

WAPDA

AMENDMENTS

TO

COMMERCIAL

PROCEDURES

FOR

LEVEL-1 DIVISIONS

WAPDA

AMENDMENTS

TO

COMMERCIAL

PROCEDURES

FOR

LEVEL-1 DIVISIONS



Pakistan Water And Power Development Authority

Telephones | _____

Telegrams | _____

OFFICE OF THE
GENERAL MANAGER (CS)
WAPDA, WAPDA HOUSE
LAHORE

No. 406-451 /GMCS/DG(C)/DCSO/491

Date 03-03-1991

- (1) The Chairman,
Area Electricity Board Wapda,
Multan
- (2) All Superintending Engineers 'E'
WAPDA, under Chairman A.E.B.,
Multan
- (3) All Division Managers WAPDA,
under Chairman A.E.B.,
Multan
- (4) All Customer Services Officers
WAPDA, under Chairman A.E.B.,
Multan

SUBJECT: AMENDMENTS TO COMMERCIAL PROCEDURES (COMPUTER BILLING) MANUAL, VOLUME -II, 3RD EDITION.

Consequent upon the reorganization of Divisions under Level -I Scheduled for implementation in Area Electricity Board Multan, a Book-let containing following amendments made in Commercial Procedures (Computer Billing) Manual, Volume-II, 3rd Edition, January 1985, in line with reorganization referred to above is forwarded herewith for incorporation in the Manual and implementation :-

Amendment No.	Code CP	Page	P a r a
66	05A	4	3.8
67	08	8	6.11 & 6.12
68	08	9	6.16
69	08	15	10.0 to 10.3 (with attachment 01 and 08)
70	09	3	2.7 & 2.8
71	09	4	3.1 & 3.2
72	09	5	4.0 to 4.3 (with attachment-10)
73	10	9	2.18 & 2.19

Continued..P/2

Amendment No.	Code CP	Page	P a r a
74	10	12	2.26
75	10	24	4.5 to 4.7
76	10	34	10.0 to 10.9 (with attachments 03, 13 and 07).
77	11	7	4.1 & 4.2
78	11	40	16.6 to 16.8
79	11	40	16.12 & 16.13
80	11	43	16.21
81	11	50	21.0 to 21.4 (with attachments 05 and 12).
82	13	6	3.3
83	13	7	4.1
84	13	9	6.0 to 6.4 (with attachment-02).
85	14	6	3.3
86	14	7	4.1 & 4.2
87	14	10	5.12
88	14	12	8.0 to 8.4 (with attachment-06).
89	15	5	5.1
90	15	6	6.2
91	15	8	8.0 to 8.4 (with attachments 09 and 15).
92	15A	2	2.5
93	18	11	10.15
94	18	17	15.5 & 15.6
95	18	18	16.0
96	18	18	16.3
97	18	36	32.0 to 32.4 (with attachment-04).
98	18	37	32.5 to 32.7 (with attachment-11).
103	-	-	New Appendix -IA between Appendix -I and Appendix -II.
104	CCL	2	Contents Check List.
105	GD	2	1.4
106	02	13	6.2
107	02	14	7.2
108	02	16	7.6
109	02	34	18.5 & 18.7
110	02	-	New Page Nos. 42 to 45

DA/One Book-let
Containing Pages

Muhammad Ikram ul Haq
1/3
(MUHAMMAD IKRAM-UL-HAQ)
General Manager(Customer Services)

Copy to:

- 1- General Manager(Operation) Wapda, Lahore } alongwith Book-let
- 2- General Manager(MS) W.C.C. Lahore } containing Amend-
ment No. 66 to 110
- 3- Chief Consultant(CS) PTAT, Lahore
- 4- General Manager Finance(Power) Wapda, Lahore
alongwith a Book-let containing amendments made in
Commercial Procedures Manual (Computer Billing) Vol.II
to suit reorganization Level-I. He is requested to
please circulate photo copies of the Book-let to his
respective field formations.

DA/Item-1,2 &
4 only}

COMMERCIAL PROCEDURES (COMPUTER BILLING) MANUAL

VOLUME-II

(3rd Edition), January, 1985

LAHORE

AMENDMENT NO. 66

Substitute Para 3.8 Code CP-05A on Page 4 of Commercial Procedures (Computer Billing) Manual, Volume-II, 3rd Edition, January 1985, Lahore, as under:

<u>Reference</u>	<u>Instructions</u>
3.8	Distribute copies of CP-Form-117A as under: <ul style="list-style-type: none">- first copy to Computer Centre- second copy to Revenue Office- third copy to Senior Clerk Connection Section for filing the same in consumer's file.- fourth copy is retained in a file to be maintained separately for each financial year.

Note:

Where P.C. is installed at Division, 1st copy of CP-Form-117A will be sent to Supervisor P.C. (Para 8.0 of Code CP-15).

COMMERCIAL PROCEDURES (COMPUTER BILLING) MANUAL

VOLUME-II

(3rd Edition), January, 1985

LAHORE

AMENDMENT NO.67

Substitute Para 6.11 & 6.12 Code CP-08 on Page 8 of Commercial Procedures (Computer Billing) Manual, Volume-II, 3rd Edition, January 1985, Lahore, as under:

Reference	Instructions
-----	-----
6.11	Send input data to Computer Centre in the despatch box. Obtain receipt from Computer Centre 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 documents.
6.12	Receive from Computer Centre, the master file proof lists daily. Record in Data Batch Register CP-Form-82 and pass to Commercial Superintendent (See CP-08/6.15). Where P.C. is installed, receive from Supervisor P.C. the master file proof list and error list daily. Record in Data Batch Register CP-Form-82 and pass to Commercial Superintendent (Para 6.16).

COMMERCIAL PROCEDURES (COMPUTER BILLING) MANUAL
VOLUME-II
(3rd Edition), January, 1985
LAHORE

AMENDMENT NO. 68

Substitute Para 6.16 Code CP-08 on Page 9 of Commercial Procedures (Computer Billing) Manual, Volume-II, 3rd Edition, January 1985, Lahore, as under:

Reference	Instructions
-----	-----

6.16	Daily arrange rectification of any error in processing by WAPDA Computer Centre through R.O. Also ensure allotment of correct account Nos. against duplicate account Nos. contained in proof lists by SDO in 3 days at the latest and send necessary input to WAPDA Computer Centre, following the procedures as per paras 6.6 to 6.15. Record action taken against respective entries. Return consumers files to the Consumer Records Clerk. File copy Forms.
------	--

Note:

1. Commercial Superintendent will be personally responsible for non-rectification of errors by WAPDA Computer Centre due to delay/non-advicing of corrections to WAPDA Computer Centre.
2. Revenue Officer should also review the proof lists to ensure that the same are being properly checked and corrective action where necessary is taken in time.

Where PC is installed, daily check and ensure rectification of errors in master file proof list and error list through CSO & Supervisor PC and obtain confirmation to this effect on masterfile proof list by obtaining Supervisor PC's dated signature thereon. Record action taken 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.

COMMERCIAL PROCEDURES (COMPUTER BILLING) MANUAL

VOLUME-II

(3rd Edition), January, 1985

LAHORE

AMENDMENT NO.69

Insert a new page No.15 in Code CP-08 after Page 14 of Commercial Procedures (Computer Billing) Manual, Volume-II, 3rd Edition, January 1985, Lahore as under:

REVENUE OFFICE

Procedure		Code	Page
	New Connection, Change of Name, Change of Tariff and Reduction/ Extension of Load	CP-08	15
Designation	Supervisor P.C.		

Reference: Instructions

10. Receive CP-Form-80 with attached documents (Para 6.11).
- 10.1 Arrange key entry of all relevant data on the Computer and produce master file proof list (with error list Attachment-01 & 08) daily.
- 10.2 Send master file proof list with error list daily to Data Control Clerk (Para 6.12).
- 10.3 Arrange rectification of errors as per advise of Customer Services Officer (Para 6.16) 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/C.S.O. proof list shall be assumed to be correct for transfer of relevant Disket to Circle/AEB Computer Centre.

Note for Supervisor P.C.

1. He will maintain movement record for input received from and output sent to the concerned officials.
2. 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 C.S.O. on top priority basis.

