

WEST BENGAL STATE ELECTRICITY BOARD
(Corporate Office)
Bidyut Bhavan : Bidhannagar
Calcutta-700 091.

CIRCULAR No.2000/494 Dt.29.11.2000

Guidelines for proper Meter Reading.

In various review meetings on revenue, it has been brought out that revenue collection particularly in respect of L&MV consumers has not been commensurate with actual energy sent out for sale through the distribution network. It has also been identified that the major reason for unsatisfactory revenue collection against targets is deficiency in the system of physical meter reading. This deficiency is reflected either in table reading or inaccurate reading and non-reading. Meter reading activity has been a matter of concern for long. Various action plans for streamlining of the system of meter reading were formulated from time to time for centralized and de-centralized bulk consumers in particular and others in general, vide Office Order Nos.3844 and 3845 dated 3 September 1985 and Circular No.91/261 dated 30 April 1991. The main thrust of those Office Orders and Circular was introduction of a 3-tier meter reading system namely - normal meter reading, supervisory meter reading and surprise meter reading and specific job responsibility for these. It is being observed with serious concern that guidelines as per existing Office Orders and Circulars are not being scrupulously followed. It is high time that contents of the existing circulars and Office Orders are followed scrupulously

For meter reading it is suggested that following procedure is to be followed:

a) **Normal Meter Reading :**

Specific job responsibility indicating billing zone and number of consumers should be assigned to each Assistant for existing quarterly billing system, who should ensure 100% physical meter reading for the consumers assigned to him. Duty cycles of Assistants engaged in meter reading are to be made rotational. Zonal Managers must ensure that this is done without fail. For monthly meter reading of industrial consumer it has to be ensured that 100% meters are read by the Station-in-Charge where number of industrial consumers is within 100 and 50% in case where the

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number of consumers exceeds 100. However, for Electric Supplies having proportionately large population of industrial consumers like Dasnagar Group Electric Supply, Divisional Engineer concerned shall evolve modality which will ensure physical meter reading of at least 25% consumers by Assistant Engineer/SAE rotationally.

b) Supervisory Meter Reading :

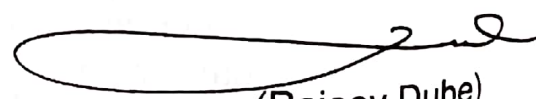
Divisional Engineer-in-charge of O&M/Dist. Division shall devise a system of supervisory meter reading for L&MV consumers through officers and supervisors belonging to Establishment and Accounts Wing. Supervisory Class-II Technical Officers and Technical Supervisors may also be inducted in the supervisory meter reading activity in order to strengthen the system.

c) Surprise Meter Reading :

Surprise meter reading particularly in the premises of multi-storied buildings, residential apartments, commercial market centers, entertainment centers using air conditioner as infrastructure, Nursing Homes etc. is to be ensured through officers in the rank of Assistant Engineer and above. To ensure this, Superintending Engineer shall evolve a system based on available infrastructure and manpower potential for a pragmatic implementation with an ultimate objective of boosting revenue. Surprise meter readings may also be organized from the office of Zonal Managers as far as possible.

Findings of supervisory meter reading and surprise meter reading are to be submitted to Controlling Officer for taking remedial measures, as and when required.

It should be ensured that systems are streamlined in such a manner that contents of this Circular are fully implemented by 15 December 2000.


(Rajeev Dube)
Secretary:WBSEB

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