From
The General Manager/Commercial,
UHBVN, Panchkula.

To
All CEs/(OP)/SEs(OP)Xens/SDOs/op,
JEs-I, Incharge in UHBVN.

Memo No. Ch-2/SS-461/Vol.II/Loose-I
Dated: 7.4.2008

Sub: Procedure regarding writing off of the irrecoverable amount from permanently disconnected defaulters.

Instructions No.176 of sales manual of instructions deals with the various methods for recovery of defaulting amount from the consumers. In accordance with the ibid SMI clause, sincere efforts are required to be made by all concerned for recovery of defaulting amount. Further, if ultimately the amount is found to be irrecoverable whether due to failure of legal proceedings and/or exhaustion of all efforts and where no legal remedy is available, the case for writing off the arrears from the books are required to be framed and submitted to the competent authority.

2. While reviewing the progress of recovery of the defaulting amount from the permanently disconnected consumers, specifically in the very old cases, it has been observed that there are so many cases in which the whereabouts of the defaulting consumers are not available and the recovery proceeding cannot be initiated because of non-availability of the consumer case file and other relevant record. Such cases are unnecessarily reflecting in the accounts and are creating unnecessary work load in maintaining their record besides recurring carrying cost. As such, these are required to be written/waived off. No guidelines/procedure for writing/waiving off the defaulting amount is available and the existing powers delegated to various authorities are not worth to settle the
long-outstanding irrecoverable amounts. Accordingly, the matter has been reviewed by the Nigam and the procedure as under is laid down for writing/waiving off of the defaulting amount.

I. The sub-division staff shall make all out efforts to trace out the relevant record like consumer case file, service connection register, PDCO etc. and in case the same could not be traced out a report to this effect shall be prepared and signed by the Consumer Clerk, Ledger Clerk, Commercial Assistant and SDO of the concerned sub-division.

II. The JE/AFM in charge of the area shall be asked to trace out the whereabouts of the consumer with the help of field staff and in case the consumer is not identified/traced out he will also prepare and sign the non-traceable report.

III. The HESL person shall be asked to trace out the consumer or his whereabouts and in case the consumer or his whereabouts is traced out and reported by them, they shall be entitled for the incentive equal to the incentive fixed for reporting of theft cases fixed by the Nigam. In case, the consumer is not identified and/or his whereabouts are not traced out, the HESL person shall submit the non-traceable certificate duly supported with following documents.

a) A certificate from the Gram Panchayat of the village in which connection existed before disconnection to the effect that the said person is not residing in that village and his whereabouts are not known to the Panchayat. In case of urban consumers the certificate can be obtained from the Parshad of the concerned ward/M.C.

b) Copy of voter list and Register of Ration Cards of the village/ward in which connection existed before disconnection.

c) Any other documentary evidence:

On submission of the above report, an amount of Rs.200/- shall be paid to HESL as fee for making the efforts. The amount paid as fee for obtaining the desired information/documents shall also be reimbursed in addition to the fee payable as above.
IV. On receipt of non-traceable report from HESL, the concerned SDO (OP) shall prepare a case for writing/waiving of the defaulting amount and put up to the Committee constituted for the purpose as under. The committee shall thoroughly examine the case and order to write/waive of the amount as per power delegated for settlement of disputed amount.

a) Divisional Committee:

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<tr>
<th>1. XEN (OP) Division</th>
<th>2. SDO (OP) Sub-division</th>
<th>3. RA (Audit)</th>
<th>Chairman</th>
<th>Member Secy.</th>
<th>Member</th>
<th>To write/waive off amount upto Rs.5000/- each case.</th>
</tr>
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b) Circle Committee:

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<tr>
<th>1. SE (OP) Circle</th>
<th>2. XEN (OP) division</th>
<th>3. AO(Audit) nominated by the Chief Auditor</th>
<th>Chairman</th>
<th>Member Secy.</th>
<th>Member</th>
<th>To write/waive off amount upto Rs.25000/- each case.</th>
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c) Zonal Committee:

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<tr>
<th>1. CE (OP) Zone</th>
<th>2. SE (OP) Circle</th>
<th>3. AO/RA(Audit) nominated by the Chief Auditor</th>
<th>Chairman</th>
<th>Member Secy.</th>
<th>Member</th>
<th>To write/waive off amount upto Rs.50000/- each case.</th>
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d) Head Office Committee:

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<tr>
<th>1. GM (Commercial)</th>
<th>2. CE (OP) Zone</th>
<th>3. Chief Auditor</th>
<th>Chairman</th>
<th>Member Secy.</th>
<th>Member</th>
<th>To write/waive off amount upto Rs.1,00,000/- each case with the approval of Director(OP). For the cases above one lakh the case shall be put up to BOD for approval.</th>
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Note: The above deletions are for the amount recoverable from the consumers as per prevailing instructions. In case out of the total outstanding amount any amount is not recoverable under the prevailing instructions, the same should be withdrawn after getting the same pre-audited and thereafter the case for writing/waiving off the amount should be processed.

V. The Sub-division shall write/waive off the amount outstanding against the consumer. However, the amount written/waived off shall not be considered as reduction in the assessment for the year but shall be
considered as written off of the bad debts. The Chief Accounts Officer shall issue instructions for accounting such adjustments.

However, the amount outstanding in the name of Government/Nigam's employees and against Government Departments/Municipalities/ Panchayats shall not be covered under these instructions and action may be taken as laid down under SMI-176 Sales Instruction- 176 is amended to above extent.

The monthly targets for settlement of long outstanding cases may be fixed by the concerned XEN/Operation keeping in view the age/numbers of cases existing in each sub-division. The GM/Commercial, UHBVN, Panchkula shall monitor the progress and place quarterly progress report before the Board of Directors.

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

Executive Engineer/Comml.-I, for General Manager/Comml., UHBVN, Panchkula.