08-CHANGE NOTIFICATION
LIST OF ERROR MESSAGES

CODE	DESCRIPTION OF ERRORS
01 =	BATCH NO. OUT OF RANGE OR NON NUMERIC
02 =	SUB DIVISION IS OUT OF DIVISION
03 =	CONSUMER NUMBER NOT ON MASTER FILE
04 =	FEEDER NUMBER NON NUMERIC
05 =	TARIFF CODE IS UNDEFINED OR INVALID
06 =	CONSUMER CLASS MUST BE 1, 2 OR 3
07 =	FOR CONSUMER CLASS 1 TARIFF MUST BE 04
08 =	FOR CONSUMER CLASS 2 TARIFF MUST BE 07
10 =	NAME AND ADDRESS MUST CONTAIN A '/' & 'X'
22 =	EDCODEC MUST BE 0, 1, 5 OR 6
24 =	SECURITY AMOUNT IS MISSING
27 =	METER RENT MUST BE NUMERIC OR BLANK
28 =	SERVICE RENT MUST BE NUMERIC OR BLANK
29 =	RURAL/URBAN CODE MUST BE 0 OR 1
30 =	SEASONAL SUPPLY CODE MUST BE 0 OR 1
31 =	NUMBER OF METERS MUST BE 1, 2 OR 3
36 =	SANCTION LOAD MUST BE NUMERIC & LESS THAN 71
44 =	METER READING MUST BE NUMERIC
47 =	FOR EDCODE 5 AND 6 DEPTT CODE MUST NOT BE MISSING
53 =	MULTIPLYING FACTOR INVALID
54 =	NEW SUB DIVISION IS OUT OF DIVISION
55 =	NEW FEEDER NUMBER NOW NUMERIC
90 =	CARD TYPE MUST BE N,U,R OR D
91 =	NEW BATCH NUMBER IS OUT OF RANGE
92 =	A/C NUMBER ALREADY ON MASTER FILE
93 =	SEQUENCE MUST BE 1.2 OR 3
94 =	RANGE MUST BE GREATER THAN 3 AND LESS THAN 8
95 =	FOR MULTIPLYING/F SEQUENCE MUST NOT BE MISSING
96 =	FOR METER READING SEQUENCE MUST NOT BE MISSING
97 =	FOR METER RANGE SEQUENCE MUST NOT BE MISSING

01- BASIC DATA
LIST OF ERROR MESSAGES

CODE	DESCRIPTION OF ERRORS
01	BATCH NON NUMERIC AND OUT OF RANGE
02	SUB DIVISION OUT OF DIVISION
03	REFERENCE NUMBER ALREADY ON MF
04	FEEDER NON NUMERIC
05	INVALID TARIFF CODE
06	CONSUMER CLASS MUST BE 1, 2 OR 3
07	FOR CONSUMER CLASS 1 TARIFF = 04
08	FOR CONSUMER CLASS 2 TARIFF = 07
09	FOR CONSUMER CLASS 3 TARIFF = ANY
10	NAME AND ADD MUST CONTAIN ONE / & *
11	APPLICATION NUMBER MISSING
12	APPLICATION DATE INVALID
13	CONNECTION DATE INVALID
14	CT - 1 MISSING
15	CT - 2 MISSING
16	CT - 1 DUPLICATE
17	CT - 2 DUPLICATE
19	CONSUMER NOT SORTD
20	CONS NO ALREADY EXIT BAS DATA FILE
21	ED GOVT CODE MISSING
22	INVALID GOVT CODE (MUST 1,2,5,6)
23	UNBILLED PERIOD MUST BE NUMERIC
24	SECURITY AMOUNT MKSSING
25	SECURITY DATE OF DEPOSIT INVALID
26	SECURITY DATE OF DEP INCONSISTENT
27	METER RENT MUST BE NUMERIC
28	SERVICE RENT MUST BE NUMERIC
29	RURAL/URBAN CODE MUST BE 0 OR 1
30	SEASONAL SUPPLY CODE MUST BE 0 OR 1
31	NUMBER OF KW METER MUST BE 1, 2 OR 3
32	NUMBER OF KW METER MISSING
33	1ST METER M/F MISSING OR LESS TO 100
34	1ST METER MAX-RANGE MISSING OR > 7
35	1ST METER INT READING MISSING
36	2ND METER M/F MISSING OR LESS TO 100
37	2ND METER M/F MISSING OR LESS TO 100
38	2ND METER MAX-RANGE MISSING OR > 7
39	3RD METER M/F MISSING OR LESS TO 100
40	3RD METER MAX-RANGE MISSING OR > 7
41	3RD METER INT READING MISSING
47	FOR ED CODE 5 OR 6 GOVT CODE MISSING SANCTIONED LOAD MISSING OR GREATER

COMMERCIAL PROCEDURES (COMPUTER BILLING) MANUAL
VOLUME-II
(3rd Edition), January, 1985
LAHORE

AMENDMENT NO.70

Substitute Para 2.7 & 2.8 Code CP-09 on Page 3 of Commercial Procedures (Computer Billing) Manual, Volume-II, 3rd Edition, January 1985, Lahore, as under:

Reference	Instructions
-----	-----

2.7	Send input data to Computer Centre in the despatch box. Obtain receipt from Computer Centre 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.

2.8	Receive from Computer Centre daily the master file proof lists. Record in Data Batch Register CP-Form-82 and pass to Commercial Superintendent (See CP-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).

COMMERCIAL PROCEDURES (COMPUTER BILLING) MANUAL

VOLUME-II

(3rd Edition), January, 1985

LAHORE

AMENDMENT NO.71

Substitute Para 3.1 & 3.2 Code CP-09 on Page 4 of Commercial Procedures (Computer Billing) Manual, Volume-II, 3rd Edition, January 1985, Lahore, as under:

<u>Reference</u>	<u>Instructions</u>
------------------	---------------------

3.1	Receive copy of computer master file proof list from the Data Control Clerk daily. (CP-09/2.8).
-----	---

Receive master file proof list with error list produced by P.C. from Data Control Clerk (Para 2.8).

3.2	Check details of meter change to the master file proof list. In case of error correct same with the Consumer Records Clerk and advise Computer Centre. 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 CSO/ 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.

COMMERCIAL PROCEDURES (COMPUTER BILLING) MANUAL
VOLUME-II
(3rd Edition), January, 1985
LAHORE

AMENDMENT NO.72

Insert a new page No.5 in Code CP-09 after Page 4 of Commercial Procedures (Computer Billing) Manual, Volume-II, 3rd Edition, January 1985, Lahore as under:

Procedure Section	Meter Change, Computer	Code CP-09	Page 5
Designation	Supervisor P.C.		

Reference: Instructions

4. Receive CP-Form-80 with attached documents (Para 2.7).
- 4.1 Arrange key entry of all relevant data on the Computer and produce master file proof list (with error list Attachment-10) daily.
- 4.2 Send master file proof lists with error lists daily to Data Control Clerk (Para 2.8).
- 4.3 Arrange rectification of errors as per advise of Customer Services Officer (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 Circle/AEB Computer Centre.

Note for Supervisor P.C.

- 1) He will maintain movement record for input received from and output sent to the concerned officials.
- 2) 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 C.S.O. on top priority basis.

10-REPLACING METER STATEMENT
LIST OF ERROR MESSAGES & CODES

ERROR CODE	ERROR MESSAGE
01	BATCH NUMBER MUST BE NUMERIC AND NON-ZERO
02	BATCH NUMBER MUST BE WITHIN RANGE (01-20)
03	CARD TYPE MUST BE '4'
04	SUB DIVISION OUT OF DIVISION
05	CONSUMER NUMBER NOT ON MASTER FILE
06	FEEDER NUMBER MUST BE NUMERIC AND NON-ZERO
07	METER READING (OLD) MUST BE NUMERIC
08	METER READING (NEW) MUST BE NUMERIC
09	METER RANGE MUST BE NUMERIC
10	MULTIPLYING FACTOR MUST BE NUMERIC
11	METER SEQUENCE MUST BE NUMERIC
12	NO. OF METERS MUST BE NUMERIC

COMMERCIAL PROCEDURES (COMPUTER BILLING) MANUAL
VOLUME-II
(3rd Edition), January, 1985
LAHORE

AMENDMENT NO.73

Substitute Para 2.18 & 2.19 Code CP-10 on Page 9 of Commercial Procedures (Computer Billing) Manual, Volume-II, 3rd Edition, January 1985, Lahore, as under:

Reference	Instructions	
-----	-----	
2.18	Send input data batch file to Computer Centre in the despatch box. Obtain receipt from Computer Centre on Register CP-Form-82 for all documents passed.	
	Where P.C.is installed, send Input Data Batch File and Memo CP-Form-80 to Supervisor P.C. Obtain receipt from him on Register CP-Form-82 for all documents attached.	
2.19	Receive from Computer Centre daily* monthly	
	- input data batch file (complete with all original documents)	*
	- consumers bills (CP-Form-85 & 86)	*
	- billing exceptions list (CP-Form-87)	*
	- assessment list (CP-Form-88)	*
	- heavy or credit balance list(CP-Form-89)	*
	- list of estimated reading(CP-Form-90)copies	*
	- WAPDA employees free electricity summary and bills - 2 copies (CP-Form-91)	o
	- WAPDA employees free electricity summary by batches (CP-Form-92)	o
	- list of general adjustments processed (CP-Form-111)	*
	- final demand and disconnection notice (CP-Form-38C) and list - one copy	o
	- temporary disconnection orders in duplicate (CP-Form-14C) and list - 2 copies (CP-Form-112)	*
	- equipment removal notices (CP-Form-56C) and list - one copy	*
	- equipment removal orders in duplicate (CP-Form-16C) and list - 2 copies of (CP-Form-112)	*
	- list of outstanding temporary disconnection orders/equipment removal orders - 3 copies (CP-Form-114)	o

Enter details of all documents received in the Data Batch Register, CP-Form-82.

