

**DAKSHIN HARYANA BIJLI VITRAN NIGAM**

**Sales Instruction No. 18/2014**

From

CE/Commercial,  
DHBVN, Hisar.

To

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

**Memo No.Ch-18/SE/Comml./R-16/342/2014**

**Dated: 3/11/2014**

**Subject: Implementation of initiatives taken by DHBVN.**

The various measures for improving consumer services, revenue protection and enhancing productivity to be strictly followed and are as under please:-

1. All the urban connected defaulters must be cleared i.e. amount realized or PDCO be effected. XEN /SE (OP) shall review the monthly progress and the progress during the month should not be less than 25 % of total defaulting amount of connected consumers otherwise the concerned officer shall be personally held responsible.
2. It has been decided that the “document writers” preparing files for release of connections of new consumers in front of sub division be shifted. A front Desk or help desk be created by the SDO himself by deputing 2 No officials for issue of A&A forms and receipt of security etc. All A&A forms shall be serial numbered duly signed by the SDO (OP) concerned. The day to day working of this front desk created shall be monitored by SDO (OP) concerned at his personal level to avoid any irregular/ illegal activity.
3. The applicant may also intimate regarding new connection above 20 KW through online, SMS i.e. name of the applicant, father’s name, load required address and account no. of the nearby consumer. It shall be the duty of the SDO (OP) concerned to depute JE/AFM immediately to check the technical feasibility/loading conditions and shall collect all the documents from the consumer. The total time allowed for release of the connection shall be counted from the information received through online.
4. As directions already issued, action on all pending activities of Public Health Department be taken as per schedule i.e.
  - (i) All pending connections be released without waiting of deposit of security etc.

- (ii) All defective meters of Public Health Department having load up to 10KW be replaced with whole current meter and above 10KW, CT meter/ in built CT meter be provided.
  - (iii) The estimate for providing independent feeder wherever applied by Public Health Department, HSIIDC, HUDA for Sewerage Treatment Plant be prepared, sanctioned and concerned Department be intimated either to deposit the estimated amount or opt for Self Execution Scheme and deposit 1.5% as supervision charges.
  - (iv) All public Health Connections falling on AP feeders be shifted to RDS feeders on priority after getting the deposit estimate amount.
  - (v) The meter MCB and cable required for new connection will be provided by the Nigam and may not be accepted from the consumer. The CT meters which have been removed from distribution transformers and PDCO consumers are to be used on public health and mobile tower connection(s) after testing and resealing by M&T labs.
5. It has been decided that in case of HT connections, the test report for LT as well as HT installation shall be obtained separately. The office of the CEI will be informed through online and the approval shall be accorded by the office of CEI within 7 days.

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

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