

**DAKSHIN HARYANA BIJLI VITRAN NIGAM**

**Sales Instruction No. 19/2014**

From

CE/Commercial,  
DHBVN, Hisar.

To

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

**Memo No.Ch-19/SE/Comml/R-17/757/F-32**

**Dated: 11/11/2014**

**Sub: Installation of check meter and overhauling of consumer's account thereof.**

It has come to the notice of Management that account of consumers are being overhauled on the basis of meter being reported fast by S/Divn staff without following the proper procedure for installing check meter which causes the refund of huge amount to the consumer. This practice has been viewed very seriously by the Management and it has now been decided that henceforth whenever the meter accuracy is challenged by the consumer, the requisite fee shall be got deposited and the standard check meter duly tested by M&T Lab shall be installed as per existing instructions of the Nigam in the presence of SDO/M&P. Initial and final readings of both the meters shall be recorded up to the last decimal point and jointly signed. A monthly detail of all such cases will be submitted to CE/Commercial by SE/M&P on regular basis.

The refund, if any to be allowed to the consumer shall be made on the basis of M&P report and with the approval of competent authority.

SMI Instruction No. 4.12 & 4.13 are amended to this extent.

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

  
**CE/Commercial  
DHBVN, Hisar.**