

Through Mail
Very Urgent

TANGEDCO
ACCOUNTS BRANCH

Memo No. CFC/Rev/FC/Rev/DFC/Rev/F.EOT/D.324/2021, dated: 20.05.2021

- Sub: TANGEDCO – COVID-19 outbreak – Self-Assessment reading for LT Consumers– Bills for the month of May 2021 - Instruction issued – Valid till 31.05.2021 - Reg.
- Ref: 1. Memo No. CFC/Rev/FC/Rev/DFC/Rev/AAO/Rev/F.EOT/D.306/2021, dated:12.05.2021.
2. Lr.no.TNERC/DT/DDT1/F.PMC Billing/D.Co.II-2/2021, Dt.15-05-2021.

In view of the second wave of COVID-19 and lock down since 10.05.2021 4:00 AM to 24.05.2021 04:00 AM, considering the difficulties faced by the LT consumers of TANGEDCO, it was instructed to provisionally adopt previous month billing (PMC billing) (ie amount based on May 2019/March 2021, as the case may be) vide ref (i) cited for all LT services whose reading date fall during the above period.

2.0) In this connection, several LT consumers have represented that their billing as per ref(1) is higher as compared to the actual usage, citing various reasons.

3.0) In view of the LT consumers' representations, it is instructed to accept 'self-assessment' reading as furnished by the LT consumers for the bill month May 2021 by deleting the PMC billing already made as per ref (1) above.

4.0) The PMC billing can be deleted and entry of actual reading can be made to resolve the consumers' representation. However, at present in the LT billing software, the AE has the power to delete the reading/billing upto the assessment value of Rs.5000/- since the powers already delegated is as under:

USER AUTHENTICATED	AMOUNT FOR DELETION	TIME FRAME FOR DELETION
AE	Up To Rs.5000/-	For LTCT services, from the date of reading to 30th day. For other services, from the date of reading to 60th day
AAO	Rs.5001/- TO Rs.10,000/-	
DFC	Above Rs.10,000/-	

4.1) As such as, if PMC amount exceeds Rs.5000/- the section officers concerned have to communicate to the AAO/Revenue or DFC concerned for reading deletion which may cause unnecessary delay and inconvenience to public.

4.2) Therefore, the above powers delegated for deletion of meter reading in the billing software shall modified as **"UP TO Rs.30,000/-"i.e., AEs/AAO(RB) concerned can delete the reading/billing upto the PMC bill value of Rs.30,000/-**. The same powers are also

delegated to the sub division ATOs concerned. They shall arrange to enter the actual meter reading received as stated above. If amount exceeds more than the value of Rs.30,000/-, it may be communicated to the DFC concerned for deletion and arrangements for entering actual reading may be carried out. This relaxation of powers is only for a limited period i.e. upto 31.05.2021.

5.0) Hence in order to resolve the consumer queries/representation without delay and to ensure consumer satisfaction, the Superintending Engineers/EDCs are instructed as below:

- a) To arrange to accept the "self-assessment reading" furnished by the LT consumers through Whatsapp photo/ SMS/Whatsapp Msg/letter/email to the AE/JE's (Section Officer) Mobile Number/E-mail ID in the form of Text or photo image of the Kwhr/Kvahr/MD (as applicable). The respective AE/JE's (Section Officer) Mobile Number/E-mail ID are available in TANGEDCO's website www.tangedco.gov.in
- b) Based on the "self-assessment reading" furnished by the LT consumers, upon deleting the PMC billing by the officials concerned (AE/Sub-division ATO/AAO-RB/DFC), the Section Officer shall arrange to raise the bill for May 2021. The "self-assessment reading" details furnished by the consumers may be arranged to be preserved for reference. The bill amount can also be communicated to the respective consumers in the same mode as the readings have been received (SMS/Whatsapp/E-mail Message) by the Section Officer concerned.
- c) The LT consumers may be advised to make use of the online payment facilities such as Internet Banking, Mobile Banking, Payment Gateway, Bharath Bill Pay System (BBPS) etc., for the payment of current consumption charges and other arrear charges, as a precautionary measure.

