

**SUB DIVISIONAL OFFICE**

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**Reference****General System Description**

1.

Meter Reading Record General Consumers (CP-Form-11) is maintained at Sub Divisional Office under a Meter Reading Section Supervisor. New records are made out by the Connection Section. Meters are read by Meter Reading Clerks under control of a Line Superintendent incharge who reports to the Meter Reading Section Supervisor. Meter reading programme is prepared in such a way that all meters in each feeder are read within a short period as possible. Line Superintends are responsible for ensuring correct recording of Meter Reading by Meter Reading Clerks. Meters for maximum demand supplies over 40 KW are read by SDO or XEN or SE in accordance with regulations. They retain the Meter Reading Record and advise the Revenue Officer of the recordings each month. Otherwise, the meter readings are transferred by Meter Reading Clerks to meter reading lists which are checked by the Line Superintendents and signed by the Meter Reading Section Supervisor and the SDO before dispatch to Revenue Officer.

1.1

The Meter Clerks and Line Superintendent Incharge of the group of feeders are responsible for guarding against line losses on the feeders under their control, and are answerable to Meter Reading Section Supervisor.

The Meter Reading Section Supervisor is in turn responsible for minimizing the line losses of all the feeders under this control and is answerable to SDO.

The SDO is overall responsible for the line losses, in his Sub-Division.

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<b>Reference</b>	<b>General System Description</b>
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1.2 The Incharge Line Superintendent keeps the Rise and Fall Register (CP-Form-58) of the Consumption of doubtful cases and submits it each week to the Meter Reading Section Supervisor showing clearly the action he has taken to rectify the defects and to avert its occurrence in future recommending at the same time the action to be taken against the Meter Clerk or any other official responsible for the loss. The Meter Reading Section Supervisor if not satisfied with the report of the Line Superintendent in the Rise and Fall Register may investigate the matter further and bring it to the notice of the SDO and if appropriate to the XEN for their personal investigation of the functioning of such meter (s). Their findings are submitted to the DISCO'S Director Commercial for making final decision on what actions to be taken.

SDO checks the register, takes any action necessary and signs the register each week. XEN will inspect the registers each alternate month.

1.3 Meter Reading and Bill Distribution checks will be carried out in accordance with instructions issued from time to time for:

- ?? Line Superintendent Incharge of Group of Feeders.
- ?? Meter Reading Section Supervisor.
- ?? SDO/XEN/SE.

**BY LINE SUPERINTENDENT INCHARGE**

The Line Superintendent Incharge of Group of Feeders will carry out the following checks over the readings recorded by the Meter Readers and bills delivered by Bill Distributors in a month, over and above the discrepancies already noted by him from the readings supplied by the Meter Reader.

General	5%
Industrial	15%
Tube well	15%

He ensures by his percentage check that losses are brought down to bare minimum and bills are delivered to the consumers.

He will report to the SDO through the Supervisor all cases where the Meter Readers do not carry out the instructions in CP-Code-06 Para 5 to 5.6 and bills are not delivered to the consumers by the Bill Distributors.

**BY METER READING SECTION SUPERVISOR**

The Meter Reading Section Supervisor will also exercise at least 15% check on Industrial and Tube well Consumers and meter readings/bill distribution at premises having connected load up to 40KW and up to 20 general consumers per week, and report to the Sub-Divisional Officer any discrepancy noticed on the readings recorded by the Meter Reader (s) and Line Superintendent.

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**Reference****BY SUB-DIVISIONAL OFFICER**

The Sub-Divisional Officer will physically check at site readings and distribution of bills of at least 2% of Industrial and Tube well Consumers with connected load upto 40 KW each month and at least 5 meters per day unless there are extenuating circumstances. Two meters to be checked should be those which the Meter Readers had read the previous day. He will initiate disciplinary action against the Meter Reader who do not carry out instructions in CP-Code-06 Para 5 to 5.6 and Bill Distributors who fail to deliver the bills as reported by L/S Incharge/Supervisor Meter Reading Section besides irregularities noticed by himself.

