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AZAD GOVT. OF THE STATE OF JAMMU & KASHMIR  
SECRETARIAT ELECTRICITY/POWER DEVELOPMENT  
ORGANIZATION MUZAFFARABAD

"MUZAFFARABAD"  
Dated 5/06/2020

Notification

No/SE./PDO/5978-90/2020. The President Azad Jammu & Kashmir has been pleased to accord approval of "Policy of dispute resolution and Recovery of Electricity arrears" "Part A&B".

Section Officer  
Electricity

*Copy to the:*

1. Secretary to the President, of Azad Jammu & Kashmir.
2. Principal Secretary to the Prime Minister, Azad Govt. of the State of J&K.
3. P.S. to the Minister Electricity, Azad Govt. of the State of J&K.
4. Chief Secretary, Azad Govt. of the State of J&K.
5. P.S to the Additional Chief Secretary (Dev.) Azad Govt. of the State of J&K.
6. Secretary Finance, Azad Govt. of the State of J&K.
7. Secretary Electricity/PDO, Azad Govt. of the State of J&K.
8. Accountant General, Azad Govt. of the State of J&K.
9. Director General Commercial Electricity Muzffarabad.
10. Director General Tariff/Surveillance & Internal audit, Muzffarabad.
11. Chief Engineer Electricity Muzaffarabad.
12. Chief Engineer Electricity Mirpur.
13. Controller Printing Press, Muzaffarabad.
14. Master File.

Section Officer  
Electricity

-17-

## Policy for Recovery of Outstanding Amounts from Defaulters of Electricity Department

The following incentives shall be offered to all category of consumers (excluding govt./semi-govt. & army connections).

It is proposed that;

1. Permanently disconnected consumers up to 30th June, 2014, are allowed to pay 70% of the arrears and remaining 30% amount will be waived off, this incentive package for recovery of arrears for permanently disconnected consumer will remain effective till June 30<sup>th</sup>, 2021. After settlement of arrears such consumers will be entitled to get new connection as per existing policy.
2. Four percent (4%) reward to the recovery staff from Assistant Lineman to XEN for recovery of receivables for serial 1 above.

In order to implement the above proposed incentives standard operating procedure (SOP) to avail this initiative by the consumers will be as under;

- i. Director Commercial concerned will provide list of above mentioned category of defaulters to the concerned operation formations/Revenue Officers after due diligence once for record. XENs will manage to brief the defaulter consumers/media about salient features of the incentive package.
- ii. Interested consumers will formally apply to the XEN concerned to avail the incentive package. After approval from competent authority (defined below), concerned Revenue Officer will issue the bill to the consumer under incentive package.
- iii. After payment of outstanding amount as per above incentive package and confirmation of payment, the amount of rebate given will be waived off by the concerned Revenue Officer through feeding necessary input data to the computer centre.
- iv. Revenue Officer will be responsible for preparation of the list of consumers who availed the incentives and send the same to the all concerning authorities (upto Chief Engineer) at the end of every month.
- v. Director General Surveillance /Internal Audit will constitute a special team to carryout 100% checking the authenticity of the amount credited to the consumers who availed incentive during a month. Director Commercial concerned will ensure the accuracy of with drawl /right of amount of the incentive availing consumers at the end of every month.
- vi. Reward on the recovered amount from the defaulters (serial 1 & 2 above) under this incentive package will be as under.

a. Assistant Lineman	=	1.00%
b. Lineman	=	0.80%

- 16-
- c. Meter Reader = 0.80%
  - d. Sub Engineer = 0.80%
  - e. SDO = 0.40%
  - f. XEN = 0.20%

vii. The competent authority for approving the reward will be a committee comprising of;

- a. Chief Engineer Electricity concerned
- b. Director Commercial Electricity concerned
- c. Superintending Engineer Electricity concerned

viii. The implementation the above incentive package will be supervised and monitored at Secretariat of Electricity level by a committee comprising of;

- a. Secretary Electricity AJK
- b. Director General Commercial AJK
- c. Director Surveillance/Internal Audit AJK

ix. The incentive package would remain effective/valid upto 30<sup>th</sup> June, 2021.

x. withdrawal of litigation/court cases will be pre-condition to avail the incentive package.