6.0) Also, the actual meter reading may be arranged to be taken by the staff concerned wherever possible/required duly ensuring covid safety measures.

//By Order of CMD/TANGEDCO//



Chief Financial Controller/Revenue

To

All the Superintending Engineers/EDCs.

Copy to All the Chief Engineers/ Distribution Regions.

Copy to Chief Engineer/Information Technology (For necessary action).

Copy to Chief Internal Audit Officer/TANGEDCO.

Copy submitted to Director (Distribution)/TANGEDCO

Copy submitted to JMD(Finance)/TANGEDCO

Copy submitted to JMD/TANGEDCO

Copy to EA to Chairman cum Managing Director/TANGEDCO.

Copy to APO (Tamil Development) (to publish in gazette).

Copy to Stock file.

தமிழ்நாடு மின்உற்பத்தி மற்றும் பகிர்மான கழகம்

எண்.23

செய்தி வெளியீடு

நாள்-10.05.2021

தமிழ்நாடு மின்உற்பத்தி மற்றும் பகிர்மான கழக தாழ்வழுத்த மின்நுகர்வோர்களின் கனிவான கவனத்திற்கு:

கோவிட்-19 பரவுதலை கட்டுப்படுத்தும் பொருட்டு 10.05.2021 முதல் 24.05.2021 வரை ஊரடங்கு அமல்படுத்தப்படுவதன் காரணமாக, தாழ்வழுத்த மின்நுகர்வோர்களின் இடர்பாடுகளை கருத்தில் கொண்டு, மாண்புமிகு தமிழக முதல்வர் அவர்களின் அறிவுறுத்தலின்படி, மாண்புமிகு அமைச்சர், மின்சாரம், மதுவிலக்கு மற்றும் ஆயத்தீர்வைத் துறை அவர்கள் தமிழ்நாடு மின்உற்பத்தி மற்றும் பகிர்மான கழகத்துடன் நடத்திய கலந்தாய்வில் வெளியிட்ட வழிமுறைகள் கீழ்வருமாறு::

அ) தாழ்வழுத்த மின்நுகர்வோர்களின் மின்கட்டணம் மற்றும் இதர நிலுவை தொகை செலுத்துவதற்கான கடைசி நாள் 10.05.2021 முதல் 24.05.2021 வரை இருக்குமாயின், அத்தொகையினை செலுத்த 31.05.2021 வரை மின் துண்டிப்பு/மறு இணைப்புக் கட்டணமின்றி காலநீட்டிப்பு வழங்கப்படுகிறது.

ஆ) மேலும், ஏற்கனவே மின்நுகர்வோர்களுக்கு வழங்கியுள்ள இணையதளவழி மூலம் வலைதள வங்கியியல், கைபேசி வங்கியியல், பேமண்ட் கேட்வே, பிபிபிஎஸ் (BBPS) முதலிய வழிகள் மூலம் பணம் செலுத்தி மின்கட்டண கவுண்டர்களுக்கு வருவதை தவிர்த்து முன்னெச்சரிக்கையாக இருக்குமாறு தாழ்வழுத்த மின்நுகர்வோர்களை தமிழ்நாடு மின்உற்பத்தி மற்றும் பகிர்மானக் கழகம் கேட்டுக் கொள்கிறது.

