



DAKSHIN HARYANA BIJLI VITRAN NIGAM LIMITED
(A Power Distribution & Retail Supply Utility, Govt. of Haryana)
CIN:- U99999HR1999SGC034165, Website:- www.dhbvn.org.in
Office of Superintending Engineer/IT, *DHBVN, Hisar-125005*
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Memo No. Ch-125/IT-177/Vol-V

Dated:- 05.03.2021

To

All SEs/XENs/SDOs/JE In-charge Under DHBVN.

Subject: Refund of non-energy payments made by consumers through various mode against the cancelled applications on the Online New Connection Portal.

This is with reference to the various enquires being received from field offices pertaining to the subject cited matter.

In view of the above, the matter has been deliberated with the office of FA/HQ and the instructions for processing of the refund for payment made by the consumers have already been made available on the new connection portal. Users can access the same through popup window on the portal.

The gist of the process is again reproduced below for further disposal of the matter related to the refund of non-energy payments:

Application Type	Payment Mode	Refund Procedure	Remark
All new connection/extension of load application*	Debit Card/ Credit Card/Net Banking	w.e.f 1 Sep 2019 refund are initiated automatically through the system after 3 days from date of cancellation of the application	Field offices are advised to send the report on refund processed by them to this office so that the same may be updated on the Online Portal
	CSC/NEFT/RTGS	Refund to be processed manually by the field offices as per Nigam Instruction	
	Double/Multiple Payment	One payment is updated on the portal and the refund of the other are to be processed manually by field offices after ascertaining the remittance from the Finance Wing as per Nigam instructions	

*For AP application the refund of initial payment/consent money/motor pump/demand-note money need to be ensured by the subdivision as per Sales circular No D-22/2020 issued by commercial wing.


Superintending Engineer/IT
For Chief Technology Officer,
DHBVN, Hisar

CC:-

1. The CTO, DHBVN, Hisar for information please.
2. The FA/HQ, DHBVN, Hisar for information please.
3. The SE/Commercial, DHBVN, Hisar for information please.
4. The CE/OP, DHBVN, Hisar & Delhi for information please.