TAMILNADU POWER DISTRIBUTION CORPORATION LTD

Office of the Chief Engineer / Distribution,
Villupuram Region / Villupuram.

Memo. No. CE/D/VPM/AEE/RCPB/F.Instruction/D. 74 /2026, Dt.26.11 .2026.

Sub: TNPDCL – Elecy – Project BEST – LT Billing – Frequent receipt of proposals for Back-end Corrections due to careless data entries in LT Billing – Strict instructions issued to avoid back-end corrections – Regarding.

Ref: Memo. No. CE/D/VPM/AEE/RCPB/AE/F.Instruction/D.121/2023, Dt. 12.09.2023.

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In recent days, huge number of proposals and letters are being received at this office from Field Officers requesting back-end corrections in LT Billing software due to wrong data entries made at the field level. Some of the frequent correction requests include editing wrongly entered check readings during tariff change/meter change/load change, DC/RC reading entries, wrong updation of work type/load details during the application stage, and missing TOD Slot readings for KWh readings during tariff change (which results in "Bill not calculated due to wrong reading" errors during subsequent assessments).

It is also noticed that wrong entries in Bill Blocked verification services leads to consumer complaints. In effecting Solar services, the meter type is wrongly updated in application tracking causing more Billing issues. Frequent individual proposals are sent for adding missing Agriculture applications/services and consumer details edit in Agriculture Tariff instead of consolidating them at the Circle level with the recommendation of Circle Committee Approval.

Such repeated careless entries reflect a lack of interest and knowledge about the works, create a bad image for TNPDCL, severely affect Consumer Satisfaction, delay the assessment of Service Connections, and disrupt day-to-day routine activities in the Region Office.

In this regard, all the Superintending Engineers of this region are hereby strictly instructed to direct the concerned field officials (AEEs, AEs, AAOs, DFCs, Assessors, and Revenue staffs) to exercise utmost care while making entries in LT Billing and to strictly follow the instructions detailed in the table below:

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Sl. No.	Nature of Proposals	Common Errors Observed in Field	Instructions to be Followed
1.	**Meter Reading Deletion**	Proposals are received even though front-end deletion provision is enabled for AE/AAO/ DFC and SEs / EDC so as to attain 100% assessment except "Disconnected" status SCs.	The Superintending Engineers are requested to instruct the concerned AE/AAO/DFC to take immediate action for wrongly entered assessments falling under their deletion power and close the issue then and there without delay. Assessors must also be instructed suitably to take utmost care while entering assessments. **BILL BLOCKED VERIFICATION** is also provided and correct reading are to be entered on verification.
2.	**Tariff Change Check Reading Deletion / Updation**	Proposals are received stating that during tariff change, KWh/KVAh check reading has been wrongly entered, KVAh check reading is left blank even when the previous assessment had KVAh reading, Dial completion is wrongly entered as 'Yes', or Tariff change is wrongly entered in one service instead of another.	Concerned AE/AEEs are duly responsible and must be instructed to take utmost care to enter the correct check reading (KWh, KVAh, and MD) and Dial completion, especially while entering check readings during Tariff revision orders.
3.	**Load Change Check Reading Deletion / Updation**	Proposals are received stating that during load change entry, KWh/KVAh check reading has been wrongly entered, KVAh check reading is not entered, and Dial completion has been wrongly entered as 'Yes'.	AEs must be instructed suitably to take utmost care to enter the correct check reading (KWh/KVAh), Dial completion, and TOD slot readings during check reading entry.
4.	**MD Exceeded More Than Twice Issues**	Proposals are received stating that for certain services, the MD reached had been entered wrongly during the old billing period.	Assessors must be instructed suitably to take utmost care while entering assessments. Proposals falling in this category must be sent along with the MRT downloaded report without fail so as to ensure the correct MD.