**BY EXECUTIVE ENGINEER**

The Executive Engineer will physically check at site at least 10% readings of meters of Industrial and Commercial Consumers having connected load above 40 KW and up to 500 KW and at least 2 meters a day, one meter independently i.e. which has not been checked by the SDO. if not held up elsewhere. He will also check delivery of bills to consumers whose readings are checked as mentioned above.

**BY SUPERINTENDING ENGINEER**

The Superintending Engineer will physically check at site at least 15% meter readings/delivery of bills of consumers having connected load over 500 KW and at least 5 meters and delivery of bills per week as follows, if not held up elsewhere:

- (a) One meter checked by the SDO.
- (b) One meter checked by XEN.
- (c) Three other meters.

**Note:**

The following Bound Register should be maintained by Line Superintendent Incharge. Meter Reading Section Supervisor. Sub-Divisional Officer, Executive Engineer and Superintending Engineer for above checking and the same should be accountable documents:-

?? CP-Form-A. by Meter Reading Supervisor-II, Meter Reading Section Supervisor-I, or Line Superintendent-II. Meter Reading Section Supervisor and SDO.

?? CP-Form-12A, by XEN and Superintending Engineer.

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**Reference****General System Description****Note:**

- 1- The following bound register should be maintained by Line Superintendent Incharge, Meter Reading Section Supervisor, Sub-Divisional Officer, Executive Engineer and Superintending Engineer for above checking and the same should be accountable documents:

CP-Form-11 A, by Meter Reading Supervisor-II, Meter Reading Section Supervisor-I or Line Superintendent-II, Meter Reading Section Supervisor and SDO.

CP-Form-12A, by XEN and Superintending Engineer.

2. In order to check if the meters of Industrial, Commercial and Tubewell connections have been tempered by the consumers with or without the connivance of Wapda employees. the results of meter testing by clip on meters should be entered in a register which should be an accountable document. Checks should be made a regular feature.

Checks should be made as follows:-

SDO	Monthly
XEN	Accompanied by SDO, Quarterly
SE	Accompanied by XEN and SDO half yearly
Chief Engineer	Annually of checks made by SE

3. The Supervisor and Officers responsible for carrying out regular prescribed percentage checks of meter reading must sign the consumer meter reading card available with the consumers as proof of their check. They should also intimate the result of checking to the respective Sub-Division and Revenue Office indicating the action to be taken where necessary.
4. SDOs. and ROs. must ensure that necessary action, as advised by the checking officer, is taken promptly and properly.

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### Reference

### General System Description

Meter reading for employees entitled to Free Electricity will be taken along with normal reading programme.

#### 1.5 Rotation of Meter Readers.

The meter reading areas of all Meter Readers be rotated after each six month's period. They shall normally be rotated on the 1st of January and 1st of July every year but when there is a deliberate mistake, they can be rotated any time. The Meter Reading Section Supervisor is responsible for periodic checking of Meter Readers in the field to ensure that this instruction is enforced.

#### 1.6 Where Bill Distributors are under Sub-Division control, the SDO will arrange for rotation of their delivery areas so that a Distributor does not deliver bills in same location on more than two consecutive months. Bill Distributors should not be allocated to specific delivery areas.

#### Note -1

In accordance with the yardstick prescribed for Meter Reading Sections in the Manual, Line Superintendent Grade-II (Line Superintendent Incharge of Group of Feeders) is provided where the number of consumers is more than 3000 in Rural and 4000 in Urban Sub-Divisions. In Rural and Urban Sub- Divisions where number of consumers are less than 3000 and 4000 respectively, functions prescribed for Line Superintendent Grade-II (Incharge of Group of Feeders) in the manual will be carried out by Line Superintendent Grade-I (Meter Reading Section Supervisor) in addition to the functions already defined for him.