Where P.C. is installed receive back (i) input data batch file, enter its receipt in Data Batch Register and pass the same to Billing Control Supervisor (Para 2.26) and (ii) CP-Form-111 with error list and

COMMERCIAL PROCEDURES (COMPUTER BILLING) MANUAL
VOLUME-II
(3rd Edition), January, 1985
LAHORE

AMENDMENT NO.74

Substitute Para 2.26 Code CP-10 on Page 12 of Commercial Procedures (Computer Billing) Manual, Volume-II, 3rd Edition, January 1985, Lahore, as under:

Reference -----	Instructions -----
2.26	Receive from Data Control Clerk: (CP-Code-10/2.20)
-	input data batch file
-	billing exceptions list (CP-Form-87)
-	assessment list (CP-Form-88)
-	heavy or credit balance list (CP-Form-89)
-	list of estimated readings (CP-Form-90)
-	WAPDA employees free electricity assessment summary and bills. (CP-Form-91)
-	summary of batches (CP-Form-92)

Enter columns 1 & 2 of the Billing Control Register CP-Form-83. Check against Meter Reading List Register CP-Form-81 that all batches due have been received. Pass one copy of CP-Form-90 to R.O and one copy to S.D.O.

Pass all MDI batches to Commercial Superintendent for his detailed check (CP-10/3.3).

Where PC is installed, receive Meter Reading error list from Supervisor PC (Para 10.2). Arrange rectification of errors in collaboration with respective Meter Reading Control Clerks and other relevant staff of CSO/SDO office through CSO/Supervisor PC, the same day.

Note:

- 1) Necessary corrective action taken be recorded by the concerned official against respective item under his dated initials.
- 2) C.S.O. must ensure settlement/rectification of all errors daily exercising due vigilance.

Receive back error list from Supervisor P.C (Para 10.3), check and ensure that Supervisor P.C. has signed the error list in token of correction. Also receive processed Input Data Batch File from Data Control Clerk (Para 2.19). Arrange filing of processed error list in Input Data Batch File.

COMMERCIAL PROCEDURES (COMPUTER BILLING) MANUAL
VOLUME-II
(3rd Edition), January, 1985
LAHORE

AMENDMENT NO.75

Substitute Para 4.5, 4.6 & 4.7 Code CP-10 on Page 24 of Commercial Procedures (Computer Billing) Manual, Volume-II, 3rd Edition, January 1985, Lahore, as under:

<u>Reference</u>	<u>Instructions</u>
4.5	<p>Send top copy of CP-Form-93 or CP-Form-93A to Computer Centre through the Data Control Clerk who will record same on his register CP-Form-82, using columns 1 to 7.</p> <p>Where PC is installed, send top copy of CP-Form-93 or CP-Form-93A to Supervisor PC through the Data Control Clerk who will record the same on his Register CP-Form-82, using columns 1 to 7.</p>
4.6	<p>Receive computer master file proof list of changes from Computer Centre through Data Control Clerk. Check proof list with the file copy of CP-Form-93 or CP-Form-93A. Arrange for corrections where necessary. Initial all entries on proof list in token of check.</p> <p>In case of processing at PC, receive master file proof list with error list through Data control Clerk. Check proof list with file copy of CP-Form-93 or CP-Form-93A. Arrange rectification of errors on the same day through Billing Control Supervisor/C.S.O.</p> <p><u>Note:</u></p> <ol style="list-style-type: none">1) Necessary corrective action taken be recorded by the concerned official against respective item on list under his dated initials.2) C.S.O. must ensure settlement/rectification of all errors daily by exercising due vigilance.
4.7	<p>File 2nd copy in the relevant Drawing & Disbursing Officer's file after checking with computer proof list has been carried out.</p>

Note:

The Drawing & Disbursing Officers are responsible for ensuring that allowances to employees are correct and that all persons receiving allowances are employees of WAPDA.

Where PC is installed, receive proof list and error list from Supervisor PC duly signed after processing and place the same in the relevant Drawing and Disbursing Officer's file.

COMMERCIAL PROCEDURES (COMPUTER BILLING) MANUAL

VOLUME-II

(3rd Edition), January, 1985

LAHORE

AMENDMENT NO.76

Insert a new page No.34 in Code CP-10 after Page 33 of Commercial Procedures (Computer Billing) Manual, Volume-II, 3rd Edition, January 1985, Lahore as under:

Procedure Section	Billing Computer	Code	Page
		CP-10	34
Designation	Supervisor P.C.		

Reference: Instructions

10. Receive Input Data Batch File from Data Control Clerk (Para 2.18).
- 10.1 Arrange key entry of all relevant Data on the Computer and produce error list (Attachment 03), requiring action by CSO/SDO office, the same day.
- 10.2 Send one copy of the error list to Billing Control Supervisor daily in the morning (Para 2.26) for corrective action.
- 10.3 Ensure clearance of all items in the error list daily as per advice of CSO and return the same to Billing Control Supervisor after appending his dated signature in token of compliance.
- 10.4 Return Input Data Batch File to Data Control Clerk (Para 2.19).
- 10.5 Send Disket to Circle/AEB Computer Centre for further processing.
- 10.6 Receive CP-Form-93 or CP-Form-93A from Data Control Clerk (Para 4.5).
- 10.7 Arrange key entry of all relevant Data on the Computer and produce proof list with error list (Attachment-07 & 13) requiring action by SCO/SDO Office.
- 10.8 Send manager file proof list (with error list) to Billing Control Clerk (Para 4.6).

10.9 Arrange rectification of errors immediately as advised by CSO (Para 4.6) and sign lists in token of compliance.

Note for Supervisor P.C.

- 1) He will maintain movement record for input received from and output sent to the concerned officials.
- 2) 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 C.S.O. on top priority basis.

03 - METER READING
ERROR LIST OF CC DRY RUN

CC.010 CONSUMPTION CARD MISSING (NO CC)
CC.020 BASIC DATA MISSING (EXTRA CC)
CC.030 CARD TYPE WRONG
CC.040 REFERENCE NO. NON-NUMERIC
CC.050 METER SEQUENCE WRONG
CC.060 CONSUMER CLASS OF CC & M/F NOT SAME
CC.070 INVALID CONSUMER CLASS
CC.080 TOTAL METER ON CC-FILE IS LESS THAN AS ON M/F
CC.090 TOTAL METER ON CC-FILE IS GREATER THAN AS ON M/F
CC.100 METER STATUS CODE INVALID
CC.110 CUTTING/OVER WRITING CODE INVALID
CC.120 CHECK PRESENT READING
CC.130 RECONNECTED BUI READING MISSING
CC.140 DISCONNECTED IN M/F
CC.150 MULTIPLYING FACTOR = ZERO
CC.160 READING GREATER THAN RANGE
CC.170 PRESENT READING IS LESS THAN PREVIOUS READING
CC.180 METER STATUS MISMATCH
CC.190 DEFECTIVE CODE MISSING FOR PREVIOUSLY
DEFECTIVE WITHOUT ANY REPLACEMENT
CC.200 LOCK CODE IN CASE OF PREVIOUSLY DEFECTIVE METER
CC.205 DEFECTIVE CODE AGAINST PREVIOUSLY LOCKED
CC.210 HEAVY BILL
CC.220 HEAVY BILL FOR LOCK OPEN CASE
CC.230 COMMERCIAL TIE UP MISSING
CC.240 INDUSTRIAL TIE UP MISSING
CC.250 TIE-UP REFERENCE NO. NOT CONSECUTIVE
CC.260 TIE-UP STATUS MISMATCH
CC.270 REPLACEMENT CT4 MISSING
CC.280 EXTRA REPLACEMENT
CC.290 READING OF OLD METER NON-NUMERIC
CC.300 RANG OF NEW METER INVALID
CC.310 OLD METER READING LESS THAN PREVIOUS READING
CC.320 INITIAL READING OF NEW METER NON-NUMERIC
CC.330 NEW MULTIPLYING FACTOR INVALID
CC.340 NEW METER RANG INVALID
CC.350 PRESENT READING OF NEW METER LESS THAN INITIAL
READING
CC.360 PRESENT READING OF NEW METER GREATER THAN RANGE
CC.370 REPLACEMENT STATUS CODE INVALID
CC.460 ENTERED ADV. UNITS NOT = CALCULATED ADV. UNITS

