

Dear Sir kindly send your suggestions/ views
on the minutes of meeting for the welfare of
the Board.

TANGEDCO
(Finance Branch)


19/9/11

From
Hans Raj Verma, I.A.S.,
Chairman Cum Managing Director
10 th Floor, NPKRR Maaligai
144, Anna Salai, Chennai-2.

To
All the Chief Engineers
Distribution Regions
TANGEDCO.

Lr No. CFC/FC/AO/R/ D. No. / 11 Dt. 12/9/11.

Sir,

**Sub:- Budget Estimate 2011-12- Revenue Augmentation
& Cost Control Measures – Collection of additional
Revenue of Rs.1500 Crs- Review meeting held on 19-7-11
&10-9-11 - Communication of minutes –Reg.**

**Ref: 1. Lr No. Dir/Fin/CFC/Fc/Accts/DFC/Bud/F.Rev.Aug/2011
dt. 16.6.11.**

Your kind attention is invited to the above reference, wherein the ways and means of augmenting the Revenue had been mentioned .

On all LT Service connections there is adequate scope for increasing the Revenue through the following means:-

- a) 100% assessment and collection
- b) Maintaining adequate stock of meters
- c) Timely replacement of defective meters
- d) Avoiding misclassification of Tariff
- e) Periodical inspection
- f) Mass raid by officials.
- g) Prompt disconnection of defaulters services
- h) collection of CC arrears by effective method

2. Further it is emphasized in all my discussions that proactive involvement and 'value adding ' contribution of all officers and staff up to the bottom level is much needed at this critical juncture to achieve the targets .

3. You are aware that recently , TNEB Employees Mission Statement has also been released as below:-

TNEB Employees Mission Statement

To work with professional pride, team Spirit and feeling of belongings to the organization. To uphold the rich legacy and values of TNEB

4. Hence you are requested to take all efforts to ensure that all the Officers, staff , workers under your command are contributing 100% of their time ,energy, experience, knowledge for the growth of TANGEDCO .

5. Further, I hope that you will take necessary action in such a way that every member of your team will realize their importance and responsibilities to achieve the target without any slippage giving priority to revenue augmentation.

6. In this connection you are requested to ensure the followings:-

- a) Accurate Billing of HT and LT Services
- b) Collection is made nearest to 100%
- c) Efforts taken to realize the long dues /Court cases
- d) Faults at Sub Stations, Distribution Transformers, Cables, lines are rectified within the least time.

7. The minutes of our discussion held on 19-7-11 & 10-9-11 is enclosed.

Encl: 1. Minutes of the Meeting held on
19-7-11 & 10-9-11..

sd-12-9-11
Director/Fin/TG
for Chairman and Managing Director/TG

Copy to all the Superintending Engineers/Distribution Circles

“ the Director/Distribution, Director/Fin/TG

Minutes of the Revenue Augmentation Review Meeting-
Held on 19-7-11 and on 10.9.11
in the Appadurai hall -10th Floor.

1. **CMD/TANGEDCO** has inaugurated the meeting and spell out the context. He said that tariff revision , Government assistance , etc can meet only a portion of the revenue gap.The main effort for bringing the gap has to come from within the organization .He instructed that section wise target has to be fixed . The performance of each section officer/ Executive Engineer/ superintending Engineers must be assessed weekly, monthly and quarterly . The forecast of the job has to shift from mere technical focus to techno-commercial focus.
2. The **CMD** stressed that the targets must be achieved only through internal efficiency improvements, with clear leadership and directions by the Chief Engineers /Superintending Engineers.
3. The Chairman has assured to arrange for the availability of all the materials through **CE/MM** to augment the revenue
4. As the functions/performance of the **TANGEDCO** are monitored every week by the State Govt. , the Engineers/Staff/workers at all levels must play an active role in augmentation of revenue.
5. The Chief Engineer/Dist. Region/Chennai South had highlighted the ways and means to achieve the Revenue Target, which are as below;-
 - a) The replacement of defective meters must be made uniformly (up to a cut of period) in all the divisions .The allotment of meters must be made accordingly.
 - b) Disconnection of defaulters must be made promptly as per head quarters instructions ie, on 10th, 20th and 30th.
 - c) It should be ensured that Registers are maintained in the Section offices viz, DCRC register, Initial account Register and Meter Change registers .
 - d) Mass Disconnection may be arranged. The Disconnection exercise must be perfectly carried out.