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**Reference****General System Description****Note - 2**

Where Meter Reading Section Supervisor Grade-I or Grade-II in place of Line Superintendent Grade-II are posted, all functions as prescribed for Line Superintendent Grade-II in the Manual other than the following functions defined for Meter Reading Section Supervisor Grade-I or Meter Supervisor Grade-II will also be carried out by Line Superintendent Grade-I in addition to his own functions:

(i) **Meter Reading Section Supervisor Grade-I**

Functions prescribed for Line Superintendent Grade-II vide Paras 1.3, 5.9, 5.10, 6.1, 6.2, 6.3, and 6.4 of CP-Code-06 including other duties if assigned by Supervisors.

(ii) **Meter Supervisor Grade-II.**

Functions prescribed for Line Superintendent Grade-II vide paras 1.5, 4, 4.1, 4.2, 4.3, 5.7, 5.9, 5.11 and 6.3 of CP-Code-06 including other duties if assigned by Supervisors.

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<b>Procedure</b>	<b>Meter Reading Up to 40 KW Installed Load</b>	<b>Code</b>	<b>Page</b>
<b>Section Designation</b>	<b>Meter Reading Meter Reading Section Supervisor</b>		<b><u>CP-06 7 of 17</u></b>

### Reference

### Instructions

2.

#### **New Connections**

Receive each day Meter Reading Records (CP-Form-11) from Sub-Divisional Officer, for all new connections and change of name and from Disconnection and Reconnection Sections for change of meter.

- 2.1 Insert new Meter Reading Records in binder in feeder walk order number ready for the next month meter reading.

3.

#### **Monthly Meter Reading Upto 40 KW Installed Loads**

Enter programme details in the Meter Reading Programme Register (CP-Form-20) in advance of each month, completing columns 1, 4 and 5.

**Note:** The meter reading and billing programme should be approved in advance each year (in month of June) by the Director Commercial.

- 3.1 Issue CP-Form-11 (Meter Reading Records) of the particular feeder in accordance with meter reading programme to the Line Superintendent Incharge of the group of feeders.
- 3.2 Enter the name of the Line Superintendent Incharge of Feeder in Column 3 in the Meter Reading Programme Register and enter the date in Column 1 if necessary.

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<b>Section Designation</b>	<b>Meter Reading Line Superintendent Incharge Group of Feeders</b>		<b><u>CP-06 8 of 17</u></b>

**Reference****Instructions**

4. Receive from Meter Reading Section Supervisor the Meter Reading Records of the particular feeder.
  - 4.1 Allocate meter reading work so that a day's work is issued to each Meter Reader in accordance with the rotation programme (see CP-Code-06/1.5).
  - 4.2 Enter the name of the Meter Reading Clerk in the Meter Reading Programmer Register (CP-Form-20), along with the date of issue, feeder number and month of readings.
  - 4.3 Issue the particular Meter Reading Records to the Meter Reading Clerk concerned for recording of meter readings.



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**Reference****Instructions**

5. Receive Meter Reading Records (CP-Form-11) from Line Superintendent Incharge of Group of Feeders.
  - 5.1 Visit the premises including temporarily and permanently disconnected, and obtain Consumers Meter Reading Card. (CP-Form-09).  
Read all the meters at the user's premises as indicated by the Meter Reading Record.
  - 5.2 Enter on the Meter Reading Record.
    - ?? Date of reading
    - ?? Meter reading
    - ?? Advance (units consumed since previous reading)
    - ?? initials.