இ) 10.05.2021 முதல் 24.05.2021 வரையிலான காலத்தில் (அதாவது முந்தைய மாத கணக்கீட்டிலிருந்து 60வது நாள் இந்த காலத்தில் இருப்பின்) மின்கணக்கீடு செய்ய வேண்டிய தாழ்வழுத்த மின்நுகர்வோர்கள், மே 2019-ம் ஆண்டில் (கோவிட் இல்லாத காலம் என்பதால்) கணக்கீடு செய்யப்பட்ட தொகையினையே கணக்கீட்டுத் தொகையாக கருதி அந்த கட்டணத்தை செலுத்த வேண்டும். புதிய நுகர்வோர்கள் அல்லது அவ்வாறு கணக்கீடு இல்லாதவர்கள் மே 2021-க்கான முந்தைய மாத கணக்கீட்டு பட்டியல்படி அதாவது மார்ச் 2021-ன் கணக்கீட்டுப்படி மின்கட்டணம் செலுத்தலாம். இவ்வாறு செலுத்த வேண்டிய மின்கட்டணம் பின்வரும் மாத கணக்கீட்டு மின்கட்டணத்தில் முறைபடுத்தப்படும் என தெரிவிக்கப்படுகிறது. அதாவது மே 2021-ற்கான கட்டணம் சூலை 2021-ல் முறைபடுத்தப்படும். மே 2021-ற்கான கணக்கீட்டுத்தொகை விபரம் மின்நுகர்வோர்களின் பதிவு செய்யப்பட்ட கைப்பேசி எண்ணிற்கு குறுஞ்செய்தியாக அனுப்பி வைக்கப்படும். மேலும் மின்நுகர்வோர்கள் இந்த விபரத்தினை தமிழ்நாடு மின் உற்பத்தி மற்றும் பகிர்மான கழகத்தின் இணையதளத்திலிருந்தும் தெரிந்து கொள்ளலாம் (www.tangedco.gov.in).

தலைமை நிதிக்கடுப்பாடு அலுவலர்/வருவாய்

வெளியீடு – தலைமை மக்கள் தொடர்பு அலுவலகம்,

தமிழ்நாடு மின்உற்பத்தி மற்றும் பகிர்மான கழகம், சென்னை – 2



TAMIL NADU ELECTRICITY REGULATORY COMMISSION
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Estate, Guindy, Chennai 600 032

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email: tnerc@nic.in

Website: www.tnerc.gov.in

To
The Chairman cum Managing Director,
TANGEDCO
144, Anna Salai,
Chennai – 600 002.

Lr.no.TNERC/DT/DDT1/F.PMC Billing/D.Co.II-2/2021, Dt.15-05-2021

Sir,

Sub: TANGEDCO – COVID 19 Second wave – Restrictions and Lock Down imposed by Government of Tamil Nadu – Billing method to be followed during the lock down period by the Licensee – Approval sought for – Regarding.

Ref: 1. G.O.(Ms) No.361 dt.29-04-2021 (Revenue & Disaster Management (DM-IV) Department)
2. G.O.(Ms) No.364 dt.03-05-2021 (Revenue & Disaster Management (DM-IV) Department)
3. GoTN Press Release no.8 Dated 08-05-2021
4. Lr.no.TNERC/DT/DDT1/F.2nd PMC/D.437/2020, Dt.11-06-2020
5. TANGEDCO Press Release no.23, dt.10-05-2021
6. TANGEDCO's Lr.no.CFC/R/FC/R/DFC/R/F.PMC/D.307/2021, Dt.12-05-2021.

This is with reference to your letter 6th cited. I am directed to state that referring to the G.O.s of the Government of Tamil Nadu cited under (1) & (2) above and subsequent Press release dated 08-05-2021, wherein the Govt. of Tamil Nadu has imposed various restrictions and lock down measures in the State, TANGEDCO has expressed its difficulties in assessment of Low Tension services during such lock down period from 10-05-2021 to 24-05-2021.

(2.0) TANGEDCO suggested that, during the lock down situation wherein the consumer's premises is inaccessible for assessment, the LT consumers shall be assessed with the more realistic consumption instead of PMC method of billing. Those consumers whose assessment is to be taken during 10-05-2021 to 24-05-2021, may be billed based on the assessment taken during May'2019 since calculation of assessment based on March'2021 or the assessment based on corresponding May'2020 (Covid period) will not be appropriate.