13 - WAPDA EMPLOYEES UPDATING
LIST OF ERROR MESSAGES & CODES

<u>ERROR CODE</u>	<u>ERROR MESSAGE</u>
01	BATCH NUMBER MUST BE NUMERIC AND NON-ZERO
02	BATCH NUMBER MUST BE WITHIN RANGE (01-20)
03	SUB DIVISION OUT OF DIVISION
04	CONSUMER NUMBER NOT ON MASTER FILE
05	FEEDER NUMBER MUST BE NUMERIC AND NON-ZERO
06	ACTION CODE MUST BE 'A' 'G' OR 'D'
07	DEPARTMENT CODE MUST BE NUMERIC AND NON-ZERO
08	BPS MUST BE WITHIN RANGE (01-22)
09	SPECIAL CODE MUST BE ZERO OR '1'
10	FREE UNITS MUST BE ACCORDING TO TABLE
11	BALANCE OF FREE UNITS MUST BE NUMERIC
12	BATCH (NEW) MUST BE NUMERIC AND NON-ZERO
13	BATCH (NEW) MUST BE WITHIN RANGE (01-20)
14	SUB DIVISION (NEW) MUST BE NUMERIC AND NON-ZERO
15	CONSUMER NO. (NEW) MUST BE NUMERIC AND NON-ZERO
16	FEEDER NO. (NEW) MUST BE NUMERIC AND NON-ZERO

07 - BILL ADJUSTMENT OF WAPDA EMPLOYEES
LIST OF ERROR MESSAGES & CODES

<u>ERROR_CODE</u>	<u>ERROR_MESSAGE</u>
01	BATCH NUMER MUST BE '99'
02	SUB DIVISION IS OUT OF DIVISION
03	DEPTT. NUMBER MUST BE NUMERIC AND NON-ZERO
04	ADJUSTMENT AMOUNT MUST BE NUMERIC AND NON-ZERO

COMMERCIAL PROCEDURES (COMPUTER BILLING) MANUAL

VOLUME-II

(3rd Edition), January, 1985

LAHORE

AMENDMENT NO.77

Substitute Para 4.1 & 4.2 Code CP-11 on Page 7 of Commercial Procedures (Computer Billing) Manual, Volume-II, 3rd Edition, January 1985, Lahore, as under:

Reference Instructions
----- -----

4.1 Send data to Computer and obtain receipt on columns 6 and 7 of CP-Form-82.

Where P.C. is installed at Division, send CP-Form-123 and CP-Form-124 to Supervisor PC and obtain receipt on columns 6 and 7 on CP-Form-82. (Para 21.00).

4.2 Receive from Computer Centre:

- Bank Scrolls (CP-Form-25) and Counterfoils
- Daily Cash List (CP-Form-100)
- CP-Form-123 and CP-Form-124 (Court Order)
- Daily Cash Exceptions List (CP-Form-125)
- CP-Form-126 Weekly
- CP-Form-127 Weekly
- CP-Form-128 Monthly
- CP-Form-130 Monthly

Enter details in Register CP-Form-82 columns 8 & 9 Pass all CP-Form-25 and counterfoils, CP-Form-100, and CP-Form-128 to the Divisional Accountant (CP-11/5), and CP-Form-124 and 124 to the Legal Clerk (CP-11/16.7 and 16.12). Pass CP-Form-125,126,127 and 130 to Debtors Control Supervisor (CP-11/12) and (CP-18/13.B).

In case of Divisions with P.C., send CP-Form-123 and CP-Form-124 alongwith error list as the case may be to Legal Clerk (Para 21.3).

COMMERCIAL PROCEDURES (COMPUTER BILLING) MANUAL

VOLUME-II

(3rd Edition), January, 1985

LAHORE

AMENDMENT NO.78

Substitute Para 16.6, 16.7 & 16.8 Code CP-11 on Page 40 of Commercial Procedures (Computer Billing) Manual, Volume-II, 3rd Edition, January 1985, Lahore, as under:

<u>Reference</u>	<u>Instructions</u>
16.6	<p>Receive signed copies 1 and 2 of CP-Form-123 from the Revenue Officer (CP-11/16.2).</p> <p>Pass copy 1 to the Data Control Clerk for sending to Computer Centre (CP-11/4). File copy 2 in serial number order.</p> <p>Where PC is installed at Division, pass copy 1 to the Data Control Clerk for sending to PC. File copy 2nd in serial number order (Para CP-11/4).</p>
16.7	<p>Receive copies 1 of CP-Form-123 and 124 from Data Control Clerk after computer processing (CP-11/4.2). Ensure that the Computer Centre has stamped and signed these copies signifying that they have been processed.</p> <p>Where P.C. is installed, receive copy of error list (Para 21.2), check and arrange rectification of errors through C.S.O. and Supervisor P.C. on the same day. Also record corrective action taken against respective item under his dated signature Receive processed CP-Form-123 and error list and ensure that Supervisor P.C. has signed in token of having been processed.</p>
16.8	<p>Pass top copy of CP-Form-123 to the Consumer Records Clerk (CP-11/16.14).</p> <p>Pass processed CP-Form-123 and error list to the Consumer Record Clerk for action as contemplated in para 16.14 to 16.17.</p>

COMMERCIAL PROCEDURES (COMPUTER BILLING) MANUAL

VOLUME-II

(3rd Edition), January, 1985

LAHORE

AMENDMENT NO.79

Substitute Para 16.12 & 16.13 Code CP-11 on Page 40 of Commercial Procedures (Computer Billing) Manual, Volume-II, 3rd Edition, January 1985, Lahore, as under:

<u>Reference</u>	<u>Instructions</u>
16.12	Receive top copy of CP-Form-124 from Data Control Clerk (CP-11/4.2). Check that it has been stamped and signed by the Computer Centre to indicate that it has been processed. Match up copies 1 and 2 of CP-Form-124. Same as for para 16.7 in case of CP-Form-124 and error list processed at P.C. Also match up copies 1 and 2 of CP-Form 124.
16.13	Pass top copy of CP-124 to the Consumer Records Clerk (CP-11/16.14). Same as against para 16.8 in case of CP-Form-124 and error list processed at P.C.

COMMERCIAL PROCEDURES (COMPUTER BILLING) MANUAL

VOLUME-II

(3rd Edition), January, 1985

LAHORE

AMENDMENT NO.80

Substitute Para 16.21 Code CP-11 on Page 43 of Commercial Procedures (Computer Billing) Manual, Volume-II, 3rd Edition, January 1985, Lahore, as under:

<u>Reference</u>	<u>Instructions</u>
------------------	---------------------

16.21	Pass top copy to Data Control Clerk for onward transmission to Computer Centre (CP-11/4). Where P.C. is installed, it will be sent to Supervisor P.C. by Data Control Clerk.
-------	--

Pass second copy to the Legal Clerk (CP-11/16.11).

NOTE FOR COMPUTER CENTRE

When a Court Order Withdrawal Notice (CP-Form-124) is received, the original record of the debt is re-constituted.

NOTE FOR REVENUE OFFICER

Where a Court Order requires an adjustment to a bill, a separate CP-Form-118 will be prepared and attached to CP-123.

NOTE FOR REVENUE OFFICER AND COMPUTER CENTRE

Where any amount being disputed is set aside by the competent Authority, the procedure laid vide paras 16.1 to 16.21 will be followed. However, separate inputs on CP-Form-123 and CP-Form-124 will be prepared clearly making "Amount set aside or ithdrawn under the orders of the Departmental Officers" at the top of each format in Red Ink.

COMMERCIAL PROCEDURES (COMPUTER BILLING) MANUAL

VOLUME-II

(3rd Edition), January, 1985

LAHORE

AMENDMENT NO.81

Insert a new page No.50 in Code CP-11 after Page 49 of Commercial Procedures (Computer Billing) Manual, Volume-II, 3rd Edition. January 1985, Lahore as under:

Procedure	Collection - Cash Collection	Code	Page
Section	Court Orders	CP-11	50
	Computer		
Designation	Supervisor P.C.		

Reference: Instructions

21. Receive CP-Form-123 and CP-Form-124 from Data Control Clerk (Para 4.1).
- 21.1 Arrange key entry of all relevant Data daily on Computer and produce error lists (Attachment 05 & 12 as the case may be) requiring action by CSO.
- 21.2 Send one copy of the error list to the Legal Clerk daily through Data Control Clerk for corrective action.
- 21.3 Ensure clearance of all items in the error lists daily as per advice of CSO (Para 16.7), and return the same to Legal Clerk through Data Control Clerk alongwith CP-Form-123 and CP-Form-121 as the case may be, after affixing his dated signature (Para 4.2).
- 21.4 Send Disket to Circle/AEB Computer for further processing.

Note for Supervisor P.C.

- 1) He will maintain movement record for input received from and output sent to the concerned officials.
- 2) 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 C.S.O. on cop priority basis.

