

CHENNAI METROPOLITAN WATER SUPPLY AND SEWERAGE BOARD  
Personnel and Administration (R&A) Department  
No.75, Santhome High Road, MRC Nagar, R.A Puram, Chennai-600 028.  
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Proc.No.CMWSSB/P&A/STF/RA5/5255 /2021

Dated: 03.11.2021

**Sub: Personnel - R&A – Drive to withdraw Disputed  
Demand – Procedures to be followed – Regarding**  
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The Water and Sewerage Taxes and Charges demand of CMWSSB contains disputed demands under various categories such as Wrong demand, Double Demand, Category Protest, Building demolition, Sub-division etc. Since the above categories bringdown the overall collection efficiency, it has been decided to clean up these demands. The Specialdrive starts from 1<sup>st</sup> November 2021and will be for a period of 3 months up to 31/01/2021. In this regard, the following are instructed:

- 1) Based on the files to be reconciled in areas a micro level plan for reconciliation and weekly reconciliation is being arrived for each area. The plans would be communicated to the respective areas.
- 2) To achieve the above targets optimum utilization can be decided at Area level. Temporary internal diversions can be decided by Area Engineer.
- 3) The list of Nodal officers for your respective area is as follows:

Nodal Officer for reconciliation		
Areas	Designation	Name
1,2,3, RO II, STP	DCOF-VI	Selvi. B. Vijayalakshmi
4,5,6	DCOF-III	Thiru. P.S. Vijayakumar
7,8,9	DCOF-II	Tmt. E. Priyadarshini
10,11,12	DCOF-IV	Tmt. D. Priyadarshini
13,14,15	DCOF-I	Thiru. R. Santosh Raja

- 4) The above Nodal officers are instructed to visit their respective areas on the forenoon of every Tuesday and Friday to sign up the reconciliation files in their

O/C

respective area. Nodal officers are responsible for supervision of processing of files in area and coordinating the same at Head Office level.

5) The Senior Depot managers allotted for your area as follows:

Depot Manager	Areas Allotted
K.Udayakumar	3,10 and 11
G.Ravi	7,8 and 12
R.Viswanathan	1,2 and 6
R.Sankar	13,14 and 15
S.Bhaskar	4,5 and 9

6) Senior Depot Managers should coordinate the depot managers in initiating the reconciliation files on their areas allotted to them and superchecking the same after initiation. They should also make personal inspection wherever required along with Tahsildar.

**Part – A – Procedure for withdrawal of demand under dispute**

7) Uniform templates have been created for major categories of Uncollectable demands such as Wrong demand, Double Demand, Category Protest, Building Demolition and Sub-division to ease the process of filing and to follow uniformity. All areas are instructed to adhere to the templates annexed for the respective category.

8) All temporary numbers created by CMWSSB such as 111, 222, 888 and other such numbers should be categorized under Double demand. Deactivated cases of GCC, No Such Premises should be categorized under Wrong Demand.

9) Since the numbers of cases are huge, it is instructed to group the files of similar nature according to delegation of powers and put up a single file for reconciliation. For eg; Withdrawal of demand cases below 10,000 could be grouped in to a single file.

- 10) The type of documents to be collected internally and externally for different categories of withdrawal are displayed below:

Records to be sought from consumer for reconciliation of demand					
Documents required	Sub - division	Building demolished	Double demand	Category protest	Wrong demand
Representation from consumer	✓	✓	✓	✓	✓
Assessment order with effective date	✓	✓	✓		
Cancellation order of existing assessment with effective date	✓				✓
EB record for category				✓	
Demolition order/self declaration from consumer		✓			

Internal records to be verified by Board officials after perusing records submitted by consumer					
Documents required	Sub - division	Building demolished	Double demand	Category protest	Wrong demand
Arrear statement of Old CMC number	✓	✓	✓		✓
Tahsildar report with photograph		✓		✓	
Corporation record				✓	✓
Tax and Charges history of both CMC number			✓		

- 11) Files should be approved by Area Engineer and Nodal Officer appointed for each area.

- 12) The above reconciliation files would be processed at the Head office by DCOF V i/c, DCOF (R) and COF (R).

13) Once the file are through with the above process, demand would be reconciled as per below stated Delegation of Powers. Files can be grouped under the following two categories.

Range	Competent Authority
Up to Rs. 1,00,000	Executive Director
Above Rs. 1,00,000	Managing Director

14) Weekly statement of such reconciliation files should be put up to the respective territorial Superintend Engineers for information by Area offices under their jurisdiction.

**Part – B – Procedure for flagging of uncollectable demand without removal of demand**

15) For items such as Court Case with Stay, Door Lock, Tower and AV appeal, the demand could be flagged as uncollectable after getting approval at Area Engineer level after scrutinizing the follow documents.

Category	Document Required
Court Case with Stay	Stay order granted by Court
AV Appeal	Appeal copy filed in Tribunal/Court
Door Locked	Physical inspection report from DM/AE
Tower	Corporation record

16) Random check for the above cases would be conducted by Deputy Collector with the team of Tahsildars and the cases would be revisited periodically.

17) Apart from the above any other cases should not be flagged as uncollectable demand.

18) Added Area SAOs/AOs are requested to furnish the details of outstanding dues erstwhile local bodies to the Board so as to take a decision at Head Office level.

19) Added Area SAOs/AOs are requested to furnish the number of cases with demand outstanding for Taxes due prior to 2<sup>nd</sup> half of 2014-15 & Charges due prior to 2<sup>nd</sup> half of 2011-12.

20) Awareness should be created among consumers to bring out the demand disputed cases by keeping banners in cash counters, auto campaign and advertising in local press. Advertisement on social media would be dealt at Head Office level.

PART C – Responsibilities of COF & DCOF(R)

21) 100% reconciliation of all uncollectable Government demand and 10 crores should be collected from Government properties by 30<sup>th</sup> of November.

22) 100% collection and reconciliation of all consumers with demand above Rs.25 lakhs cases. *by 20<sup>th</sup> Nov.*

C.VIJAYARAJ KUMAR, IAS  
MANAGING DIRECTOR

To  
Area Engineers 1 to 15/RO II/STP  
Area SAOs 1 to 15/RO II/STP  
Sr. Depot Managers

Copy to: T.O. to MD/TA to Exe.Dir./PC to F.D./T.O. to E.D  
C.Es (O&M)-I  
COF(R) / All DCOF  
Fin (B&C) Dept. *[Signature]*

(t.c.f.b.o)

DCOF VI - *Males 9/11/21*

DCOF - I - *9/11/21*

DCOF - III - *KR 9/11/21*

DCOF IV - *V. 9/11/21*

DCOF V - *[Signature] 9/11/21*

DCOF II - *W 9/11/21*

*[Signature]*  
GENERAL MANAGER

*[Signature]*  
09/11/2021