

DHBVN HARYANA BIJLI VITRAN NIGAM

Sales Instruction No. 4/2017

From

CE/Commercial
DHBVN, Hisar,

To

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

Memo No.Ch-4/SE/C-R-17/

Dated:- 07/08/2017

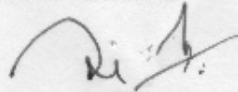
Subject:- Meter defective cases where recorded consumption is higher than average consumption-Billing thereof.

It has been observed that there are number of instances where the consumer is being billed on average basis inspite of recorded consumption being available and higher than average charged in their bills due to the reason that the Meter reader had inadvertently at some point of time or in collusion with the consumers, marked the meter status as Defective (D), Meter Burnt (B), Meter Different at Site (S), Glass Broken (G) and Meter Seal Broken (M,T),without verifying whether the meter is actually defective or not. This results into accumulation of the meter thereby extending illegal benefit to customers due to bills being prepared on bare minimum / average basis. Subsequently, the meter is replaced on account of been declared defective / burnt. Such practices are, evidently, deleterious to the Nigam's revenues.

2. In order to overcome the problem of short assessment arising out of due to the above conditions, it has been decided to follows as below:-

- i) A detailed consumer-wise list of all such cases be prepared and got physically checked.
- ii) Based on the checking report, in case the meter is found in correct working order, the same shall be promptly intimated to the billing agency through appropriate advice (Advice 73).
- iii) In some cases, it is possible that due to delay in sending MCO advice to the billing agency, the consumer is continued to be billed on average. In such cases, Prompt intimation of MCO to the Billing Agencies is necessitated.
- iv) The bill may be overhauled on the basis of actual reading recorded for the period the average billing persists and bill revision advice (BR) be sent to the Billing Agencies
- v) In future, the bills will be issued on the basis of recorded consumption or average charged due to meter status being shown D,T,B,G,S, whichever is higher.

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


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