05 - ADVICE OF COURT ORDERS
LIST OF ERROR MESSAGES

ERROR NO.	ERROR MESSAGE
01	BATCH NO. IS OUT OF RANGE (01 TO 20)
02	SUB DIVISION IS OUT OF DIVISION
03	CONSUMER NUMBER NOT ON MASTER FILE
04	FEEDER NO. DOES, T EXIST IN GIVEN S/DIVISION.
05.	UNDEFINED TARIFF CODE
78.	NEW TARIFF WRONG
95.	E-DUTY MISSING OR WRONG
96.	SURCHARGE MISSING OR WRONG
97.	TOTAL MISSING OR WRONG
98.	DATE MISSING OR WRONG

12 - WITHDRAWAL OF COURT ORDER
LIST OF ERROR MESSAGES AND CODES

ERROR NO.	ERROR MESSAGE
01	BATCH MUST BE NUMERIC AND NON-ZERO
02.	BATCH NUMBER MUST BE WITHIN RANGE (01-20)
03.	CARD TYPE MUST BE 'W'
04.	SUB DIVISION OUT OF DIVISION
05.	CONSUMER NUMBER NOT ON MASTER FILE
06.	FEEDER NUMBER MUST BE NUMERIC AND NON-ZERO
07.	ELECTRICITY DUTY MUST BE NUMERIC
08.	SURCHARGE MUST BE NUMERIC
09.	TOTAL AMOUNT MUST BE NUMERIC
10.	TARIFF (NEW) MUST BE NUMERIC
11.	TARIFF (OLD) MUST BE NUMERIC
12.	ADVICE DATE INCONSISTENT
13.	WITHDRAWAL DATE INCONSISTENT

COMMERCIAL PROCEDURES (COMPUTER BILLING) MANUAL

VOLUME-II

(3rd Edition), January, 1985

LAHORE

AMENDMENT NO.82

Substitute Para 3.3 Code CP-13 on Page 6 of Commercial Procedures (Computer Billing) Manual, Volume-II, 3rd Edition, January 1985, Lahore, as under:

Reference

Instructions

- 3.3 File second copy for checking with the meter readings on the next cycle Meter Reading Forwarding List.

Where P.C. is installed, receive copy of error list (Para 6.2), check and arrange rectification of errors through C.S.O. and Supervisor P.C. on the same day. Also record corrective action taken against each item under his dated signature.

Receive processed error list and ensure that Supervisor P.C. has signed the same in token of correction. File the error list with the 2nd copy of CP-Form-113 for checking with Meter Readings on the next cycle Meter Reading Forwarding Lists.

COMMERCIAL PROCEDURES (COMPUTER BILLING) MANUAL
VOLUME-II
(3rd Edition), January, 1985
LAHORE

AMENDMENT NO.83

Substitute Para 4.1 Code CP-13 on Page 7 of Commercial Procedures (Computer Billing) Manual, Volume-II, 3rd Edition, January 1985, Lahore, as under:

<u>Reference</u>	<u>Instructions</u>
4.1	Send CP-Form-113 to the Computer Centre, obtaining receipt on columns 6 and 7 of CP-Form-82. Where P.C. is installed at Division, send CP-form-113 to Supervisor P.C., obtaining receipt on CP-Form-82 (Para 6.0).

COMMERCIAL PROCEDURES (COMPUTER BILLING) MANUAL

VOLUME-II

(3rd Edition), January, 1985

LAHORE

AMENDMENT NO.84

Insert a new page No.9 in Code CP-13 after Page 8 of Commercial Procedures (Computer Billing) Manual, Volume-II, 3rd Edition, January 1985, Lahore as under:

Procedure	Temporary Disconnection	Code	Page
Designation	Supervisor P.C.	CP-13	9

Reference: Instructions

- 6. Receive CP-Form-113 from Data Control Clerk (Para 4.1).
- 6.1 Arrange key entry of relevant Data daily on computer
- 6.2 Send one copy of the error list to Meter Reading Control Clerk daily for corrective action (Para 3.3).
- 6.3 Ensure clearance of all items in the errors list daily as per advice of C.S.O. and return the same to concerned Meter Reading Control Clerk after appending his dated signature in token of compliance.
- 6.4 Send Disket to Circle/AEB Computer Centre for further processing.

Note for Supervisor P.C.

- 1) He will maintain movement record for input received from and output sent to the concerned officials.
- 2) 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 C.S.O. on top priority basis.

02 - TDO / ERO
LIST OF ERROR MESSAGES & CODES
ETDO / ERO

ERROR CODE	ERROR MESSAGE
01	BATCH NUMBER MUST BE NUMERIC AND NON-ZERO
02	BATCH NUMBER MUST BE WITHIN RANGE (01-20)
03	SUB DIVISION OUT OF DIVISION
04	CONSUMER NUMBER NOT ON MASTER FILE
05	FEEDER NUMBER MUST BE NUMERIC AND NON-ZERO
06	ACTION CODE MUST BE 'A' OR 'N'
07	ISSUE DATE INCONSISTENT
08	DISCONNECTION CODE MUST BE '3' OR '4'
09	METER READING NOT NUMERIC
10	DISCONNECTION DATE INCONSISTENT

COMMERCIAL PROCEDURES (COMPUTER BILLING) MANUAL
VOLUME-II
(3rd Edition). January, 1985
LAHORE

AMENDMENT NO.85

Substitute Para 3.3 Code CP-14 on Page 6 of Commercial Procedures (Computer Billing) Manual, Volume-II, 3rd Edition, January 1985, Lahore, as under:

Reference -----	Instructions -----
3.3	<p>File second copy for checking with the final meter reading entry on the next cycle Meter Reading Forwarding List, CP-Form-21C.</p> <p>Where P.C. is installed, receive copy of error list (Para 8.2), check and arrange rectification of errors through C.S.O. and Supervisor P.C. on the same day. Also record corrective action taken against each item under his dated signature</p> <p>Receive processed error list and ensure that Supervisor P.C. has signed the same in token of correction. File the error list with the 2nd copy of CP-Form-113 for checking with Meter Readings on the next cycle Meter Reading Forwarding Lists.</p>

COMMERCIAL PROCEDURES (COMPUTER BILLING) MANUAL
VOLUME-II
(3rd Edition), January, 1985
LAHORE

AMENDMENT NO.86

Substitute Para 4.1 and 4.2 Code CP-14 on Page 7 of Commercial Procedures (Computer Billing) Manual, Volume-II, 3rd Edition, January 1985, Lahore, as under:

<u>Reference</u>	<u>Instructions</u>
4.1	Send CP-Form-113 to the Computer Centre, obtain receipt on columns 6 and 7 of CP-Form-82. Where P.C. is installed at Division, send CP-Form-113 to Supervisor P.C., obtaining receipt on CP-Form-82 (Para 8.0).
4.2	Receive Input - Security Adjustment Notes CP-Form-115 from the Divisional Accountant (CP-14/5.11). Ensure he enters details in CP-Form-82. Send CP-Form-115 to the Computer Centre, obtaining receipt on CP-Form-82, columns 6 and 7. Where P.C. is installed at Division, receive security adjustment notes - Input (CP-Form-115) from the Divisional Accountant (Para 5.11). Enter details in CP-Form-82. Send CP-Form-115 to Supervisor P.C., obtaining receipt on CP-Form-82 (Para 8.0).

COMMERCIAL PROCEDURES (COMPUTER BILLING) MANUAL

VOLUME-II

(3rd Edition), January, 1985

LAHORE

AMENDMENT NO.87

Substitute Para 5.12 Code CP-14 on Page 10 of Commercial Procedures (Computer Billing) Manual, Volume-II, 3rd Edition, January 1985, Lahore, as under:

Reference

Instructions

5.12 Retain second copy of CP-Form-115 and the CP-Form-59C for checking to computer output list CP-Form-116.

Where P.C. is installed in a Division receive copy of error list (Para 8.2), arrange rectification of error through C.S.O. and Supervisor P.C. on the same day. Also record corrective action against each item under his dated signature. Receive processed error list and ensure that Supervisor P.C. has signed the same. File the error list with the 2nd copy of CP-Form-115 for checking with Computer Output CP-Form-116.

COMMERCIAL PROCEDURES (COMPUTER BILLING) MANUAL

VOLUME-II

(3rd Edition), January, 1985

LAHORE

AMENDMENT NO.88

Insert a new page No.12 in Code CP-14 after Page 11 of Commercial Procedures (Computer Billing) Manual, Volume-II, 3rd Edition, January 1985, Lahore as under:

Procedure	Permanent Disconnection	Code	Page
		CP-14	12
Section	Computer		
Designation	Supervisor P.C.		

Reference: Instructions

8. Receive CP-Form-113 from Data Control Clerk (Para 4.1).
Receive CP-Form-115 from Data Control Clerk (Para 4.2).
- 8.1 Arrange key entry of relevant Data daily on Computer and produce error list in respect of CP-Form-113 (Attachment-02) and proof list of CP-Form-115 with error list (Attachment 06) requiring action by C.S.O.
- 8.2 Send one copy of each list as under:-
- Error list for CP-Form-113 to Meter Reading Control Clerk (Para 3.3).
 - Proof list and error list for CP-Form-115 to Divisional Accountant (Para 5.12).
- 8.3 Ensure clearance of all items in the error lists of CP-Form-113 and CP-Form-115 as per advice of CSO and return the same to concerned official after affixing his dated signature in token of compliance.
- 8.4 Send Disket to circle/AEB Computer Centre for further processing.