**Note for Meter Reader:**

1. If there is no Meter Reading Record (CP-Form-11) for a newly installed meter, make use of a blank CP-Form-11 and enter all particulars of the connection. Insert it in the binder at the proper place.
2. At the time of reading, check the following irregularities in case of all the meters/premises and fill in Columns 1 to 5 of discrepancies report. CP-Form-58A.
  - A. Suspected Theft.
    1. Prize Bond/Postal Order/Meter Security Slip is missing or torn out.
    2. Bond/Terminal Cover Seal is broken or missing
    3. Hole in ATB Meter body.
    4. ATB is showing signs of tempering.
    5. Joint/Load/Cutout connected before meter.
    6. Terminal Cover missing.
    7. Unmetered service.
    8. Meter hanging loose/tilted/physically un-balanced.
    9. Meter glass broken/dicoloured.
    10. Meter dead/stop/burnt.
    11. Meter sticking.
    12. Meter digits upset.
    13. Meter running reverse.
    14. Meter connected on temporarily/permanently disconnected account.
    15. Meter missing.
    16. Meter found but no record exists.
    17. Any other reason.
  - B. Meter Card not available with Consumer.
  - C. Premises locked.
  - D. Abnormally high reading.
  - E. Abnormally low reading.
  - F. Multiplying factor wrong on record.
  - G. Supply not in use.

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<b>Section Designation</b>	<b>Meter Reading Meter Reading Clerk</b>	<b><u>CP-06 10 of 17</u></b>	

**Reference****Instructions**

- H. Investigation for change of tariff.
- I. Wrong size meter.
- J. Improper meter location.
- K. ATB open
- M. Any other discrepancy.

**Note:-3**

For L.S-II/or MS-II. or MS-I

He will take corrective action in conjunction with Meter Reading Section Supervisor and SDO to rectify the discrepancies and prepare following abstract at the end of the month.

**Abstract:**

- i. Number of discrepancies outstanding at the beginning of the month.
- ii. Number of discrepancies added during the month.
- iii. Total (i)+(ii).
- iv. Number of discrepancies rectified.
- v. Number of discrepancies outstanding at the end of the month.

All reports on CP-Form-58A for a month will be got bound in the shape of a register.

- 5.3 Enter on Meter Reading Card at users premises.
- ?? The date of meter reading.
  - ?? The meter reading.
  - ?? Advance (Units consumed since previous reading).
  - ?? Initials.

Return Consumer's Meter Reading Card to the consumer before leaving the premises.

- 5.4 Transfer the entries of the readings from CP-Form-11 to the Meter Reading List CP-Form-21 for computer processing to be prepared in duplicate. along with any special remarks on the same day.
- 5.5 Add the units consumed column, enter the total and sign the Meter Reading Forwarding List.
- 5.6 Pass the list and CP-Form-11 to Line Superintendent Incharge. Report to Line Superintendent all cases where the record of CP-Form-11 is not shown on CP-Form-21.

Report to Line Superintendent all cases where Meter Reading Cards have been lost by consumers (CP-Code-06/5.13).

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<b>Section Designation</b>	<b>Meter Reading Line Superintendent Incharge of Group of Feeders</b>	<b>CP-06</b>	<b><u>11 of 17</u></b>

### Reference

### Instructions

- 5.7 Receive the Meter Reading Forwarding List and CP-Form-11 from Meter Reading Clerk. Check that the meter readings on the list are complete and the total of units consumed is correct and sign the list.
- 5.8 Prepare a Meter Reading List on CP-Form-21 duplicate of all meters not read.(see CP-Code-06/6).
- 5.9 Prepare a list of the suspected consumers having abnormal and subnormal reading feeder-wise in a Rise and Fall Register (CP-Form-58) with other discrepancies noted from the Meter Reading Lists for the suspected consumers and make comparison of the same with his past consumption as shown in CP-Form-11.
- 5.10 Prepare a list of all faulty meters which have not been removed and pass to Supervisor (see CP-Code-06/7.5).
- 5.11 Prepare a list showing all CP-Form-11 records which are not shown on CP-Form-21 and pass it to the Supervisor (see CP-Code-06/5.6 and CP-Code-06/7.6).
- 5.12 Enter all details from list under 5.11 above on to the CP-Form-21 and make sure that a new reading has been obtained and entered on CP-Form-21.
- 5.13 Prepare a list of premises temporarily disconnected. Receive Meter Reading Clerk's report regarding missing consumers Meter Reading Cards. Prepare new consumers Meter Reading Cards in all cases, arrange delivery to the consumers after obtaining receipts and filing of receipts in respective Consumer's Files.

