

**::TAMIL NADU ELECTRICITY BOARD::**


From  
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
To  
The TNEB Engineer Sangam,  
793,Electricity Avenue,  
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Lr No.CE/IT/SE/CPB/EE/LT/AEE/LT-1/F.PG/D. 17//10 dt 05.06.2010

Sub: Project BEST – minutes for the discussion held  
On 11.05.2010 –Reg  
Ref: Lr.No.GS/TNEBS/F1/D15/2010 dt 17.04.2010

The minutes of the meeting for the discussion held on 11.05.2010 in  
regard to the various issues in <sup>LT</sup> billing software is enclosed herewith.

  
1/6/2010

  
05/06  
CE/IT

  
1/6  
SE/CPB

  
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o/CHIEF ENGINEER/IT.  
/c

Copy to CFC/Revenue .

**Minutes of Meeting held in the chambers of CE/IT at 11.05.2010 @ 11:00 hrs to discuss the pending issues in the LT BILLING software with the TNEB Engineer Sangam**

Sl. No	Issue placed by Engineer Sangam	Remarks of CE/IT
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.	As per TNERC Norms, the consumer grievance shall be attended before 3days of the due date .Accordingly the reading entry is blocked on the 4th of every month as instructed by Member(Distribution).However, this change in logic has to be addressed to the Accounts Wing
2	Tariff code to be mentioned in three digits (Eg. 1 A 1, 3 A 1, etc.)	Necessary corrections will be made.
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)	1. Not a common problem specific cases shall be given to sort out the issue. 2. M/s Analogic was addressed to change the logic.
4	Erratic Reading (very high) - If meter change and tariff change are made in the same assessment period.	Necessary corrections were made and on complete testing, the same will be deployed in all the regions
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).	Necessary corrections were made and on complete testing, the same will be deployed in all the regions
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)	The software was modified & deployed in all the regions. The one mentioned as case study belongs to 11/2009 .
7	Cost statement error continues from the beginning) - (No of services, units assessed, amount billed all shows wrongly)	The software was modified & deployed in all the regions.
8	Address of the consumer not displaying in defaulters list due to minimized six of characters in the window (only name displays not the address, so D/C cannot be proceeded).	Already done.
9	Meter defect list: Actual defect status not shows (Originally it was shown correctly). Hence priority could not be ascertained to change meter, etc.	Already available.

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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).	Testing is under progress and if required the logic will be changed .
11	For services where minimum charges 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 (-).	The issue is not clear and a specific case may be given for study and if the logic is found wrong, the same will be modified.
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	New provision to be made in online and hhd. Will be taken up shortly.
13	HHD - Option to be incorporated for "Door locked" services such as vacant, and other remarks noticed by the assessor.	Already such a list is available
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).	Shall be addressed to accounts wing for logic.
15	Three options are available for collection a) Cash, Cheque, D.D. 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.	Cannot be done since it is part payment in different modes. Can be taken up in RAPDRP.
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).	30 days Collection would resolve this issue.  Shall be addressed to the Accounts wing for clear logic and if the existing logic is to be modified, the same will be modified

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17	Priority to be provided for shifting of service connection - because of this application could not be closed	Already available.
18	In re-connected services (R/C) - Monthly minimum collected in advance, but shows wrongly as no assessment entry.	The DC/RC module revamping is under progress and this issue is already taken care in the new module.
19	Grouping of PMC (Previous month consumption) - Option to be allowed for AAO/EE in case of absence of assessor.	Already available in AE user.
20	Priority to be provided for shifting of S/C from one distribution to the other.	Already available in the application module. But actual service change can be done in the AAO user through bifurcation.
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	a) Available in IA/RS. B) Already available.
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	Shall be addressed to Accounts wing.
23	Application tracking to be made only by computer at all level. This should be ensured with a specific limit..	Testing is under progress and will be deployed from 1.6.2010 to all the regions.
24	Error in defaulters list - Even live services shows as default	Specific case shall be given for examination and correction if required.
25	Misc., slip cancellation power to be extended to AEE	Shall be addressed to Accounts wing.
26	In tariff change If ordinary service opted for welding i.e. 3 B + 115% - no provision in the software (menu to be created).	Tariff change and addition/reduction of load has to be processed separately .
27	E-mail I.D. to be created for all section officers.	Will be taken up when the new server is procured.
28	Option to send message to higher officers to be provided uniformly (now available only in Erode/Coimbatore/Tirunelveli regions)	Available in all regions downstream levels.
29	Default option to be made with reference to load in KW to register category of the service connection	Not clear.

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30	Defective meter entry/consumer details - "add another, enter another" facility to be provided	Will be modified.
31	Consumer address to be printed in the bill (if possible in Tamil to get disconnection promptly in case of failure of payment)	Not possible as the database is in english .
32	Manual collection - updating - edit option to be provided	Not possible as this itself is a standby provision for computerised system.However the same shall be addressed to Accounts wing.
33	Name correction power to be extended to AE/JE	Available in AAO since revenue records to be updated.
	<b>PROBLEM WITH GEMINI COMPUTERS</b>	
34	Signal backup provision not made (ring main system)	M/s Gemini was addressed and is being followed up
35	UPS/Battery not at all functioning in phase 1. In phase II also more than 30% is not functioning. Response to attend defects is very poor/Nil	M/s Gemini was addressed and is being followed up
36	Printer/Key Board/mouse problem	M/s Gemini was addressed and is being followed up
37	UPS backup facility is not functioning even upto 15-30 min resulting in lot of problems in collection	M/s Gemini was addressed and is being followed up
38	Most of the generators provided in phase II are not in working condition	M/s Gemini was addressed and is being followed up
39	V SAT link to be provided to suitable operator, since the existing system of BSNL/AIRTEL are not working properly	M/s Gemini was addressed and is being followed up