Note for Suprvisor P.C.

- 1) He will maintain movement record for input received from and output sent to the concerned officials.

- 2) 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 C.S.O. on top priority basis.

06 - SECURITY ADJUSTMENT
LIST OF ERROR MESSAGES AND CODES

ERROR NO.	ERROR MESSAGES
01	BATCH NUMBER IS OUT OF RANGE (01-20)
02	SUB DIVISION IS OUT OF DIVISION
03	CONSUMER NUMBER NOT ON MF
04	FEEDER NUMBER DOES NOT EXIST IN THE GIVEN SUB DIVISION
42	INVALID DATE
68	RECORD TYPE IN SECURITY ADJUSTMENT/REPAYMENTS MUST BE 'A' OR 'B'.

COMMERCIAL PROCEDURES (COMPUTER BILLING) MANUAL

VOLUME-II

(3rd Edition), January, 1985

LAHORE

AMENDMENT NO.09

Substitute Para 5.1 Code CP-15 on Page 5 of Commercial Procedures (Computer Billing) Manual, Volume-II, 3rd Edition, January 1985, Lahore, as under:

<u>Reference</u>	<u>Instructions</u>
------------------	---------------------

5.1	Send CP-Form-117 daily to the Computer Centre alongwith the input data for new consumers (See CP-08/6.11).
-----	--

Where P.C. is installed at Division, send CP-Form-117 to Supervisor P.C., obtaining receipt on CP-Form-82 (Para 8.0 of Code CP-15).

COMMERCIAL PROCEDURES (COMPUTER BILLING) MANUAL
VOLUME-II
(3rd Edition), January, 1985
LAHORE

AMENDMENT NO.90

Substitute Para 6.2 Code CP-15 on Page 6 of Commercial Procedures (Computer Billing) Manual, Volume-II, 3rd Edition, January 1985, Lahore, as under:

Reference -----	Instructions -----
6.2	<p>Report any incorrect entries in the computer proof lists and entries in the exception list to the Revenue Officer (CP-15/7).</p> <p>Where P.C. is installed in a Division, receive proof list and error list in respect of CP-Form-117, check and arrange rectification of error through C.S.O. and Supervisor P.C. on the same day. Also record corrective action against each item under his dated signature.</p> <p>Receive processed proof list with error list and ensure that Supervisor P.C. has signed the same. File the proof list and error list alongwith 2nd copy of CP-Form-117.</p>

COMMERCIAL PROCEDURES (COMPUTER BILLING) MANUAL

VOLUME-II

(3rd Edition), January, 1985

LAHORE

AMENDMENT NO. 91

Insert a new page 8 in Code CP-15 after page 7 of Commercial Procedures (Computer Billing) Manual, Volume-II, 3rd Edition, January 1985, Lahore, as under:-

Procedure	Reconnection	Code	Page
		CP-15	8
Section	Computer		
Designation	Supervisor P.C.		

Reference: Instructions

8. Receive CP-Form-117 from Data Control Clerk in CSO Office (Para 5.1 of Code CP-15) and CP-Form-117A from Sub-Divisions (Para 3.8 of Code CP-05A).
- 8.1 Arrange key entry of relevant Data daily on computer and produce proof list with error lists (Attachment-09) and 15) requiring action by CSO's office/SDO's office.
- 8.2 Send one copy of proof list with error list as under:
- Proof list with error list of CP-Form-117 to Commercial Superintendent (Para 6.2 of Code CP-15).
 - Proof list with error list of CP-Form-117A to Commercial Superintendent (Para 2.5 of Code CP-15A).
- 8.3 Ensure clearance of all items in the error lists daily as per advice of C.S.O. and return the same to Commercial Superintendent after appending his dated signature in token of compliance.
- 8.4 Send Disket to Circle/AEB Computer Centre for further processing.

Note for Suprvisor P.C.

- 1) He will maintain movement record for input received from and output sent to the concerned officials.

- 2) 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 C.S.O. on top priority basis.

09 - RECONNECTION
LIST OF ERROR MESSAGES

ERROR NO.	ERROR MESSAGE
01	BATCH NO. OUT OF RANGE / NON NUMERIC
02	SUB DIVISION OUT OF DIVISION
03	CONSUMER NUMBER NOT ON MASTER FILE
04	FEEDER NO. NON NUMERIC
42	DATE OF RECONNECTION MISSING
44	METER READING MISSING
45	RECONNECTION ORDER NO. MISSING

15 -- RECONNECTION - A
LIST OF ERROR MESSAGES

ERROR NO.	ERROR MESSAGE
01	BATCH NO. OUT OF RANGE / NON NUMERIC
02	SUB DIVISION OUT OF DIVISION
03	CONSUMER NUMBER NOT ON MASTER FILE
04	FEEDER NO. NON NUMERIC
42	DATE OF RECONNECTION MISSING
44	METER READING MISSING
45	RECONNECTION ORDER NO. MISSING
46	DISCONNECTION ORDER NO. MISSING
47	DATE OF DISCONNECTION MISSING

COMMERCIAL PROCEDURES (COMPUTER BILLING) MANUAL

VOLUME-II

(3rd Edition), January, 1985

LAHORE

AMENDMENT NO.92

Substitute Para 2.5 Code CP-15A on Page 2 of Commercial Procedures (Computer Billing) Manual, Volume-II, 3rd Edition, January 1985, Lahore, as under:

Reference

Instructions

- 2.5 Receive second copy of CP-Form-117A daily (See CP-05A/3.8) check that all serial numbers have been received. If any number is missing, report to the Revenue Officer for investigation and corrective action (Missing Reconnection Orders should be collected on top priority basis).

Where P.C. is installed in a Division, receive proof list and error list in respect of CP-Form-117A, check and arrange rectification of errors through C.S.O. and Supervisor P.C. on the same day. Also record rectification against each item under his dated signature. Receive processed proof list with error list and ensure that Supervisor P.C. has signed the same. File the proof list and error list alongwith 2nd copy of CP-Form-117A.

COMMERCIAL PROCEDURES (COMPUTER BILLING) MANUAL

VOLUME-II

(3rd Edition), January, 1985

LAHORE

AMENDMENT NO.93

Substitute Para 10.15 Code CP-18 on Page 11 of Commercial Procedures (Computer Billing) Manual, Volume-II, 3rd Edition. January 1985. Lahore, as under:

Reference Instructions
----- -----

10.15 Receive daily computer proof list of general adjustment CP-Form-111 from Data Control Clerk (CP-10/2.22). Check details of all adjustments processed from CP-Form-111 to CP-Form-118.

Arrange for corrections where necessary. Take proof sheets and copy CP-Form-118 to the Revenue Officer for his scrutiny. File copy CP-Form-118 and CP-Form-111 together in date order.

Where P.C. is installed at Division, receive proof list CP-Form-111 with error list daily through Data Control Clerk. Check details of all adjustments processed from CP-Form-111 to CP-Form-118. Arrange rectification of errors through CSO and Supervisor P.C.the same day. Record corrective action taken against each item under his dated signature.

Receive processed proof list and error list to ensure that Supervisor P.C. has signed the same. File CP-Form-111 and error list with the copy of CP-Form-118 together in date order, after getting the same scrutinized by C.S.O.

COMMERCIAL PROCEDURES (COMPUTER BILLING) MANUAL
VOLUME-II
(3rd Edition), January, 1985
LAHORE

AMENDMENT NO.94

Substitute Para 15.5 and 15.6, Code CP-18 on Page 17 of Commercial Procedures (Computer Billing) Manual, Volume-II, 3rd Edition, January 1985. Lahore, as under:

Reference -----	Instructions -----
15.5	Receive error list daily from Supervisor P.C. (Para 32.7). Check and arrange rectification of errors through C.S.O. and Supervisor P.C. on the same day. Also record corrective action taken against each item on list under his dated signature.
15.6	Receive processed error list and ensure that Supervisor P.C. has signed in token of correction. File list together with second copy of CP-Form-122

COMMERCIAL PROCEDURES (COMPUTER BILLING) MANUAL

VOLUME-II

(3rd Edition), January, 1985

LAHORE

AMENDMENT NO.95

Substitute Para 16 Code CP-18 on Page 18 of Commercial Procedures (Computer Billing) Manual, Volume-II, 3rd Edition, January 1985, Lahore, as under:

<u>Reference</u>	<u>Instructions</u>
------------------	---------------------

16	Receive Forwarding Memo CP-Form-80 and Bill Adjustments Computer Input CP-Form-118 from Commercial Superintendent. Enter in Data Batch Register CP-Form-82 columns 1 to 5. Send each day to the Computer Centre obtaining receipt on columns 6 and 7 (CP-18/10.14).
----	---

Where P.C. is installed at Division, send CP-Form-118 to Supervisor P.C., obtaining receipt on CP-Form-82.