## SUB-DIVISIONAL OFFICE

<b>Procedure</b>	<b>Meter Reading -Follow up Reading Meter Reading</b>	<b>Code</b>	<b>Page</b>
<b>Section Designation</b>	<b>Meter Reading Line Superintendent Incharge of Group of Feeders</b>	<b><u>CP-06 12 of 17</u></b>	

**Reference Instructions**

6. Arrange for reading all meters which were missed by the Meter Reading Clerk. Using lists prepared at 5.8 of CP-Code-06 and also those of suspected consumption as recorded in the Rise and Fall Register (CP-Form-58) (CP-Code-06/5.9) and meters of premises temporarily disconnected using list prepared at 5.13 of CP-Code-06.
  - 6.1 Enter readings in CP-Form-11 (Meter Reading Records) and on the Meter Reading List of CP-Form-21 (see CP-Code-06/5.7 and 5.8).
  - 6.2 Where premises locked or where there is a faulty meter, make an estimate of consumption on an average basis having regard to previous recorded consumptions as per standing instructions and enter estimate on Meter Reading List and Meter Reading Record, clearly marking same "Estimated Consumption".
  - 6.3 Where premises disconnected temporarily/permanently are found to have been reconnected without authorization vide para-6 above, enter reading on Meter Reading Lists and Meter Reading Record clearly marking the same "Unauthorized Reconnection" on both the above documents.
  - 6.4 Amend additions on and sign copies of Meter Reading List (CP-Form-21) and send to Meter Reading Supervisor along with CP-Form-11 within two days after the original meter reading date (see CP-Code-06/7).
  - 6.5 File the second copies of the Meter Reading Lists.
  - 6.6 Report all cases of unauthorized reconnection at para-6.3 to SDO through the Meter Reading Section Supervisor for investigation and taking corrective action.

**Note:**

SDO will investigate all cases reported under para 6.3 and arrange for immediate disconnection to prevent unauthorized reconnection again.

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<b>Procedure</b>	<b>Meter Reading Up to 40 KW Installed Load</b>	<b>Code</b>	<b>Page</b>
<b>Section Designation</b>	<b>Meter Reading Meter Reading Section Supervisor</b>		<b><u>CP-06 13 of 17</u></b>

**Reference****Instructions**

7. Receive CP-Form-11 and Meter Reading Lists from the Line Superintendent Incharge of Group of Feeders (see CP-Code-6/6.4).
  - 7.1 Complete Columns 6 to 10 in Meter Reading Programme Register.
  - 7.2 Sign Meter Reading Lists after checking to see that they have been properly prepared.
  - 7.3 Obtain signature and stamp of the Sub-Divisional Officer.
  - 7.4 Send through SDO the Meter Reading Lists (top copy) to Billing Section of Revenue Office (see CP-Code-10/2.8).

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<b>Procedure</b>	<b>Meter Reading-Follow-up Readings</b>	<b>Code</b>	<b>Page</b>
<b>Section Designation</b>	<b>Meter Reading Meter Reading Section Supervisor</b>	<b><u>CP-06 14 of 17</u></b>	

**Reference Instructions**

7.5 Receive the list of faulty meters and report in writing to SDO all cases where faulty or incorrect meters have been recorded (see CP-Code-06/5.10 and CP-Code-06/11).

7.6 Receive list of all cases where a Meter Reading Record is not shown on CP-Form 21. Report all cases to Revenue Officer, through SDO.

**Note:**

Revenue Officer will investigate all cases reported under Para 7.6 above and ensure that necessary corrections are made.

7.7 Each week on Saturday check the Rise and Fall Register maintained by the Line Superintendent Incharge of Group of Feeders, investigate the abnormal cases and report SDO of the functioning of faulty meters and action to be taken against the official at fault.

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<b>Procedure</b>	<b>Meter Reading above 40 KW Installed Load</b>	<b>Code</b>	<b>Page</b>
<b>Section Designation</b>	<b>Meter Reading Sub-Divisional Officer</b>	<b><u>CP-06 15 of 17</u></b>	

**Reference Instructions**

8. Read meters of all consumers with installed load above 40 KW and upto 500 KW.
- 8.1 Apply multiplying factors to obtain units consumed, enter on CP-Form-12 and on Consumers Meter Reading Card.

