

From:

Financial Adviser/Hqs.
DHBVN, Hisar.

To,

1. All XENs/OP in DHBVN.
2. All SDOs/OP in DHBVN.

Memo.No:-Ch-42/FA/hqs./BKG/Coll-407

Dated: 01/01/2016

Sub: - Acceptance of payments of electricity bills more than Rs. 1.00 lac through RTGS/NEFT only.

The HERC in its directive dated 7/05/2015 issued with ARR 2015-16, besides other directives, advised the DISCOMs that in order to increase the avenues of revenue collection to optimize economy and ensure safety in bill collection process, the payments above Rs. 1.00 lac shall be accepted through RTGS/NEFT only.

In DHBVN, the arrangements for payment through RTGS/NEFT in addition to other online payment options like debit/credit card & net banking have been established. The detailed procedures for payment through RTGS/NEFT already circulated vide this office letter No. FA/Hqs./Banking/Coll- 407/Ch-30 dated 18/12/2015

In line with the HERC directive, the DHBVN management has decided to implement acceptance of payments of electricity bills above Rs. 1.00 lac through RTGS/NEFT mode only. However, the payments made through online modes such netbanking, credit cards & debit cards shall be considered at par with RTGS/NEFT for this purpose.

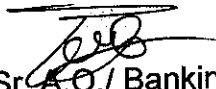
To avoid inconvenience to the consumers, the arrangements shall be implemented as follows:

1. All bills to be generated after 1/01/2016 should have a prominent display to this effect for information and awareness of the consumer. Action in this regard to be taken by the billing agencies M/s HARTRON and M/s HCL (T).
2. The arrangements shall to run concurrently i.e. off line and online (RTGS/NEFT) for a period of at least one month.

All SEs concerned shall create awareness in this regard amongst Industrial Associations/RWAs and wide publicity through print

media/local TV channels. All HT Industrial/NDS consumers shall be intimated of this mandatory provision through delivery of this instruction through hard copy/soft form.

This issues with the approval of the Whole Time Directors of DHBVN.


Sr. A.O. / Banking
For FA/HQ, DHBVN,
Hisar.

CC to:

1. SPS to MD, DHBVN, Hisar.
2. SPS to Director/Projects & Finance, DHBVN, Hisar.
3. SPS to Director/OP, DHBVN, Hisar.
4. The CFO, DHBVN, Hisar.
5. The CE/Comml. DHBVN, Hisar.
6. The CE/OP, DHBVN, Hisar/Delhi.
7. The CE/R-APDRP, DHBVN, Hisar. It is requested that suitable instructions to the billing agency M/s HCL (T) for displaying the instructions on the printed bill for the information of the concerned consumer may please be issued at his end to avoid hardship to the consumer.
8. The Chief Auditor, DHBVN, Hisar.
9. The SE/IT, DHBVN, Hisar for uploading the same on DHBVN website along with procedure for RTGS/NEFT circulated vide this office letter dated 18/12/2015. In addition, suitable instructions to the billing agency M/s HARTRON for displaying the instruction on the printed bill for advance information to the consumers may be taken up at his end please to avoid inconvenience to the consumers.
10. All the SEs/OP, DHBVN, Hisar.
11. The CCO, DHBVN, Hisar for necessary action at his end please.
12. M/s Prgyawre Informatics Pvt. Ltd. (Through E-mail) for information.
13. M/s BillDesk (Through E-mail) for information.

From:

Financial Adviser/Hqs.
DHBVN, Hisar.

To,

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2. All SDOs/OP in DHBVN.

Memo.No:-Ch-30/FA/hqs./BKG/Coll-407

Dated: - 18-12-2015

12/2015

Sub: - Receipt of payments of electricity bills through RTGS/NEFT from consumers.

Please refer this office letter No. SPL-1/FA/Hqs/Coll-407 dated 04/09/2015 and Ch-26/FA/Hqs./BKG/Coll-407 dated 09/10/2015 regarding the procedure for acceptance of payments of electricity bills from consumers through RTGS.