- e) **The inspector of Assessment and the Revenue Supervisors must be asked to carry out their duties as per the work load settlement , ie, to inspect the premises of the consumers to verify the assessment is correct , whether the disconnected services are really under disconnection.**
 - f) **All the returns/ data must be realistic (should not be overstated /under stated)**
 - g) **Arrangements must be made to fully utilize the existing manpower.**
 - h) **Proper Training must be given to the Assessors in taking meter readings in all types of meters .**
 - i) **Proper Training must be imparted to all the AAO/Accounts Supervisors in the Rev. Branches.**
 - j) **The LTCT meters must be assessed only by the AEs/JEs as per instructions in vogue, without deputing others. The AE/JEs must be given training in the meter readings.**
 - k) **The replacement of defective meter details must be entered in the Computer, to avoid average billing, etc.**
 - l) **During mass raid detailed study must be made about the load, usage, consumption pattern, (Boost/Drop), etc.**
 - m) **100% Assessment must be ensured including the new services effected in that month.**
 - n) **If there is any purpose change is noticed by the Assessors it must be informed to the AE to take further action.**
 - o) **Minor punishment may be awarded to the negligent Assessors.**
- 6. The Chief Engineer /Cbe Region had suggested the followings to augment the Revenue:-**
- i) Average Billing worked out by the AE must be verified**
 - ii) DFC/AO/Rev & AAO Rev Br. must inspect the Rev BR/ Section office**

ii) CMRI must be used for analysis of the LTCT services and to verify whether the Exceeded Demand is billed correctly .

7. The Superintending Engineer/Enforcement had suggested the following PREVENTIVE MEASURES TO CURTAIL THEFT OF ENERGY and the revenue loss:-

- A. HT wiring of the HT Services should be well insulated, i.e., the HT jumpers, HT bushings of the metering sets, should be completely insulated so that no bare portion exists. Insulating compounds and PVC tubes can be adopted for this purpose.
- B. Metering set secondary terminal cover should be sealed completely so that there is no room for insertion of any instrument. In some cases provision of additional bolts and nuts with provisions for sealing shall be provided. While ordering new CTs, this aspect may be taken care of.
- C. Connecting the incoming cable to the cut-out instead of connecting it to the Meter should be rectified in the existing cases and avoided in future cases. If it is not possible to connect the incoming cable to the Meter terminals, the same shall be connected to the iron clad cut-outs and the iron clad cut-outs have to be sealed in such cases.
- D. Cluster of services of same tariff/different tariff existing within a single building/compound having no physical segregation should be rectified and such practice should be avoided in future.
- E. In the cases of LTCT services the incoming LT Mains Cable should be directly connected to the LT bus in the Metering box. The fuses on the LT Mains on the incoming side should not be approachable to the consumer. It should be fixed on the LT Pole/LT Pillar boxes only.
- F. Seal Register should be maintained. It should indicate the location of the seals and the same should be reviewed by the concerned Executive Engineers/O&M.
- G. HT Industries which are having compound walls of abnormal height, should be insisted to shift the Metering units nearer to the Main entrance, particularly in steel, carbide and other theft prone industries.

- H. AB Switch in HT Service connections has to be provided in such a way that it cannot be operated by the consumer. For this purpose, all the bolts and nuts in the operating rod, tandem rod and operating handle should be welded.**
- I. Armored cable should be provided between HT Metering set secondary terminal and the test terminal block in the meter box.**
- J. HT Lines and LT Lines passing through the consumer's premises should be shifted out of their premises. Particularly, those premises very nearer to the agricultural service should be examined in this aspect.**
- K. Worn-out studs of sealing pliers, seals removed from services for several reasons should be handed over to the Superintending Engineers/EDC for safe custody, and effectively destroyed at a later date.**
- L. Annual calibration of metering sets and meters in HT Service connections and meters in LT CT Service connections should be done.**
- M. All the HT Feeders in Sub-stations should be provided with energy meters**
- N. Peak load on HT Feeders has to be entered regularly on the intranet website [http.192.168.1.189/ss](http://192.168.1.189/ss).**
- O. Service connection in which the meter is defective and in which the supply has been made through, should be provided with healthy meter and revision of billing must be carried out.**
- P. Inspection must be carried out by each Assistant Executive Engineer/O&M in the premises having more than one LT CT service connection. In the absence of physical segregation in these premises, appropriate action has to be taken to provide one HT service connection, as stipulated in the item No.27 (13) of the TNEDC replacing all the existing LT CT service connections.**
- Q. Service connections whose consumption suddenly drops or boosts by 20% of their regular consumption indicated by the website <http://192.168.1.189/ht> are to be inspected by the Assistant Executive**

Engineer/O&M every month and reported to the Superintending Engineer/ Electricity Distribution Circle.