**Note for Sub-Divisional Officer**

Where Consumer's Meter Reading Card is found lost, he will prepare a new Consumer's Meter Reading Card, and arrange its delivery to the consumer after obtaining receipt as well as filing of the receipt in the Consumer's File with Senior Clerk Connection Section.

- 8.2 Agree MDI with consumer's representative before re-setting indicator. Apply multiplying factor to obtain KW reading. Ensure that MDI is functioning properly. If not, arrange for repairs to be carried out and assess reading.
- 8.3 Calculate power factor and enter on CP-Form-12.
- 8.4 Calculate load factor and enter on Meter Reading Record wherever required.
- 8.5 Enter readings, power factor and load factor if required on (CP-Form-34) reading list (two copies). Send top copy to Revenue Officer and second copy to Meter Reading Section Supervisor.
- 8.6 Receive Copy of Meter Reading List from XEN for all consumers with installed load greater than 500 KW and pass on to Meter Reading Section Supervisor (see CP- Code-06/9.5).

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<b>Procedure</b>	<b>Meter Reading above 500 KW Installed Load</b>	<b>Code</b>	<b>Page</b>
<b>Section Designation</b>	<b>Meter Reading Executive Engineer</b>	<b><u>CP-06 16 of 17</u></b>	

**Reference**

**Instructions**

9. The XEN will read the meters of all consumers with an installed load greater than 500 KW.
  - 9.1 Apply multiplying factors to obtain units consumed, enter on CP-Form-12 and on Consumer's Meter Reading Card.
- Note for Executive Engineer**
- Where Consumer's Meter Reading Card is found lost, he will prepare a new Consumer's Meter Reading Card and arrange its delivery to the consumer after obtaining receipt as well as filling of the receipt in the Consumer's File.
- 9.2 Agree MDI with consumer's representative before re-setting Indicator. Apply multiplying factor to obtain KW reading. Ensure that MDI is functioning properly, if not, arrange for repairs to be carried out and assess reading.
  - 9.3 Calculate power factor and enter on CP-Form-12.
  - 9.4 Calculate load factor and enter on CP-Form-12 wherever required.
  - 9.5 Enter readings, power factor and load factor if required on (CP-Form-34) reading list (two copies). Send top copy to Revenue Officer and second copy to SDO (SDO will send the copy to Meter Reading Section Supervisor-see Code-06/8.6).



**SUB-DIVISIONAL OFFICE**

<b>Procedure</b>	<b>Meter Reading-Periodic Reporting</b>	<b>Code</b>	<b>Page</b>
<b>Section Designation</b>	<b>Meter Reading Sub-Divisional Officer</b>	<b><u>CP-06 17 of 17</u></b>	

**Reference****Instructions**

10. Receive CP-Form-22 (Line Losses, Billing, and Arrears Analysis) from Revenue Officer.
- 10.1 Obtain any necessary explanation from Line Superintendent and Meter Reading Section Supervisor in respect of discrepancies or excessive losses. Take remedial action to reduce Line Losses.
11. Receive from Meter Reading Section Supervisor report on the functioning of individual faulty meters (see CP-Code-06/7.5) and arrange replacement of the faulty meters (see CP-Code-07).
- 11.1 Investigate and report to XEN or S.E. if required and take appropriate action in the findings of investigation.
12. Each week on Saturday examine the Rise and Fall Register and ensure that all abnormal cases are being dealt with. Take appropriate action against the official at fault. Sign the register.
13. Receive list of estimated meter readings (CP-Form-90) from Revenue Officer (see Code-10/2.26). Examine all entries and take appropriate action as follows:
  - 13.1 Arrange for replacement or repair of faulty meters (see also Item 11 above).
  - 13.2 Arrange for entry to locked premises to obtain meter reading.