COMMERCIAL PROCEDURES (COMPUTER BILLING) MANUAL

VOLUME-II

(3rd Edition), January, 1985

LAHORE

AMENDMENT NO.96

Substitute Para 16.3 Code CP-18 on Page 18 of Commercial Procedures (Computer Billing) Manual, Volume-II, 3rd Edition, January 1985, Lahore, as under:

<u>Reference</u>	<u>Instructions</u>
------------------	---------------------

16.3	Receive CP-Form-122, payment by installments advice from Debtors control Supervisor (CP-18/15.3). Enter details in CP-Form-82 columns 1 to 5, and send each day to the Computer Centre, obtaining receipt on columns 6 and 7. In case of Division with P.C., send CP-Form-122 to Supervisor P.C.
------	--

COMMERCIAL PROCEDURES (COMPUTER BILLING) MANUAL

VOLUME-II

(3rd Edition), January, 1985

LAHORE

AMENDMENT NO.97

Insert a new page 36 in Code CP-18 after page 35 of Commercial Procedures (Computer Billing) Manual, Volume-II, 3rd Edition, January 1985, Lahore, as under:-

Procedure	Reconnection	Code	Page
		CP-18	36
Section	Computer		
Designation	Supervisor P.C.		

Reference: Instructions

- 32. Receive CP-Form-118 from Data Control Clerk (Para 16.0).
- 32.1 Arrange key entry of relevant Data daily on Computer and produce proof list (CP-Form-111) with error list (attachment-04) requiring action by CSO
- 32.2 Send one copy of proof list (CP-Form-111) with error list to Data Control Clerk (Code CP-10/ 2.19).
- 32.3 Ensure clearance of all items in the error list daily as per advice of CSO and return the same to the Commercial Superintendent after appending his dated signature in token of correction.
- 32.4 Send Disket to Circle/AEB Computer Centre for further processing.

Note for Supervisor P.C.

- 1) He will maintain movement record for inputs received from and output sent to the concerned officials.
- 2) 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 C.S.O. on top priority basis.

04 - BILL ADJUSTMENT
LIST OF ERROR MESSAGES

ERROR CODE	DESCRIPTION OF ERRORS
01	BATCH IS NON NUMERIC
02	SUB-DIVISION IS OUT OF DIVISION
03	CONSUMER NOT ON MASTER FILE
04	ADJ-NOTE NON NUMERIC
05	TARIFF DOES NOT EXIST
06	UNITS ARE NON NUMERIC
07	SOP NON NUMERIC
08	E-DUTY NON NUMERIC
09	M-RENT NON NUMERIC
10	S-RENT NON NUMERIC
11	SURCH NON NUMERIC
12	FAS NON NUMERIC
74	ADJ TOTAL DOES NOT TALLY

COMMERCIAL PROCEDURES (COMPUTER BILLING) MANUAL

VOLUME-II

(3rd Edition), January, 1985

LAHORE

AMENDMENT NO.98

Insert a new page 37 in Code CP-18 of Commercial Procedures (Computer Billing) Manual, Volume-II, 3rd Edition, January 1985, Lahore, as under:-

Procedure	Reconnection	Code	Page
Section	Computer	CP-18	37
Designation	Supervisor P.C.		

Reference: Instructions

- 32.5 Receive CP-Form-122 from Data Control Clerk (Para 16.3).
- 32.6 Arrange key entry of relevant Data daily on computer and produce error list (attachment-II) requiring action by C.S.O.
- 32.7 Send error list to Debtors Control Supervisor (Para 15.5). Observe other procedures as for para 32.3 and 32.4 above.

Note for Supervisor P.C.

- 1) He will maintain movement record for inputs received from and output sent to the concerned officials.
- 2) 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 C.S.O. on top priority basis.

11 - PROOF LIST OF INSTALLMENTS
LIST OF ERROR MESSAGES AND CODES

ERROR CODE	ERROR MESSAGE
01	INVALID BATCH NUMBER
02	SUB-DIVISION OUT OF DIVISION
03	WRONG INSTALLMENT CODE
04	CHECK NO. OF INSTALLMENTS
05	WRONG CARD TYPE
06	CONSUMER NUMBER NOT ON MF

COMMERCIAL PROCEDURES (COMPUTER BILLING) MANUAL

VOLUME-II

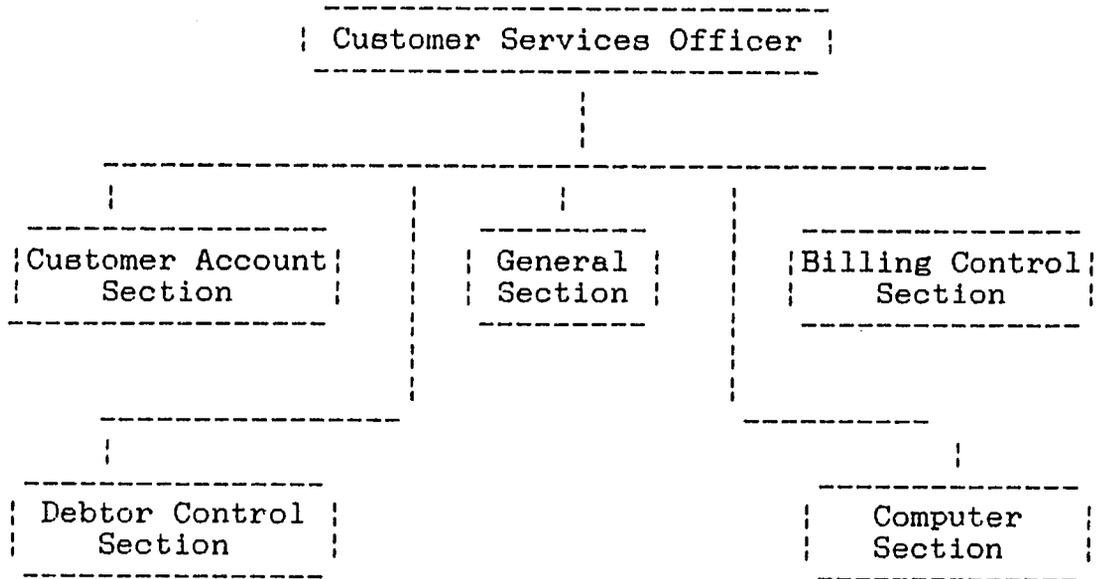
(3rd Edition), January, 1985

LAHORE

AMENDMENT NO.103

Add a new Appendix IA (enclosed) indicating the organization of Customer Service Office under Level-I Division Organization between "Appendix-I" and "Appendix-II" already appended to Commercial Procedures (Computer Billing) Manual, Volume-II.

CUSTOMER SERVICE OFFICE ORGANIZATION
UNDER LEVEL-I DIVISION ORGANIZATION



COMMERCIAL PROCEDURES (COMPUTER BILLING) MANUAL

VOLUME-II

(3rd Edition), January, 1985

LAHORE

AMENDMENT NO.104

Add the following as new item between "Appendix-I" and "Appendix-II" under column for "contents check list" of Code CP-CCL, Page-2 of Commercial Procedures (Computer Billing) Volume-II, as under:

"Appendix-IA Customer Service Office Organization Chart, Level-I Division Organization".

COMMERCIAL PROCEDURES (COMPUTER BILLING) MANUAL

VOLUME-II

(3rd Edition), January, 1985

LAHORE

AMENDMENT NO. 105

Add a Note under Para 1.4 of Code CP-GD, Page-2 of Commercial Procedures (Computer Billing) Volume-II, as under:

Note

Under Level-I Organization, Revenue Officer has been redesignated as Customer Services Officer and his office has been merged in the Division, with the changes that Accounts Section has been renamed as Customer Account Section and a new Section viz Computer Section has been provided.

Computer Section, headed by the Supervisor P.C., is responsible for receiving the data, its timely processing, producing the outputs and retaining necessary records.

COMMERCIAL PROCEDURES (COMPUTER BILLING) MANUAL
VOLUME-II
(3rd Edition), January, 1985
LAHORE

AMENDMENT NO.106

Add Note under Para 6.2 (iii) of Code CP-02, Page-13 of Commercial Procedures (Computer Billing) Manual Volume-II, 3rd Edition January 1985, Lahore, as under:

Note: In case of offices under Level-I
Reorganization

Read Note (ii) above as under:

"In case of Demand Notice for Service Connection Cost, mark copy 2nd and 3rd as for Consumer Record Clerk and Divisional Accountants Funds of Customer Services Officer's Office in place of Revenue Officer and Executive Engineer already printed, respectively".

