TREATMENT OF DOUBLE RETAINED PAYMENT AT PT. PLN DISTRIBUTION JAKARTA AND TANGERANG SERVICE AREA MENTENG

Nirwan Khold Hasibuan, Dr. IMAM SUBAWEH, SE., AK., MM
Diploma (Professional) Degree, 2009
Gunadarma University
http://www.gunadarma.ac.id

Key Words: TREATMENT, DOUBLE RETAINED PAYMENT, SYSTEM

ABSTRACT:
PT. PLN as the State-owned company engaged in the provision and sale of electricity continues to strive to provide the best service to its customers. PT. PLN (Persero) has developed a system of bill payment service of electricity from conventional systems (off-line) into the system on-line through the banks which serve on-line or through the ATM Flexible and Automatic Electricity Account Payment. Policy on the use of payment systems on-line and off-line is a problem because not all the customer data that the settlement was made-up date and error Cater officers in performing stand-meter pencatan causing double pay. In this practical work report focuses on the treatment of double pay your balance in terms of accounting records do PT. PLN and the efforts made by PT. PLN to decline to pay double the account balance at PT. PLN (Persero) Service Area Menteng through restitution by assessing factors that may be the cause of action to suppress pay double digits as well as efforts to provide information to customers who have made a double payment excess merestitusi to immediately pay, in which the small things is one form of service PT. PLN (Persero) APL Menteng to customers.