- R. Disconnected services should be got physically disconnected and status should be recorded in the computer. The disconnected service connections should be physically verified for disconnection by the Revenue Supervisors and monitored by the Assistant Executive Engineer/O&M and reported to the Superintending Engineer/Electricity Distribution Circle.**
- S. Services effected under Tariff IIIA2 for power loom should have physical and electrical segregation. These services should be inspected by the Asst.Exe. Engineers/O&M, as in some cases partitions are being demolished after obtaining service connection and appropriate action has to be taken in such cases.**
- T. Providing excess rated fuses in the horn gaps in HT Services should be avoided. Fuses conforming to the sanctioned demand should be maintained by AE/O&M.**
- U. The meters in LT CT Services are to be fixed in a pilfer proof box whose design has already been communicated, while effecting new services. In the case of old services, pilfer proof box of new design may be provided whenever the old boxes become worn out or warrants replacement due to any other reason, by AEE/O&M.**
- V. Reduction of Provisional Assessment levied initially, by the territorial O&M officials should be compulsorily informed to the Chief Engineer/ Commercial irrespective of value of reduction with copies to the ADGP/Vigilance and SE/Enforcement.**
- 8. The Chief Financial Controller/TANGEDCO had informed that the accumulated loss is Rs. 38,000 Crores , the outstanding Loan is Rs.45,000 Crores and the Bills outstanding as on date is Rs. 8,000 Crs. As such he had requested the Chief Engineers to bestow their personal attention to augment the revenue by involving all the staff and officers focusing on revenue collection and to reduce the expenditure .**
- 9. In order to educate the AEs/SO/Rs/IA to perform their duties effectively and efficiently the need of a manual was emphasized and the following 2 committees were formed as directed by the CMD/TANGCO :-**

Preparation of Standard Operating Manual for Section Officers;

- i) Er. Sankar/CE /Disrt./ Chennai South Region
- ii) ER. Nachadalingam, CE /Disrt./ Madurai Region
- iii) ER. Balakrishnan, CE /Disrt./ Trichy Region
- iv) TH. Arulsamy/CFC/TANGEDCO
- v) Th.Kasi viawanathan/DFC/CEDC/Central/Chennai
- vi) Th.Jeyabal, AO/CE Office/Trichy
- vii) Th.Neelamegam, AAO/CE Office/Chennai South

.Preparation of Standard Operating Manual for Revenue Supervisors & Inspector of Assessment

- i) Er. Thangavelu/ CE/ Dist. /Cbe Region
- ii) ER. Sundararaman, CE/ Dist. / T'veli Region
- iii) ER. Perumalsamy CE/Dist./Chennai North Region
- iv) TH. Manoharan/Fc/Rev
- v) Th. Kumar/DFc/EEDC/Erode
- vi) Th.Suresh /DFc/CEDC/North, Chennai
- vii) Balaji, AAO/lc/ Ooty.

The Committee were asked to prepare the manuals within 3 months time.

10. The CMD has fixed the target at 7% more than the Average of assessment made in April'11 and May'11 (excluding the Revenue From new Services to be effected) and instructed to send the Monthly target achieved report in the prescribed format. The Report for the month of August'11 must be sent on or before 20-9-11.

11. Rs.3500 Crores of Revenue must be augmented by way of improving the internal efficiency .Out of this Rs. 1500 Crores is to be mobilized by the field officers and staff.

12. It must be ensured that all the energy supplied to TANGEDCO (ie, import of energy) by wind generators, CPP ,etc and the energy supplied to consumers (viz, HT,LTCT and LT) are billed very accurately without over/under stating .

13. All the Superintending Engineers /EDcs must send a daily report at 9 pm to the CMD through SMS/E.Mail from 12-9-11 onwards about the revenue realized by way of audit shortfall, theft of energy cases, amount

detected by mass raid, revision of bills during the meter defective period, detection of misuse of Tariff cases, court case amount, arrears realized from local body, Govt and police dept , amount realized through disconnection of defaulters services.

14. Further all the Superintending Engineers/EDCs must send a weekly report (collection made on the above heads) through the Regional Chief Engineers to the Director/Finance/TG through e mail.

15. Summing up, CMD expressed his confidence that the Senior officers who are the bearers of the such legacy of Thiru. Appadurai and Howard will rise up to the challenge. The extraordinary circumstances being faced by TNEB, needs extraordinary response from the officers.

Sd-12-9-11

CMD/TANGEDCO

To

All the Chief Engineers/Distribution Regions/TANGEDCO

Copy to all the Superintending Engineers/Dist. Circles/TANGEDCO

“ the CE/MM, CE/IT, CE/Plg, CE/Per, CIAO,SO Local Body,

“SE/Chairman, EA to Dir/F/TG, EA to Dir/Dist,,EA to MD(TR)