COMMERCIAL PROCEDURES (COMPUTER BILLING) MANUAL

VOLUME-II

(3rd Edition), January, 1985

LAHORE

AMENDMENT NO. 107

Add Note under Para 7.2 (v) of Code CP-02, on Page-14 of Commercial Procedures (Computer Billing) Manual Volume-II, 3rd Edition January 1985, Lahore, as under:

Note: In case of offices falling under Level-I Reorganization

Read Para (ii) & (iii) above as under:

- (ii) Detach perforated slip (for use by Computer Centre) from top copy of CP-Form-06. Send top copy of Demand Notice for Service Connection Cost (CP-Form-06) to the applicant by Registered Post and 2nd copy to the Consumer Record Clerk and 3rd copy to Divisional Accountant Funds CSO's office. File 4th copy in Consumer's file.
- (iii) Detach perforated slip (for use by Computer Centre) from top copy of CP-Form-06A. Send top copy of Demand Notice for Security Deposit (CP-Form-06A) to the applicant by Registered Post, 2nd copy to C.S.O - General Section (See CP-Code-08/3). File 3rd copy in Consumer's File.

COMMERCIAL PROCEDURES (COMPUTER BILLING) MANUAL
VOLUME-II
(3rd Edition), January, 1985
LAHORE

AMENDMENT NO.108

Add another Note below Note for Connection Section Supervisor alongwith existing under Para 7.6 of Code CP-02, on Page-16 of Commercial Procedures (Computer Billing) Manual Volume-II, 3rd Edition January 1985, Lahore, as follows:

Note: In case of offices falling under Level-I Reorganization (for Connection Section Supervisor)

Read the above Para as under:-

"At the end of the month, prepare details of paid Demand Notices for Service Connection Cost in each month on the Proforma circulated vide G.M. (Distribution) No.1627-2144/ECRS/DMFP/B/COM: dated 14.1.1981, obtain signature of S.D.O. on the Proforma and send to the Customer Services Officer".

COMMERCIAL PROCEDURES (COMPUTER BILLING) MANUAL
VOLUME-II
(3rd Edition), January, 1985
LAHORE

AMENDMENT NO.109

Add Note under Paras 18.5 and 18.7 of Code CP-02, on Page-34 of Commercial Procedures (Computer Billing) Manual Volume-II, 3rd Edition January 1985, Lahore, as follows:

Note: In case of offices falling under Level-I Reorganization

Read Paras 18.5 and 18.7 as under:-

- 18.5 "Send top copy of the scroll alongwith one counterfoil of Demand Notice to Division Manager (Divisional Accountant Funds of CSO Office) and 2nd copy alongwith 2nd counterfoil (Applicant's reply) to S.D.O".
- 18.7 "Prepare a bank statement at the end of each week and last working day of the month (in triplicate). Send first copy to the Division Manager (Divisional Accountant Funds of CSO Office) 2nd copy to the Director Accounts Area Electricity Board and retain 3rd copy in the bank.

COMMERCIAL PROCEDURES (COMPUTER BILLING) MANUAL
VOLUME-II
(3rd Edition), January, 1985
LAHORE

AMENDMENT NO.110

Insert new pages No.42 to 45 in Code CP-02 after page No.41 of Commercial Procedures (Computer Billing) Manual Volume-II, 3rd Edition January 1985.

Divisional Office

Procedure	New Reconnection, Change of name Change of Tariff and reduction/ Extension of Load	Code	Page
		CP-02	42
Section	Connection - Level-I Reorganization	-----	
Designation	Divisional Accountant Funds CSO Office in the office of Div. Manager		

Reference: Instructions

- 19.0 Receive 3rd copy of Demand Notice for Service Connection Cost from S.D.O (CP-Code-02/7.2) (iii). Enter demand notice particulars in column 1 to 6 of register containing following columns:

Division: _____		Month _____		Page No. _____		
Sr. No.	Account/Ref.No.	Demand Notice No.	Date of Issue	Last date of payment	Particular of payment as per bank scroll	Rem-arks
1	2	3	4	5	Amount Date	7 8 9

File in "Awaiting payment File", keeping a separate section for each month.

- 19.1 Receive bank scrolls and supporting Demand Notice counterfoils from bank.
- 19.2 Check Serial No. to ensure that all scrolls have been received.
- 19.3 Check bank scroll to supporting counterfoils and check addition of the bank scrolls.
- 19.4 Correct the scrolls where necessary. Prepare query letter (CP-Form-42) and send top copy to the Manager of the bank branch. File 2nd copy in bank query letter file.
- 19.5 Enter the scrolls in billing cash book by bank branch CP-Form-51 (Demand Notice). Enter payment detail in column 7 and 8 of register mentioned in para 19 above, comparing that the amount deposited by the applicant is equal to the amount in the Demand Notice. In case of difference, take immediate remedial action through C.S.O. Removed paid demand notices from "Awaiting Payment File" and place in "Paid Demand Notices File".
- 19.6 File bank scrolls and supporting counterfoils in scrolls sequence in a bank branchwise file to be maintained for each month.

Divisional Office

Procedure	New Reconnection, Change of name Change of Tariff and reduction/ Extension of Load	Code	Page
		CP-02	43
Section	Connection - Level-I Reorganization	-----	
Designation	Divisional Accountant Funds CSO Office in the office of Div. Manager		

Reference: Instructions

- 19.7 From the bank scrolls and counterfoils, available in the file for scrolls, prepare an Abstract to obtain the following analysis at the end of each month.
- Service Connection Costs for General Connections
 - Service Connection Costs for Industrial Connections
 - Service Connection Costs for Agricultural Connections and so on.
 - Check that Abstract totals agree with the totals of Billing Cash Book for Demand Notices (CP-Form-51). In the event of difference, check the entries in (CP-Form-51) and on the bank scrolls/abstract until reconciliation has been reached.
- 19.8 At the end of the month, receive details of paid demand notices for Service Connection Cost from S.D.O (Para 7.6). Reconcile payments received as per information received from Sub-Divisional Offices with those mentioned in Abstract vide para 19.7. Also ensure that monthly list of Paid Demand Notice is in confirmity with the weekly lists of Paid Demand Notices received by Head Draftsman at para 21.2. In case of variation, initial remedial measures through CSO. At the end of the month, receive list of cancelled demand notices from S.D.O (Para 7.9). Remove cancelled Demand Notices from "Awaiting Payment File". Stamp cancelled and file in "Cancelled Demand Notices" file.
- 19.9 Receive weekly bank statements from the Bank Branch (CP-Code-02/18.7) check it with the Billing Cash Book for Demand Notices and also ensure that collection received each week is remitted promptly. In case of any delay, take up with the bank and pursue till the remittance is made.
- 19.10 At the end of the month, receive monthly bank statement. Carry out bank reconciliation as under:
- (a) Check scrolls totals from bank statement to the Billing Cash Book for Demand Notices, marking each checked item with tick (V). Enter any differences between amounts on statements and in Cash Book and

Divisional Office

Procedure	New Reconnection, Change of name Change of Tariff and reduction/ Extension of Load	Code	Page
		CP-02	44
Section	Connection - Level-I Reorganization	-----	
Designation	Divisional Accountant Funds CSO Office in the office of Div. Manager		

Reference: Instructions

advise the bank to make correction in statements if the Cash Book is proved correct.

(b) Mark O/S against any un-matched item in Cash Book and bank statement.

(c) Balance the Billing Cash Book for Demand Notices as under:

- Total collection for the month.
- Add balance from previous month.
- Deduct remittance during the month.
- Balance at the end of the month.

19.11 Prepare reconciliation in duplicate on (CP-Form-48) in accordance with the procedure laid down in paras 6.3 to 6.6 of Code CP-11.

19.12 Obtain signature of Customer Services Officer and send one copy to the Director Accounts Area Electricity Board alongwith monthly account.

Note:

Customer Services Officer is responsible for ensuring correct bank reconciliation. He will therefore, take action to correct the errors which give rise to the differences on CP-48, before the next statement is due.

19.13 Prepare bank head office collection and remittance summary in duplicate for each bank on CP-Form-49 from each bank branch billing Cash Book for Demand Notices. On this summary underline with red ink all items of collection which have not been remitted in accordance with standing instructions.

19.14 Obtain signature of CSO on CP-Form-49. Send top copy to Director Accounts (AEB) alongwith Monthly Account.

19.15 At the end of each month, prepare ledger posting summary for billing cash book (Demand Notices) for posting into the General Ledger for incorporation in the monthly account:

Note:

This procedure is the same as laid down in the Divisional Accounting Manual (Section D-A/2/3).

Divisional Office

Procedure	New Reconnection, Change of name Change of Tariff and reduction/ Extension of Load	Code CP-02	Page 45
Section	Connection - Level-I Reorganization	-----	
Designation	Division Manager		

Reference: Instructions

- 20.0 Each month check 10 percent entries of Demand Notices for Service Connection Cost to the Demand Notice Register (CP-Form-71). Check all charges over Rs.10,000 as per Demand Notices and the Demand Notice Register with the Service Estimate and Justification Form, the Electrical Measurement Book and the Stores Requisition.
- 20.1 Take action in all cases where there are doubts regarding the correctness of the charge. Sign the Demand Notice Register against all items checked in column-12.
- 20.2 Ensure by examination of Demand Notice Register that the S.D.O. has carried out his required check of Demand Notices for Service Connection Cost.