

SUB-DIVISIONAL OFFICE

Procedure	Temporary Disconnection	Code	Page
		CP-03	1 of 6

Reference

1.

General System Description

A Temporary disconnection can be effected at the written request of the consumer for a specified period. In this event the consumer will give an undertaking on Non-Judicial Paper to the effect that he would continue to pay the "Charge due" monthly and would not claim for any "concession" on this account.

Note For Computer

Computer will prepare Disconnection Notices and orders (to remove equipments) in case consumers fail to make payment of monthly bills.

- 1.1 S.D.O. effects the Temporary Disconnection Order and keeps a proper record.
- 1.2 At the time of reconnection, S.D.O. must ensure that "Charge due" and Reconnection Fee have been paid.

SUB-DIVISIONAL OFFICE

Procedure	Temporary Disconnection	Code	Page
Section Designation	Disconnection and Reconnection Section Supervisor	CP-03	2 of 6

Reference**Instructions**

2. Disconnection at request of consumer

If a consumer is leaving premises temporarily or when another consumer is not immediately taking over the premises, a temporary disconnection may be affected after receipt in writing of a request to do so.

- 2.1 Receive the request from consumer in writing for Temporary Disconnection.
- 2.2 Prepare Temporary Disconnection Order (CP-Form-14) in duplicate.
- 2.3 Obtain Sub-Divisional Officer's approval and signature.
- 2.4 Enter order in Register of Temporary Disconnection Order (CP-Form-15) and issue order to Lineman concerned to effect the disconnection.

SUB-DIVISIONAL OFFICE

Procedure	Temporary Disconnection	Code	Page
Section Designation	Disconnection and Reconnection Lineman	CP-03	3 of 6

Reference**Instructions**

3. Receive two copies of Temporary Disconnection Order from the Disconnection and Reconnection Section Supervisor.
 - 3.1 Effect the disconnection and enter on both copies of Disconnection Order.
 - Date when disconnected.
 - Meter(s) No. (s) and Condition.
 - TL No. (s).
 - Reading (s).
 - Obtain signature of consumer.
 - Obtain signature of Disconnection Section Supervisor and of Sub-Divisional Officer.
 - 3.2 Return both copies of Temporary Disconnection Order duly completed to Section Supervisor.

SUB-DIVISIONAL OFFICE

Procedure	Temporary Disconnection	Code	Page
Section Designation	Disconnection and Reconnection Section Supervisor	CP-03	4 of 6

Reference**Instructions**

4. Receive back both copies of completed Temporary Disconnection Order from Lineman. Check that form has been properly completed.
 - 4.1 Send 2nd copy of the order to Revenue Office General Section (see CP Code-13/2.)
 - 4.2 Complete Register CP-Form-15.
 - 4.3 Pass on top copy of Temporary Disconnection Order to Meter Reading Supervisor for entry of meter reading, in Meter Reading Record (see CP-Code-03/5).
 - 4.4 Receive back top copy of Temporary Disconnection Order from Meter Reading Supervisor and file in Consumer's File.
 - 4.5 At the end of each month prepare a statement showing the number of Temporary Disconnection Orders issued executed and lying pending (CP-Form-13).
 - 4.6 Pass statement to Senior Clerk, Connection Section (see CP-Code-02/16.3).

SUB-DIVISIONAL OFFICE

Procedure Section Designation	Temporary Disconnection Meter Reading Meter Reading Supervisor	Code	Page
		CP-03	5 of 6

Reference

Instructions

5. Receive top copy of Temporary Disconnection Orders from Disconnection and Reconnection Section Supervisor.
 - Enter meter readings on Meter Reading Record (CP-Form-11/12).
 - Enter date of Temporary Disconnection on Meter Reading Record (CP-Form-11/12).
- 5.1 Initial and pass on Temporary Disconnection Order to Disconnection and Reconnection Section Supervisor (CP-Code-3/4.4).

SUB-DIVISIONAL OFFICE

Procedure	Temporary Disconnection	Code	Page
Section	Disconnection and Reconnection	CP-03	6 of 6
Designation	Sub-Divisional Officer		

Reference

Instructions

6. Each month, Sub-Divisional Officer will ensure that executed CP-Form-14 have correctly been incorporated in CP-Form-13.