

To
THE CHAIRMAN,
Tamil Nadu Electricity Board,
Chennai-600 002.

Lr.No.GS/TNEBES/F1/D145/2010,Dt.17.04.2010.

Sir,

Sub: Project BEST – Problems to be solved – requested – Reg.

We request the kind attention of the respected Chairman on the following issues for increase in revenue to the Board as well as to improve very good consumer satisfaction.

Problems:

1. Providing of “ Edit, add, delete “ – powers to the Executive Engineers on all working days for the items listed in consumer details / LT CT and non LT CT meter readings.
2. Tariff code to be mentioned in three digits. (Eg. 1 A 1, 3 A 1, etc.).
3. HHD – Software problems to be solved.
Eg.: 1) Problem in Handloom and power loom data recording.
2) For welding service connection problems (monthly min + surcharge + tax).
4. Erratic Reading (very high) – If meter change and tariff change are made in the same assessment period.
5. In power factor service connections – (Having Static Meter): If meter changed – the meter records wrong Power factor (low) and readings erratic (very high for the first month).
6. In advance C.C. collection service – (temporary dismantling case)
a) Collected amount displays in double quantity (Eq. For Rs.240 collection, it shows Rs.480 collected).
b) Assessment wrongly blocked – shows pending arrears. (Actually the amount is collected in advance).
7. Cost statement error (continues from the beginning) – (No. of services, units assessed, amount billed all shows wrongly).
8. Address of the consumer not displaying in defaulters list due to minimized size of characters in the window (only name displays not the address, so D/C cannot be proceeded).

9. Meter defect list: Actual defect status not shows (originally it was shown correctly). Hence priority could not be ascertained to change meter, etc.
10. HHD – Software problem:
If first month entry made as “defect” meter, next month if entered “normal”, it accepts without change in meter. (Problem in HHD only software works correctly).
11. For services where minimum charges collected for two assessment period. The actual reading (if less than the minimum) could not be entered, since it shows amount already collected (i.e. amount in (-).
12. Options to be incorporated to record defect entry – such as forward creep, MRT seals missing, dial defect, glass missing etc. for future follow up and monitoring the service.
13. HHD – Option to be incorporated for “Door locked” services such as vacant, and other remarks noticed by the assessor.
14. Defaulters Reading: Billing to be prepared based on original reading only, not the reading on disconnection. (The difference between original and disconnection i.e. consumption in between is a problem while collecting the charges).
15. Three options are available for collection
 - a) Cash, Cheque, D.D. Now it is not permitted to use more than one option. It should be changed. On the same date more than one option i.e. cash + cheque; Cash + DD; Cheque + DD to be permitted to collect the due from the consumer. (in the same bill, same date).
 - b) More than one DD / Cheque on the same day to be accepted for collection of dues.
16. Temporary Supply:
 - a) Any date assessment / collection to be allowed instead of the existing system for normal service connection.
 - b) Problem in advance CC charge amount to be maintained to be solved. (It should not be adjusted for the difference in amount to be paid).
17. Priority to be provided for shifting of service connection – because of this application could not be closed.
18. In Re-connected services (R/C) – Monthly minimum collected in advance, but shows wrongly as no assessment entry.

19. Grouping of PMC (Previous month consumption) – Option to be allowed for AAO / EE in case of absence of assessor.
20. Priority to be provided for shifting of S/C from one distribution to the other.
21. a) Provisions to be made to upload / download by Assessor / RS from local server instead of AE / JE.
b) Provision to be made to IA / RS for upload / download datas from HHD.
22. Sanction date entry time to be increased from 3 days to 15 days. Since the time taken in receiving the sanction from SE office to section takes minimum 10 – 15 days.
23. Application tracking to be made only by computer at all level. This should be ensured with a specific time limit.
24. Error in defaulters list – Even live services shows as default.
25. Misc. slip collections powers to be extended to AEE.
26. In tariff change
If ordinary service opted for welding i.e. 3 B to 3 B + 15% - no provision in the software (menu to be created).
27. E-mail I.D. to be created for all section officers.
28. Option to send message to higher officers to be provided uniformly (now available only in Erode / Coimbatore / Tirunelveli regions).
29. Default option to be made with reference to load in KW to register category of the service connection.
30. Defective meter entry / consumer details – “add another, enter another” facility to be provided.
31. Consumer address to be printed in the bill (if possible in Tamil to get disconnection promptly in case of failure of payment).
32. Manual collection – updating – edit option to be provided.
33. Name correction power to be extended to AE / JE.

Problem with Gemini Computers:

- 1) Signal back up provision not made (Ring main system).

- 2) UPS / Battery not at all functioning in Phase-I. In Phase-II also more than 30% not function. Response to attend defects is very poor / NIL.
- 3) Printer / Key Board / Mouse problem common.
- 4) UPS Back up facility not functioning even upto 15 – 30 min. Resulting in lot of problems in collection.
- 5) Most of the Generators provided in phase-II are not inworking condition.
- 6) “ V Sat “– link to be provided to suitable operator, since the existing system of BSNL / Airtel are not working properly.

The above grievances are pending for quite a long time in the field. We request the Chairman to settle the grievances early, since it relates with the revenue of the Board.

Thanking you, Sir,

Yours sincerely,
V. ASHOK KUMAR
General Secretary.