

MOM of Review Meeting of RAPDRP Part-A held on 05/04/2016 chaired by Chief Engineer (Project), NBPDCCL at Patna

1. D3 report provided by ITIA includes complaints from RAPDRP & Non-RAPDRP area. ITIA has been instructed to segregate both and show only RAPDRP area complaints in D3 reports. It is also instructed to ITIA to categories complaints shown in MIS report in 'Revenue' and 'Supply'.
2. Cases of long pending New Service connections have been reviewed and it has been found that many of the applications for NSC were registered through POS but the connections was not processed through SAP. It is instructed to Revenue cell to coordinate with field officers and for releasing the NSC in SERC limit.
3. ITIA committed to demonstrate the process for field officers to release new service connections for applications registered before dec, 15, but not through POS by 08th april,2016.
4. ITIA has also been instructed to rollout restructured Consumer grievance module in which all consumer complaints (including Non-RAPDRP area) from web portal as well as mobile app shall be addressed.
5. R-Infra is instructed to ensure that Pole number updated by billing agency should be updated in SAP data.
6. ITIA stated that Development of bill correction module is started but automatic preparation of MRO as per schedule date is still pending. ITIA informed that Demo of calculation of interest on SD & Addl. Security deposit, meter reading change & meter change, shall be given by 8th april.
7. ITIA has been instructed to check complaints regarding mobile billing such as slow server, capturing of meter reading and image for missing consumer ASAP. ITIA raised the issue of network bandwidth up gradation, which is needed to be reviewed.
8. ITIA has been instructed to prepare manual for process for complete section wise DT list segregation. Master data of complete sections name is to be shared by Utility. ITIA has been instructed to solve all issues of Patna town .
9. ITIA has been instructed to make a provision in mobile billing app so that temporary disconnection notice or SMS can be given directly to consumer if billing is being done on PL consecutively for two or more times.
10. Analogics & ITIA have been instructed to resolve issues regarding non-communicative meters. so that number of DTs, Boundary Meters & Feeder meters which are not communicating, can be reduced and also to address Data communication issue of DCU and modems on priority basis.

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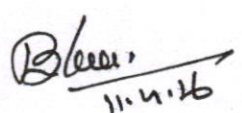
Reason for Non-Communication of 11 KV Feeder		Reason for Non-Communication of 33 KV Feeder	
Total Socket Id Pending	7	Total Socket Id Pending	1
Meter is running to be rectified by Analogic	11	Meter is running to be rectified by Analogic	7
Defective	6	Burnt	0
Meter Changed	6	Meter Changed	3

Feeder Not Communicating due to DCU issue	19	Feeder Not Communicating due to DCU issue	5
Feeder Dead	1	Property file doesn't match	1
Not in survey	6	Not in survey	3
Total	56	Total	20

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Reason for Non-Communication of 33 KV & 11 KV Feeder				
		PESU	34 Towns	Total
1	Total Feeder	248	289	537
2	Socket id created	222	274	496
3	Comm. Once	161	242	403
4	Comm.This week	137	193	330
5	Not Comm. This Week	111	96	207
6	Socket ID Pending	26	15	41
7	Changed Meter Details Not Updated	25	4	29
8	Meter Changed but not connected with DCU	18	10	28
9	DCU Problem	0	13	13
10	DCU Not Configured(No. of feeder)	0	10	10
11	Meter Defective	0	12	12
12	Meter Ok to be rectified by Analogics	42	32	74

11. Roles & Responsibility matrix is needed to be fixed ASAP so that any issue regarding bill correction by any unauthorized person should not be repeated. ITIA has been instructed to implement roles and responsibilities matrix as finalized by Utility by 01/05/2016.
12. All modules heads from Utility are instructed to be present in weekly review meeting. Utility has been instructed to enlist responsibility of each module head and freeze that.
13. It has been instructed to Utility to declare all stores Go-Live by 15/04/2016. Invoice presented by ITI for Sitamarhi new building link delivery need to be reviewed.
14. It has been instructed that committee for UAT schedule is to be formed. ITIA has been instructed to provide UAT testing script of all modules before start of UAT for any module.


 [B.K.Choudhary]
 Chief Engineer, NBPDC