

By E-mail

TNPDCL
(ACCOUNTS BRANCH)

Revenue Division
144, Anna Salai
Chennai -2

Circular Memo.No.CFC/REV/FC/REV/DFC/AO/REV/AS/F. RevAug/D.No.820/26,dt.
05.09.2026.

Sub: Revenue Division - Ensuring prompt and accurate Assessment - Inspection of High variation in Consumption Cases – Inspection by officials – Instruction for carrying out Field level Inspection - Communicated - Regarding.

Ref: Letter No.CMD/F. Instructions/D.No.45/2026, dated 29.07.2026.

In order to ensure the correctness of billing, instructions was issued by CMD vide letter cited above, to carryout special inspection of high consumption and high billed services, by all the levels of officers viz., CE, SE, EE, DFC, till AE level. The progress of such inspection was regularly monitored and reported to Govt for appraisal.

In continuation, as a measure to avoid abnormal consumption & Billing being reported and consequent consumer complaints, an arrangement has been made in the LT Billing Software, wherein provision to identify the domestic consumers, who have consumed more than 500 units in the previous assessment month, i.e., July 2026 or August 2026 and to block bill generation in case their present bill (Sep 26 (or) Oct 26) value is 20% higher than the previous bill value.

The above services will be blocked from billing and listed out separately, in the respective users, for re-verification purposes. The re-verification shall be carried out by various level of officers, services earmarked based on value of excess portion, within three working days from the date of reading and the verified details shall be updated in the package, by respective users.

The re-verification of services by officers or staff are proposed as below:

Sl.No	Excess Bill Value Range	Re-Verification officials
1	Exceeds previous bill by below Rs.1,000/-	IA or RS *, as available
2	Exceeds previous bill between Rs.1,001/- to Rs.2,000/-	AS of Revenue Branch
3	Exceeds previous bill between Rs.2,001/- to Rs.5,000/-	ATO (Sub-division/Division)
4	Exceeds previous bill between Rs.5,001/- to Rs.10,000/-	AAO of Revenue Branch
5	Exceeds previous bill by more than Rs.10,000/-	AEE sub-divisions

* In case of meter readings taken by IA due to vacancy of Assessors, the re-verification tasks would not be assigned to them and concerned RS has to take care of such re-verification.

In case of any category of above stated manpower shortfall concerned EE/Division, is empowered to reallocate the verification work among available staff/officials.

During re-verification process, the following instances are to be dealt with;

- If an incorrect meter reading has been captured, reassessment shall be carried out through the deletion process on the same day or, at the latest, on the next working day.
- If the meter reading displayed in the meter matches with the reading already recorded by the Assessor, such services will be cleared and bill will be raised, automatically.
- In case the consumers are not accepting such re-verified consumption, then as per regular process, the Meter downloading (CMRI Data) process has to be initiated through MRT wing, on request received from consumers. However, the bill has to be paid by consumer before the due date. If bill revision is warranted after CMRI data, the same may be carried out as per present procedure and excess bill amount paid will be adjusted in next bill.

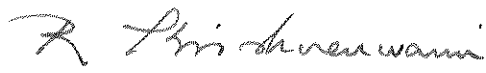
In the case of Mobile App meter reading through Cable or Bluetooth mode (automatic capturing), the actual meter reading only recorded without manual intervention and such services have been **excluded** from this new provision of blocking of bill generation.

Further, to ensure discipline and accuracy in manual assessment by the Assessor, if any incorrect reading is identified in the above re-verification process, appropriate disciplinary action shall be initiated against the concerned Assessors or Inspector of Assessment (IA) who take such wrong readings.

The Services Blocked Report has been developed and deployed in the LT Billing Software to be listed out to each officials viz., Inspector of Assessment, Revenue Supervisor, ATO, AEE and AS/AAO of revenue branch user logins. A comprehensive report for the blocked services, updation after re-verification, Remarks of officials, etc will be available to AE, EE, and circle officers DFC, SE.

In order to avoid inconveniences to the domestic consumers, this blocking of bills and re-verification process is introduced. The re-verification, updating in package, revision of bills, etc are to be carried out within the timeline of three working days from blocking day. Further, all the above activities are to be closely monitored by AEE/EE concerned and responsibilities will be fixed accordingly.

Hence the Superintending Engineer/EDCs are requested to communicate the provisions as above to the field officials and instruct them to comply with the same on war footing action.


05.09.2026
Chief Financial Controller/Revenue (FAC)

To

All the Superintending Engineers/EDC/TNPDCL

Copy to all the Chief Engineers/Distribution/Region

Copy submitted to Director/Finance/TNPDCL for kind information.

Copy submitted to Joint Managing Director/Finance for kind information.