(3.0) During the Covid-19 lockdown period from 23-03-2020 to 03-05-2020, the PMC billing as per Regulation 10, was contested through PIL wherein the Hon'ble High Court of Madras had ordered that the LT billing made was just and fair. Besides, the Hon'ble Supreme Court of India had dismissed the SLP (Nos.13214-13215/2020) filed on 20-01-2021 due to withdrawal of petition by the appellant. The Assessment during the aforesaid Summer period i.e., April / May 2020 was provisionally done by the TANGEDCO based on the previous assessment i.e., January 2020 / February 2020 (Winter season consumption) under PMC method. Though it was provisional, due to this lean time decision, many consumers were billed with lesser consumption during the provisional billing which has resulted the Bill shock to all of them while the actual assessment taken during the next billing and resulted a lot of criticism against the billing method. In order to avoid such a situation, it is opined that carrying out provisional assessment based on the consumption recorded during totally different season/condition to the consumer at large, even though it is temporary may not be meaningful. Thus, the cognizance of the aforesaid difficulties demonstrates the

requirement for certain deviation in regulation 10 instead of stringent application of PMC method as followed earlier.

(4.0) Considering the submissions of the TANGEDCO and the prevailing Pandemic COVID-19 in the State for the period of more than one year from March'2020 to till date, the Commission has to approach this consumers' billing issue as a special case instead of a normal case covered under Regulation 10 of the TNERC's Supply Code 2004.

(5.0) Section 61(d) of the Electricity Act 2003 empowers the Commission to "safeguard the consumers' interest and at the same time, recover the cost of electricity in a reasonable manner"; accordingly the Commission in exercise of its regulatory function, has to facilitate the distribution licensee for due recovery of its revenue and financial health.

(6.0) Under normal circumstances Regulation 10 is applied in the case of a consumer who has made the premises inaccessible and the billing is made based on previous assessment; but in the present condition where the pandemic continues for months/years together, we are forced to deviate from the application of PMC method of billing under Regulation 10 to these consumers at large in the State. The assessment of the consumption shall have to be arrived based on Consumer's consumption history which will be more realistic and represent the conditions of working / consumption is similar to those in the period covered by the billing.

(7.0) Regulation 26(3) which reads as below empowers the Commission to deal with such issues –

“(3) Where any dispute arises as to the application or interpretation of any provision of this Code, it shall be referred to the Commission whose decisions shall be final and binding on the parties concerned.”

Under the above provisions, the situation referred by the Licensee to the Commission in respect of assessment of LT services, the Commission felt that it is essential to interpret the Supply Code.

(8.0) Regulation 11 of the Supply Code provides certain methods to assess the consumption during meter defective period but it cannot be applied mutatis mutandis since the prevailing condition is very different during the pandemic. Taking average of four months assessment is not justifiable since there is a change of season from winter to summer accordingly the consumption varies. Considering the consumption during March and April 2020 is also not advisable since it was a lock-down period and the consumption was likely to be high. Therefore, it is fair and prudent to adopt the consumption during March-April 2019 for the assessment of the consumption during March-April 2021. Any change or adjustment of consumption will be effected in the succeeding bill either by addition of excess consumption in the next billing or refund of excess recovery through adjustment of excess billed amount in the subsequent three bill cycles.

(9.0) With the above direction, the Commission hereby approves and ratify the proposal of billing method submitted by the TANGEDCO. Further, TANGEDCO is directed to adopt such corresponding consumption assessed during 2019 as provisional assessment during the lock-down period as and when required during this

year. In the case of LT services for which no corresponding assessment is available in 2019, those LT services may be continued to be billed provisionally based on Regulation 10 of the Supply Code.

(10.0) Further, the TANGEDCO is directed to ensure the billing details/method reaches to all the consumers through SMS, email, etc., and also directed to display the proposed billing method in website/other modes for wide publication to the knowledge of public.

Sd/-
(S.Chinnarajalu)
Secretary