

SUB-DIVISIONAL OFFICE

Procedure	Permanent Disconnection	Code Page
Section Designation		<u>CP-04 1 of 7</u>

Reference**General System Description**

1.

If on expiry of days of grace of Disconnection Notice, the arrears are not paid, the Computer prepares Disconnection Orders. These are sent by Revenue Office General Section to Sub-Division Office for removing connection permanently.

1.1

The Disconnection Section Supervisor arranges for the removal of the equipment.

1.2

The equipment can also be removed on the written request of the consumer.

Note for SDO:-

SDO must ensure that the Disconnection Order effected at the request of the consumer is sent to the Revenue Office immediately through a separate special memo.

SUB-DIVISIONAL OFFICE

Procedure	Permanent Disconnection	Code Page
Section Designation	Disconnection and Reconnection Section Supervisor	<u>CP-04 2 of 7</u>

Reference Instructions

2. Receive two copies of Disconnection Order (CP-Form-16) along with one copy of list of CP-Form-112 from the R.O. General Section. Obtain approval of Sub-Divisional Officer under his signature and stamp (see CP-Code-14/2.9).
- 2.1 Enter date of receipt of list CP-Form-112 along with Disconnection Order in Column-7 of list. Place list in a file in Batch No. order. Separate file to be maintained for each month.
- 2.2 Issue 2 copies of Disconnection Order to Lineman who will effect the removal of the equipment (Para-3/Code-CP-04) and return the removed material with Material Return Note to the Divisional Stores (see Stores Return Procedure in Divisional Accounting Manual). Meters removed are taken on charge in Register (CP-Form-79).
- 2.3 On receipt of a written request from the consumer to remove the equipment, prepare Disconnection Order in Duplicate, and obtain approval of Sub-Divisional Officer under his signature and stamp.
- 2.4 Complete Columns 1 to 6 of Disconnection Order Register (CP-Form-17).
- 2.5 Same as 2.2 above.

SUB-DIVISIONAL OFFICE

Procedure	Permanent Disconnection	Code Page
Section Designation	Disconnection and Reconnection Lineman	<u>CP-04 3 of 7</u>

Reference Instructions

3. Receive two copies of the Disconnection Order (CP-Form-16) from the Section Supervisor. Visit the premises and remove the equipment.

Note: No disconnection order will be effected when the defaulter produces receipt of "PAID BILL" to the staff. However, the concerned staff member will record the particulars of payment i.e. amount due and name of Bank branch on disconnection order.

- 3.1 Enter on all copies of Disconnection Order (CP-Form-16).
- Date equipment removed.
 - Name of the lineman who removed the material.
 - Signature of Line Superintendent.
 - Obtain stamp and signature of Sub-Divisional Officer.

3.2 Attach with one copy of the order, the acknowledged copy of Material Return Note and return all copies of the order to the Section Supervisor.

SUB-DIVISIONAL OFFICE

Procedure	Permanent Disconnection	Code	Page
Section Designation	Disconnection and Reconnection Section Supervisor		CP-04 4 of 7

Reference	Instructions
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3.3 Receive from Lineman two copies of Disconnection Order duly completed along with the acknowledged copy of Material Return Note attached with one copy of the Disconnection Order.

3.4 Complete Columns 7 to 10 in Disconnection Order Register.

3.5 Send 2nd copy of Disconnection Order to Revenue Office, General Section along with the copy of Material Return Note (CP-Code-14/2.11). Complete Columns 11 and 12 in the Disconnection Order Register.

Complete items 1 to 22 of register permanently disconnected defaulters (CP-Form-17A).

Note: Index showing Sr. No. Ref. No., Tariff, Arrears and Page No. shall be prepared at the start of the register. New defaulters will be added on daily basis. At least four pages of CP-Form-17A shall be allotted to each defaulter for recording measures adopted for recovery by SDO, XEN, DCM, Tehsildar Recovery etc.

3.6 Each week on Saturday put up permanently disconnected defaulter's register (CP-Form-17A) to SDO for his checking and recording instructions for recovery (para 5.1.)

3.7 Receive back Permanently Disconnected Defaulter's Register (CP-Form-17A) from SDO (para 5.3). Take the recovery action as per instructions/observations by the SDO. Receive CP-Form-16 from SDO and place in a file to be maintained (para 5.3).