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5.	**DC / RC**	Proposals are received stating that for certain services, the DC reading had been entered wrongly.	Consumption after DC/IRDC: Inspection check readings must be entered in **AEE Users only**, and **Extra levy / compounding charges should be raised only via AEE Users**. Utmost care must be taken to enter the correct check reading (KWh/KVAh) and TOD slot readings during check reading/DC entry. RC Processing: Officials are instructed to proceed with the RC process first and then make the assessment entry for the RC amount collected cases.
6.	**Solar Service**	Proposals are received recommending to update the solar generation meter option, stating that it has been wrongly entered as 'NO' (or wrongly entered as 'Yes') and hence assessment entry could not be made.	AEs must be instructed suitably to take utmost care to enter correct details while closing the solar applications.
7.	**TNEB Office Building Services**	Proposals are received to adjust CC charges for various billing periods for services utilized by TNEB offices, as adjustment entries were not entered promptly in the revenue branch within the stipulated time.	In LT Billing software, the adjustment entry provision for any TNEB categorized services can be entered **within 60 days in AAO user**. AAOs must be instructed suitably to make adjustment entries promptly then and there without pending for months together.
8.	**Meter Change**	Proposals are received stating that for certain services, the Initial / Final reading had been entered wrongly.	AEs/Staff must be instructed suitably to check the Consumer ledger and take utmost care to enter correct readings.

Sl. No.	Nature of Proposals	Common Errors Observed in Field	Instructions to be Followed
9.	**TOD Billing**	Proposals are received stating that for certain services, TOD slot readings had been entered wrongly or were not entered during assessment, DC/RC, Load change, Tariff change, and Meter change.	AEs/Staff must be instructed suitably to take utmost care to enter correct TOD slot readings, **ensure Cumulative KWh is equal to the sum of TOD Slot readings**, **and verify that the reading entered for each slot is greater than the previous assessment** / DC/RC / Load change / Tariff change / Meter change. Concerned DFCs/AAO must verify the correctness of charges levied for each slot reading and ensure a Slip is raised (if any) before sending the proposal.
10.	**Applications**	Proposals are received recommending: 1. Updation of Work type (Mere, Minor, and Major) and SC line type ('OH' instead of 'UG'). 2. Deletion of wrongly raised slips due to wrong/multiple entries. 3. Correction of wrong entry of Category during application entry. 4. Correction of wrong updation of load during Inspection stage. 5. Correction of wrong entry of readiness details in Agricultural applications.	AEs must be instructed suitably to take utmost care to enter correct inspection details and application data during application tracking.
11.	**Cheque / DD Collection**	Wrong entry of IFSC code during Cheque/DD collection causes errors in Auto-challan generation, hindering same-day remittance.	Revenue/Collection staff must be instructed to verify the IFSC code carefully before entry to ensure smooth auto-challan generation and same-day remittance.
12.	**Agriculture Add-Link Proposals**	Add-link proposals for including missing Agriculture applications/ services are received frequently for one or two applications / services at a time.	It must be ensured that proposals in this regard are consolidated at the Circle level and furnished together rather than sending individual proposals.

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Further, it is strictly informed that back-end corrections will be entertained only for extraordinary circumstances / special cases, which are supported with proper justification and the specific recommendation of the **concerned Officials not below Executive Engineer / O&Ms and agriculture proposals through the Superintending Engineer / EDC**. Any lapses found hereafter in adhering to these instructions will be viewed seriously, and appropriate action as deemed fit will be initiated against the official concerned.

The receipt of this memo may be acknowledged.

Sd/-(V.ATHILAKSHMI) (26.11.2026)
CHIEF ENGINEER / DISTRIBUTION,
VILLUPURAM.

To:

All The Superintending Engineers / EDC of this region.

Copy to all Executive Engineers / O&M of Villupuram and Cuddalore EDCs.

Copy to all Assistant Executive Engineers / O&M of Villupuram and Cuddalore EDCs.

Copy to All AEs / JEs / O&M of Villupuram and Cuddalore EDCs.