

COMML/JDP/166

**JODHPUR VIDYUT VITRAN NIGAM LIMITED
(DEPTT.OF COMMERCIAL OPERATIONS)**

NO.JdVVNL/CE(CPM)/SE(Comml)/CI/JU/2k3-04

D. 483 dt. 17-06-03

ORDER**Sub: Prompt recovery of outstanding dues from defaulter
Consumers-actions warranted thereof.**

It has been experienced that many field officers do not take timely action in the matter of issue of notices to defaulter consumers, physical disconnection, removal of meters and service lines of disconnected connection, adjustment of security deposit etc., as a result of which there is delay in recoveries from consumers which consequently results in increase in the outstanding dues. In order to avoid such a situation in the current financial year, following actions are prescribed for strict compliance by divisional/sub divisional officers for revenue sub divisions :-

- i) In case of large industrial consumers whose bills are issued by the HT Billing Section of the Commercial Wing, the concerned AEN/XEN on the due date of payment by cash should personally check if the particular consumer has made the payment of the monthly/fortnightly bill on that date or not. After the closure of the cash hours on the due date, the list of defaulter consumers i.e. those who failed to make the payment by due date should be prepared and seven days notice in terms of Section-24(1) of Indian Electricity Act-1910 be issued on the same day.
- ii) Seven days notice should be served upon the defaulter consumer on the same day or the very next day by hand without fail and after expiry of seven clear days, it may be checked up if consumer had made payments. In case the consumer has not made the due payment of bills, D.C. orders should be issued promptly and it should be ensured that the concerned JEN has disconnected the connection within 24 hours of issue of D.C. orders.
- iii) After defaulter's connection has been disconnected after ensuring expiry of seven clear days, the action for removal of metering equipment and service line be initiated after two month from the date of disconnection (consumer have not made the payments of the bills). Simultaneously, action for adjustment of consumer's cash security against outstanding dues be initiated.

iv) For removal of metering equipment, the O&M officers have to keep liaison with the meter wing officers and it would be personal responsibility of the AEN/XENs of O&M Wing and M&P Wing to ensure removal of metering equipments from the premises of defaulter consumer after two months from disconnection date. For the purpose, the O&M authorities are required to intimate the M&P counterparts about disconnections made on default and lying disconnected even after elapsing of two month's period.

v) For adjustment of the security deposits of the defaulter consumers against the outstanding dues the security deposit of the consumer be adjusted against the available cash security for which the necessary formalities be done by AEN/XEN and case should be forwarded to Circle A.O. for adjustment. Intimation about adjustment should also be given to the Commercial Wing.

In case the available cash security deposit of the consumer is more than the outstanding dues against the consumer the balance amount of security is not to be refunded to consumer by the AEN/XEN. In matters of refund of security, the cases are to be forwarded to Commercial Wing who shall accord necessary sanction for refund of security and, further necessary action for refund is to be initiated by field officer thereafter.

vi) In case any consumer furnishes a cheque which is bounced by Bank i.e. the cheque of the consumers is dishonoured, the procedure as laid down in the order No.JDP-142 dt.25-10-2002 (copy enclosed) should be strictly followed. In case the action is not initiated by the field officers the same would tantamount non compliance of the instructions and officer should be responsible for disciplinary action as per rules.

vii) Alongwith adjustment of security, simultaneous action for recovery of outstanding dues from such consumers the action as prescribed in EUDR Act and LR Act should be followed. Instructions in this regard have already been communicated vide Order No.JDP/147 dt.03-12-2002 (copy enclosed).

viii) In addition to the cases of aforesaid consumers there are BIFR/AAIFR cases where the consumer might have approached for the revival of his industry through grant of a rehabilitation package incorporating some concessions. For BIFR cases, the Accounts Officer(Comml.) has been appointed as officer Incharge and concerned XEN of the area as the additional officer incharge. In BIFR cases, the officer incharge/additional incharge is required to lodge its claim i.e. intimating up to date outstanding dues against the consumer so that at the time of revival of the industry the amount is taken care of by the rehabilitating agency. The

officer incharge/additional officer incharge is also required to attend the meetings of BIFR & AAIFR.

ix) Similarly, in cases where the Liquidator appointed by Rajasthan High Court has taken over the possession and is in process of selling the industrial unit in open auction, the claim of outstanding dues against such Industrial Unit should be filed with the Official Liquidator by A.O.(Comm.)/concerned XEN/AEN without delay.

x) Similarly, in the cases of industrial units sold in open auction by the financial institutions like RIICO/RFC, the claims with the concerned Financial Institutions should be lodged by the concerned field officers promptly.

xi) Presently Debt Recovery Tribunals also auction industrial units which were generally financed by the Banks. In such cases, the field officer should remain vigilant and whenever any auction notice of the industrial unit of his area appears in News Paper or auction is programmed, concerned Executive Engineer/Assistant Engineer is required to immediately lodge claim (out of assessed amount) with DRT before date of auction or at the time of auction. In case the Debt Recovery authority does not entertain our claim due to reason whatsoever the Officer(XEN/AEN) should attend the auction proceedings and give intimation to bidders about the pending outstanding dues of the Nigam against the unit being auctioned. Now a days, auction notices by Debt Recovery Officers are advertised in the Local Dailies which should also be kept in mind.

Encl.:As above

By Order,



(R.S. CHAUDHARI)

CHIEF ENGINEER (CPM)

JODHPUR DISCOM:JODHPUR

Copy submitted/forwarded to the following, for information and necessary action:

- 1) The Secretary(Energy), Govt. of Rajasthan, Jaipur.
- 2) The Financial Adviser, Jodhpur Discom, Jodhpur
- 3) The Zonal Chief Engineer(O&M-JDZ/BKZ), Jodhpur Discom, Jodhpur/Bikaner.
- 4) The Chief Accounts Officer, Jodhpur discom, Jodhpur.
- 5) The Superintending Engineer(O&M-CC-DC-PP&M-MM&C-M&P-BFL), Jodhpur Discom Barmer/ShriGanganagar/ Bikaner/ Jaisalmer/ Jodhpur/ Churu/Hanumangarh/Pali.
- 6) The Company Secretary, Jodhpur Discom, Jodhpur.