3.8 At the end of month prepare the following abstract on CP-Form-17A:-

	Number	Amount of Arrears
(a) Opening balance at the beginning of month		-
(b) Additions during the month	-	-
(c) Total (a+ b)	-	-
(d) Recovery during the month (quote reference Nos. at the bottom)	-	-
(e) Adjustment during the month (quote reference Nos. at the bottom).	-	-

SUB-DIVISIONAL OFFICE

Procedure	Permanent Disconnection	Code Page
Section Designation	Disconnection and Reconnection Section Supervisor	<u>CP-04 5 of 7</u>

Reference Instructions

- (f) Closing balance at the end of month (c-d-e)
- (g) Sites visited by the SDO during the month (quote reference Nos. at the bottom).
- 3.9 Send other copy of Disconnection Order to Meter Reading Section Supervisor for entries on the relevant Meter Reading Record (see CP-Code-04/4).
- 3.10 Obtain the relevant Consumer's File from Connection Section Senior Clerk.
- 3.11 Write "Supply Removed" and removal date on file.
- 3.12 File copy of the order in Consumer's File when received back from Meter Reading Section Supervisor and send the file back to Connection Section Senior Clerk.
- 3.13 At the end of the month prepare a statement showing the Number of Disconnection Orders received. Number of orders executed and Number of orders lying pending (CP-Form-13).
- 3.14 Pass statement to Senior Clerk Connection Section (see CP-Code-02/16.3).

SUB-DIVISIONAL OFFICE

Procedure	Permanent Disconnection	Code Page
Section Designation	Disconnection and Reconnection Section Supervisor	<u>CP-04 6 of 7</u>

Reference

Instructions

4

Receive copy of Disconnection Order from Disconnection and Reconnection Section Supervisor (see CP-Code-4/3.9).

4.1

Enter on relevant Meter Reading Record:

- Date equipment removed
- Final meter reading
- Disconnection order number.

4.2

Write 'EQUIPMENT REMOVED' in LARGE letters across the Meter Reading Record. Retain Meter Reading Record in binder.

4.3

Initial Disconnection Order and send to Disconnection and Reconnection Section Supervisor.

Note: The purpose of leaving the Meter Reading Record in the binder is to facilitate the Meter Reader to check the connection and ensure that it has not been illegally re-established.

SUB-DIVISIONAL OFFICE

Procedure	Permanent Disconnection	Code Page
Section Designation	Disconnection and Reconnection Section Supervisor	<u>CP-04 7 of 7</u>

Reference**Instructions**

5

Each week on Saturday examine Disconnection Order Register to ensure that all orders are being dealt with. Sign register in token of having examined and taken action where necessary.

5.1

Each week on Saturday, examine CP-Form-17A (para-3.6). Ensure that particulars of all the Consumers disconnection permanently during the week are entered in CP-Form-17A. Record instructions for Supervisor Disconnection and Reconnection Section to pursue recovery. Also review the progress of recovery from defaulters in the light of previous instructions and record observations.

5.2

Visit a reasonable number of permanently disconnected defaulting premises having arrears more than Rs. 1,000 each month so that all the premises are checked once every six month to ensure that the same are not getting supply from neighbour or other unauthorized measures. Record observations/instructions for Supervisor Disconnection and Reconnection Section for pursuing recovery. Send the register back to Supervisor Disconnection and Reconnection Section.

Note for XEN:-

During his visit to the Sub-Division he will review the register of permanently disconnected defaulters (CP-Form-17A) and record his observations. He shall also visit reasonable number of permanently disconnected premises having arrears more than Rs. 5,000 each month; so that all such premises are checked once a year to ensure that the same are not getting supply from the neighbour or other unauthorized measures.

Note for S.E.:-

During his periodic visits to the Sub-Divisions he will inspect CP-Form-17A; review all the cases having arrears more than Rs. 5,000 obtain the explanation from the SDO regarding non-recovery and reasons for accumulation of arrears.

5.3

Receive CP-Form-61 from XEN (CP-Code-17/3.1). Check that all Account Nos. on CP-Form-61 exist on CP-Form-17A. In case of variation take corrective action pass on CP-Form-17A to Disconnection and Reconnection Section Supervisor (para-3.7).