



Comml. AJ- 639

## AJMER VIDYUT VITRAN NIGAM LIMITED

(Commercial Deptt.) (Website-www.avvnl.com)

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No. AVVNL/ Addl. CE(HQ)/ SE (Comml) /XEN(C-II) /F./2016-17/D. 4156 Dt. 29-11-16

### Order

#### **Sub:- Procedure for installation / replacement of meters.**

Detailed procedure for issue of Meter Change Order (MCO) and replacement of defective meters was prescribed vide order No. 3962 dt 12.01.2009 (Comml Aj-392). It has been observed that the procedure laid in above order is not adhered by the field officers and the cases of tampering of meter are increasing day by day.

**In view of the above to curb the practice of tampering of meters, the revised procedure alongwith duties of ARO and JEN for issue of MCO, installation of new meter and replacement of defective meter is prescribed here under and the same should be strictly adhered.**

#### **Duties of ARO:**

1. The Meter Change Order should not be issued in a casual manner and there should be specific reason for issue of MCO such as:
  - a) Meter Reader Report (A-30) duly checked / verified by AEN/ JEN/Feeder Incharge.
  - b) Report of JEN / Feeder Incharge.
  - c) Application / Request of consumer duly verified by JEN/Feeder Incharge after inspection at site.
  - d) Test Report / VCR requiring replacement of meter.
  - e) Site testing report of third party agency.
2. MCO should be issued under the signature of AEN / ARO only.
3. The meter change order (MCO) should be issued in duplicate; out of which one copy of MCO be sent to the Jr. Engineer for compliance, second copy would be the office copy.
4. The meter change order (MCO) register are to be individually maintained by ARO and JEN separately.

### **Duties of JEN:**

1. The Jr. Engineer (O&M)/ Feeder In-charge on receipt of MCO shall visit the site of the consumer and inspect the meter; the conditions of meter, meter box and seals including particulars of the meter should be recorded on the Meter Change Order.
2. On inspection of the meter at site, if there is no evidence of tampering of meter, meter box and seal(s) then the meter should be replaced on the ground (s) as mentioned in MCO by a new meter.
3. Before installation of new meter, the same shall be properly inspected to verify that no tampering has taken place. This is essential as it has been observed at many places that meter body from back side tampered and some chip is installed with the connivance of meter installing agencies for reducing the efficiency of measurement by the meter.
4. After installation of new meter or replacement of meter, the pushfit cover will invariably be fixed on the meter in the presence of JEN/Feeder Incharge, after ascertaining that there is no tampering / manipulation in the meter / connections.
5. (a) The MCO should be returned to the sub division office with details regarding seals and reading of removed and new meter.  
(b) In the meter(s) where display is not available, effort should be made to download the reading through Hand Held Terminal (HHT) (under power off condition the push button of the meter should be pressed for recording/ downloading billing parameters).  
(c) In case the meter does not respond to the HHT for down loading then such meters be deposited in stores in a separate lot for getting the reading retrieved from the Manufacturer along with photocopy of MCO, a mention thereof should invariably be made in the MCO.
6. In case the meter is found to have been tampered then a proper VCR is required to be filled up and formalities as required under the rules are to be followed.

### **Duties of AEN:**

At least 5% of removed un-tampered meters, as received in sub division store shall be verified by the concerned Asstt. Engineer (O&M), as per the complied MCO report received from sub-office.

On the basis of the MCO, Revenue Section will take further necessary action in the matter with regard to making proper entries etc.

### **Duties of ACOS:**

The ACOS will intimate the details of meters received during the month for retrieval of reading to the meter manufacturer by 5<sup>th</sup> of next month under intimation to M.M. Wing for lifting the same from Stores within next 10 days so as to retrieve the readings of such meters and

