

REVENUE OFFICE

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Reference

General System Description

1. On receipt of the Meter Change Order from the Sub-Divisional Officer, the Commercial Assistant Consumers Records enters the change on CP-Form-138 and the Meter Change Order is passed to the Commercial Superintendent along with the copy of CP-Form-138.
 - 1.1 The Computer Center Billing Master File is amended.
 - 1.2 Where a meter is being changed following temporary disconnection a reconnection order is necessary along with the meter change order (see CP-Code-15/1.4).

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Reference Instructions

2. Receive top copy of Meter Change Order (CP-Form-23) from Sub-Divisional Officer through Revenue Officer. (See CP-Code-07/2.7).
 - 2.1 Prepare CP-Form-138 (Consumer Meter Data Change Form) in duplicate. Obtain signature of Commercial Superintendent and Revenue Officer in token of their check. Take top copy daily to Commercial Assistant Data Control alongwith top copy of Forwarding Memo CP-Form-80. enter details in Data Batch Register CP-Form-82 (CP-Code-09/2.5).
 - 2.2 Pass second copy of CP-Form-138 to Commercial Superintendent alongwith the meter change order and copy of Forwarding Memo (CP-Code-09/3).
 - 2.3 Receive back copy forwarding memo, copy meter change orders and Computer Master File Proof List from Commercial Superintendent (CP-Code-09/3.3).
 - 2.4 File copy forwarding memo after checking that all meter change orders have been returned by Commercial Superintendent.
- File copy meter change order and CP-Form-138 in Consumer's File. File Master File Proof List.

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Reference**Instructions**

- 2.5 Received daily from Commercial Assistant Consumers Records.
- Forwarding Memo CP-Form-80 and attached Computer Center forms in respect of meter changes. (See CP-Code-09/2.1).
 - Ensure that Commercial Assistant Consumers Records enters details in CP-Form-82.
- 2.6 Send input data to Computer Center in the despatch box. Obtain receipt from Computer Center on Data Batch Register CP-Form-82 for all documents passed.
- Where P.C. is installed, send input data to Supervisor P.C. and obtain his signature on CP-Form-82 for all attached documents.
- 2.7 Receive from Computer Center daily the Master File Proof Lists. Record in Data Batch Register CP-Form-82 and pass to Commercial Superintendent (See CP-Code-09/3.1).
- Receive from supervisor P.C. daily the Master File Proof List with error list. Record in Data Batch Register CP-Form-82 and pass to Commercial Superintendent (para 3.1).

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Reference**Instructions**

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Receive daily from Commercial Assistant Consumers Records

- Meter change orders
- Second copy of CP-Form-138 along with copy of Forwarding Memo (CP-Code-09/2.2).

3.1

Receive copy of Computer Master File Proof List from the Commercial Assistant Data Control daily, (CP-Code-09/2.7).

3.2

Receive Master File Proof List with error list produced by P.C. from Commercial Assistant Data Control (para 2.7).

Check details of meter change to the Master File Proof List. In case of error correct same with the Commercial Assistant Consumers Records and advise Computer Center. Initial all entries on Master File Proof List.

Where P.C. is installed, daily check and ensure rectification of errors in Computer processing or otherwise through CSOs Supervisor P.C. and obtain confirmation to this effect on Master File Proof List from Supervisor P.C., by obtaining his dated signature thereon. Record corrective action against respective item on list

Note:

Commercial Superintendent will personally ensure rectification of errors daily and where he will not contact Supervisor P.C., on next working day at the latest, the proof lists would be assumed to be correct by the Supervisor P.C.

3.3

Pass to Commercial Assistant Consumers Records.

- Copy forwarding memo.
- Meter change orders.
- Computer Center Proof List (CP-Code-09/2.3).

3.4

Pass CP-Form-138 to Commercial Assistant Meter Reading Control (CP-Code-10/2.9).

Note for Revenue Officer

He will ensure that Master File Proof Lists are checked thoroughly by Commercial Superintendent and he has taken the corrective action.

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Reference**Instructions**

4. Receive CP-Form-80 with attached documents (para 2.6).
- 4.1 Arrange key entry of all relevant data on the Computer and produce Master File Proof List daily showing errors.
- 4.2 Send Master File Proof Lists with error lists daily to Commercial Assistant Data Control (para 2.7).
- 4.3 Arrange rectification of errors as per advice of Customer Services Office (para 3.2) and sign proof list and error list copy in token of compliance. Where no request for rectification is made on next working day at the latest by Commercial Superintendent, such lists shall be assumed to be correct for transfer of relevant Disket to Circls/Company's Computer Center.

Note for Supervisor P.C

- (i) He will maintain movement record for input received from and output sent to the concerned officials.
- (ii) After making corrections pointed out by concerned officials in proof list/error list. Supervisor P.C. will again obtain a print out for each input to ensure that the same is error free. Where there is still any error, he will arrange rectification through CSO. on top priority basis.