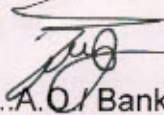
The issue of acceptance of payments of electricity bills from consumers through RTGS/ NEFT was under consideration with the Nigam management for some time. The arrangements have now been finalized and it has been decided to allow the consumers to make payment of their electricity bills through RTGS/NEFT at par with online transactions. The procedure shall be as follows:

1. Any consumer (R-APDRP or Non R-APDRP) who wishes to make payment through RTGS/NEFT shall visit DHBVN official website and select Pay Bills Online feature or alternatively he can directly logon to DHBVN E-Payment Website (<http://epayment.dhbvn.org.in>)
2. Consumer will submit his Account Number to retrieve particulars of his Bill/Outstanding Amount.
3. Thereafter, Consumer will provide his Mobile Number and Email so as Payment Status and Receipt respectively can be delivered.
4. Finally, Consumer will opt for RTGS/ NEFT from various Payment Options viz. Bill Desk, NEFT/ RTGS or CSC E Wallet and click Pay Now to generate Bank Deposit Challan
5. Consumer will approach his Bank to execute NEFT/ RTGS against a physical copy of this Bank Deposit Challan as per usual procedure of the respective Bank.
6. Institutional consumers like BSNL, Tower Companies having multiple electricity account will be able to make payments towards multiple accounts together through a Single NEFT/ RTGS transaction.
7. Such Consumers shall submit subsequent Account Numbers as advised in Step 2 above and thereafter generate a Single Bank Deposit Challan for all such Account Numbers by submitting Pay Now button.
8. The payment will be automatically posted into the consumer's electricity account. DHBVN will issue Receipt upon realization of Bill Payment and intimate the Consumer through Text Message on his/ her Mobile No. / Email.

9. Consumer can visit DHBVN E-Payment Website at his convenience and take the print out of the receipt of the Bill Payment.
10. It is to be noted that any payment made by the consumer through this mode lesser than the amount printed on the challan shall be out rightly rejected by the system and no claim for all such transactions will be accepted by the DHBVN.
11. Similarly, any amount exceeding the amount printed on the challan will be accepted and excess amount will be adjusted with the Account having highest Bill Amount.
12. Sub divisions will have to download the RIB of all such transactions from the Cash Collection System developed by Pragyaware Informatics at par with online and CSC transactions.

The above may please be got noted from all concerned for meticulous follow up. It may be noted that no manual/ other RTGS/ NEFT payment be accepted from now onwards. The relaxation in acceptance of payments through outstation cheques given to the BSNL and tower companies given vide this office Memo No. Ch-16/ FA/Hqs./BKG/Coll-407 dated 11/12/2014 and Ch-26 dated 9/10/2015 may be treated as withdrawn.

This issues with the approval of the FA/HQs., DHBVN, Hisar.


Sr. A.O./Banking
For FA/HQ, DHBVN, Hisar.

CC:

1. SPS to MD, DHBVN, Hisar.
2. SPS to Director/Projects & Finance, DHBVN, Hisar.
3. SPS to Director/OP, DHBVN, Hisar.
4. The CFO, DHBVN, Hisar.
5. The CE/Coml. DHBVN, Hisar.
6. The CE/OP, DHBVN, Hisar/Delhi.
7. The Chief Auditor, DHBVN, Hisar.
8. The SE/IT, DHBVN, Hisar.
9. All the SEs/OP, DHBVN, Hisar.
10. The CGM, BSNL Haryana Telecom Circle, 107-The Mall, Ambala cantt.
11. The CAO, BSNL, Haryana Telecom Circle, 107-The mall Amabala Cantt.
12. The GM, BSNL, Hisar.
13. The DGM, BSNL, Hisar.
14. The CAO, BSNL, Hisar.