in the PoS machine provided.
10. The consumer has to verify the amount entered in PoS Machine for his service(s) and then enter his PIN (Personal Identification Number) in the PoS Machine.
11. Once the consumer enters the PIN, the Assessor/IA/RS will enter the submit (enter) button provided in the PoS machine to authorize the transaction.
12. After the successful transaction, the charge-slip to be generated in the PoS machine as a result of the successful transaction.
13. For every transaction through PoS two transaction slips are to be generated by Assessor/IA/RS.
14. One copy is to be given to the consumer for proof of the transaction and Merchant copy to be retained by Assessor/IA/RS. Due care should be taken to retain Merchant copy as this is a vital for any refund cases likely to occur in future.
15. The amount will be transmitted electronically from the respective consumer bank through the PoS Machine to TANGEDCO's Collection Account.
16. The consumer can pay for one or more service connections in a single payment.
17. **PoS machine assigned to one section is strictly not to be used by the Assessor(s)/IA/RS of other sections as it will affect the reconciliation works.**
18. **If there is a failure in any machine, the machine of the next section should not be used at any cost by the Assessor/IA/RS and AE/RS should not permit the same.**
19. **If a consumer wants to make payment through card, he may approach the nearby section where PoS machine is in working condition (since collection of the same is enabled within the region)**
20. IA/RS/ATO to verify the **stock of print rolls** and indent the same from **Respective Banks' toll free Number sufficiently in advance and avoid running out** of print rolls.
21. Multiple Mode of collection i.e. partly through PoS and partly through Cash/cheque/DD is not permitted.

b) Instructions for cancelling a transaction after swiping through of PoS machine for a credit/debit card

1. Since the PoS machines used by the assessment staff are the integrated PoS machines, the only manual intervention that an assessment staff has is entering a service connection number of the consumer.
2. The assessment staff is requested to enter the service connection number carefully in the Legacy software before swiping the credit or debit card of the consumer.

3. Since only one PoS machine per section is to be provided, the RS of the section has to tally the abstract of collection through PoS by Assessor(s)/IA/RS, at the end of day statement to be generated from PoS machine, reconcile and certify that the collection amount as per Legacy software in PoS mode and the amount collected as per PoS machine has been tallied and send the same along with the Assessor/IA, ARC and PCB, cancelled PoS transaction Report with Original cancelled PR, Transaction Slips, Cancellation slip taken from the PoS Machine to Revenue Branch.

INSTRUCTIONS FOR REVENUE BRANCHES

1. Initially when a PoS Machine is to be provided to the section office, the AAO has to enter under Topology, PoS select the Section Office and enter the TID of the machine provided by the Bank and other details such as date from which it is effective etc. After the AAO authorizes the use of the PoS machine by entering above details only, the collection through PoS mode will be enabled for the respective section.
2. The MIS Report received from the Bank will be uploaded at Headquarters and after uploading will be pushed down to the respective regional server by the IT wing at Headquarters so that necessary daily collection report (i.e, PoS wise) will be generated in the computer for the respective users/viewers of daily collection report.
3. This Daily Collection MIS Report TID wise for PoS will have to be reconciled with section-wise PoS abstract duly certified by the Revenue Supervisor and Daily Report (As furnished in PCB) by the AAO/RB.
4. The discrepancy, if any, noticed has to be brought to the knowledge of higher Officials by the AAO/RB immediately.

Bank Reconciliation Statement:

As the centralized account is proposed to be maintained for Collection made through PoS machines, the MT and BRs will be done at HQrs. DFC/OP.

All the Consumer queries are to be attended by respective Section/Assessment Officer/AAO-Revenue Branch.

Banks will provide customer support services for the same for which customer care nos. will be provided by them.

The above instructions shall be communicated to all the Officers and Staff of the Section Offices and Revenue Branches. The Division Level ATO, Circle Level ATO, Asst. Accounts Officer/RB, AO/RIS and DFC are instructed to monitor the collection through PoS by visiting the section offices wherein PoS Machines launched, at frequent intervals and bring to the knowledge of headquarters any difficulties experience in this regard so as to take immediate corrective action.

Superintending Engineer/Coimbatore Region EDCs may also arrange to create awareness among the Consumers about the payment through POS Machines as it will help to digitalize the collection to the extent.

 G-23
Chief Financial Controller/Revenue

Copy submitted to Director (Distribution)/TANGEDCO,
Copy submitted to Director (Finance)/TANGEDCO,
Copy to Chief Engineer/IT – to proceed further,
Copy to Chief Engineers/Distribution Region/Coimbatore,