

DAKSHIN HARYANA BIJLI VITRAN NIGAM

Sales Circular No. D-4/2019

From

CE/Commercial,
DHBVN, Hisar.

To

All CEs/SEs/XENs/SDOs/OP,
JEs-I, Incharge Sub office, in DHBVN,

Memo No. Ch-4/SE/Comml./R-16/30/2007/F-25
Dated: 09/01/2019

Subject: - Procedure for writing off irrecoverable amount from non-existing / untraceable consumers.

While reviewing the progress of bill settlement scheme on dated 01/01/2019 through VC, the field officers gave feedback that there are cases in which the defaulter premises do not exist and their record is also not traceable in the offices. It was requested that defaulting amount of such consumers needed to be waived off / written off. It was further intimated that the existing procedure laid down for writing / waiving off the defaulting amount in the SMI No. 7.8 is cumbersome.

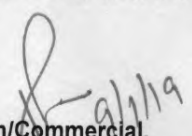
Accordingly the matter has been reviewed by the Nigam management and looking into the quantum of cases involved the following procedure is hereby prescribed for writing of defaulting amount of non-existent / un-traceable consumers :-

- I. The Sub Division staff shall make all-out efforts to trace out the relevant record like consumer case file, service connection register, PDCO etc and in case the same could not be traced out, a report as per the attached format shall be prepared and signed by the Consumer Clerk, Ledger Clerk and Commercial Assistant jointly.
- II. The JE/ AFM incharge of the area shall trace out the whereabouts of the consumer with the help of field staff, MRBD agency, Sarpanch / Municipal Councilor and also from the voter list and register of the ration cards of the area. JE/AFM after thorough enquiry shall prepare a report as per the attached format and submit the same to the SDO concerned.
- III. On receipt of the above reports from CA and JE, SDO/OP may write off defaulting amount upto Rs 25000/- in each case and the cases above Rs. 25000/- shall be written off by SDO/OP with the approval of XEN/OP.
- IV. **This circular is applicable only in respect of cases covered under the Bill Settlement Scheme issued vide sales circular 24/2018 as amended from time to time.**
- V. The Sub Division shall write/waive off the amount outstanding against the consumer. However, the amount written/waived off shall not be considered as reduction in the assessment for the year but shall be considered to be written off as bad debts. The Chief Account Officer shall issued detailed instructions for accounting such adjustments.

However, the amount outstanding in the name of Government / Nigam's employees and against Government Departments / Municipalities / Panchayats shall not be covered under these instructions and action may be taken as laid down under SMI-7.8.

The above instructions should be brought to the notice of all concerned for strict and meticulous compliance.

DA/As above


Xen/Commercial,
For CE/Commercial,
DHBVN, Hisar.

Performa for Non traceable report from Revenue Section.

Certified that record (i.e. consumer case file, service connection register, PDCO etc) of account No. _____ in the Name of Sh. Smt _____ could not be traced out.

**Name & Signature
Consumer clerk**

**Name & Signature
Ledger clerk**

**Name & Signature
Commercial Assistant**

Performa for Non traceable report from Technical Section.

Certified that details of account No. _____ in the name of Sh./ Smt. _____ has been checked in the _____ village/Ward by Field Staff, MRBD and verified from sarpanch/ Municipal councilor, voter list and register of Ration cards and same could not be traced out.

**Name & Signature
Field staff**

**Name & Signature
MRBD Agency**

**Name & Signature
of JE/Area Incharge**