

DAKSHIN HARYANA BIJLI VITRAN NIGAM

Sales Instructions No.9/2007

From

The General Manager /Commercial,
DHBVN, Hisar.

To

All CEs/SEs/XENs/SDOs (OP)
JE-I, Incharge sub-office in DHBVN.

Memo No:9/SE/Comml/R-17/3/2007 Dated: -1.2.2007

Subject: - Mode of payment of bills by consumers.

The existing practice of cash collection at sub-divisional cash collection counters of the Nigam have been reviewed by the Nigam and following amendments/instructions have been made in the existing practice of cash collection.

- (a) **Cash Collection Timing:** - For the purpose of payment of electricity bills by the consumer, the Nigam's cash collection counter shall remain open from 9.00 AM to 3.00 PM with half an hour break from 1.30 PM to 2.00 PM on all the working days.
- (b) **Mode of Collection:** - Regarding mode of collection, the cash collection counters in urban areas are authorized to collect the amount of electricity bill upto Rs. 10,000/- in cash and the payment of electricity bills for the amount above Rs. 10,000/- through local cheques/bank drafts and bank pay order. Other instructions issued vide Memo No. CAO/CAC/A-123/4990-5490 dated 22.1.1997 shall remain the same.
- (c) **Receipt of Electricity Bill:** - Regarding receipt of payment of electricity bills, the concerned SDO 'OP' shall ensure that only the pre-printed receipts, in case of computerized cash collection and pre-printed RO-4 in case of manual bill be issued to the consumer. In no case, the receipt be issued to the consumers on plain paper. On receipt of any complaint regarding issue of receipt on plain paper, strict disciplinary action will be taken against the responsible officials and officers.
- (d) **Uninterrupted Supply:** - It should be ensured that the computers provided for cash collection are equipped with UPS in working condition to avoid any loss of data and in case where there is a problem of frequent load shedding, the cash collection centers be provided with invertors.

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

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SE/Commercial.**

For GM /Commercial DHBVNL, Hisar.