

DAKSHIN HARYANA BIJLI VITRAN NIGAM

Sales Circular No. D-22/2024

From

CE/Commercial,
DHBVN Hisar

To

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

Memo No. Ch-22/SE/Comml./R-16/273/2005/VoI-I

Dated: 26.07.2024

Subject: Surcharge Waiver Scheme, 2024 for Domestic Consumers.

1. The scheme shall be applicable for connected & disconnected consumers of Domestic Category located in both rural and urban areas.
2. Scheme shall be valid only for such consumers who were defaulters of Nigam as on 31.12.2023 and continue to be defaulter as on date.


3. Salient Features of the Scheme: -

- a. Total Late Payment Surcharge as on date of notification of scheme shall be frozen.
- b. The consumers who decide to participate in the scheme shall have the option of paying outstanding principal amount as on the date of notification in lumpsum or in 6/3 subsequent monthly/bi-monthly bills. If the payment is made in lumpsum, then a rebate of 5% will be given on principal amount.
- c. The frozen surcharge amount shall be waived off in installments with the regular payment of 6/3 monthly/bi-monthly current bills.
- d. In case the consumer fails to pay the due Principal amount in lumpsum or specified installments and/or defaults in the payment of 6/3 monthly/bi-monthly current bills, the full surcharge amount shall be revived and consumer will be considered out of scheme.
- e. In case of wrong billing, the same should be corrected as per the instructions of the Nigam.
- f. The consumers whose cases are at present in any judicial forum, on account of billing disputes will not be covered under this

scheme. However, if the consumer withdraws the case, he/she will be eligible to take benefit of the scheme.

- g. In case of disconnected consumers, the reconnection will be made on payment of the lump sum amount or on the payment of the first installment of the principal amount (as the case may be) after charging RCO fee as applicable. Provided the disconnection has been effected within six months. In case of disconnection older than six months, the applicant shall be treated as a new consumer.
- h. The scheme shall remain operative upto 31.08.2024.
- i. In case any consumer is aggrieved with any order / decision of sub-divisional office, he can file an appeal before the Executive Engineer concerned. On receipt of an appeal, the Executive Engineer shall decide the same within three working days.
- j. Executive Engineer (OP) and SDO/OP will interact with the consumers, educate them regarding the benefits of the scheme and ensure wide publicity through print and electronic media and by installing hoardings in official buildings etc.
- k. SDO (OP) shall maintain a separate sundry register for the same.

The above instructions brought to the notice of all concerned for meticulous compliance.


**Superintending Engineer/Commercial
for Chief Engineer /Commercial,
DHBVN, Hisar**