Vide publicity of above incentive package will be made through electronic as well as print media so as to motivate the consumers to avail the package.

*Section Officer (E)*  
Govt. of AJ&K (Muzaffrabad)

**Dispute Resolution Committees for  
Recovery of Disputed Outstanding Amounts**

To resolve the complaints against wrong billing and to resolve dispute between consumers and electricity department on electricity charges it is proposed that special dispute resolution committees be formed at Division, Circle, region & Secretariat level. The proposed formation of committees is as under;

Sr.#	Level	Proposed Formation of Committee		Powers	
1	Division	i.	XEN Operation	Convenor	Arrears upto Rs. 2,00,000/-
		ii.	SDO Operation concerned	Member	
		iii.	RO concerned	Member	
		iv.	Representative of Internal Audit	Member	
2	Circle	i.	Superintending Engineer	Convenor	Arrears upto Rs. 10,00,000/-
		ii.	Deputy Director Commercial	Member	
		iii.	XEN Operation concerned	Member	
		iv.	Representative of Internal Audit	Member	
3	Region	i.	Chief Engineer Electricity	Convenor	Arrears upto Rs. 20,00,000/-
		ii.	Director Commercial Concerned	Member	
		iii.	Superintending Engineer concerned	Member	
		iv.	Director Internal Audit	Member	
4	Secretariat	i.	Secretary Electricity	Convenor	Full Powers
		ii.	Director General Commercial	Member	
		iii.	Chief Engineer concerned	Member	
		iv.	Director General SA&T	Member	

**Criteria**

Criteria under which the cases may be decided is given as under;

- I. The committee will examine/decide only those cases where the consumer has formally applied to concerned operation division.
- II. Withdrawal of litigation/court cases will be pre-condition for a case to be considered for the decision by a committee.
- III. The committees will be empowered to decide on the billing issues of all categories/types of consumers.
- IV. The committees can approve reconciliation between AJK Electricity Department and govt./semi-govt. & army formations on billing.
- V. The committees will conduct its meeting at least once in a month and record its minutes of meeting which will be sent officially to the higher authorities for information.
- VI. The committees will check the billing issue case to case basis and gives its decision which will be binding on both the parties i.e. AJK Electricity Department concerned office and consumer.

5-14

- VII. The committee can recommend disciplinary actions to competent authorities and suggest to impose penalties if it considers the issue has been created due to negligence/misconduct of AJKED employee.
- VIII. Concerned officials may continue to exercise financial powers as per prevailing WAPDA commercial procedure in vogue in the electricity department.

SOP:

In order to implement the above, Standing Operation Procedure (SOP) will be as under;

- I. Interested Consumer shall formally apply for dispute resolution to concerned operation division. Office of the Executive Engineer Operation concerned will prepare the case after getting all necessary information, record and reports from concerned junior formations. On preparation of complete case, Office off Executive Engineer Operation will submit the case through proper channel to the relevant empowered committee for decision.
- II. On receipt of decision of committee, concerned Revenue Officer will issue the final bill to the consumer and will feed necessary input data to the computer centre.
- III. Revenue Officer will be responsible for preparation of the list of consumers whose case has been decided by the committee and send the same to the all concerning authorities (upto Chief Engineer) at the end of every month.
- IV. Director General Surveillance /Internal Audit will constitute a special team to carry out 100% checking of entry of all decided cases during a month. Director Commercial concerned will ensure the accuracy of decided of amount at the end of every month.
- V. The implementation on dispute resolution committees will be supervised and monitored at Secretariat of Electricity level by a committee comprising of;
  - a. Secretary Electricity AJK
  - b. Director General Commercial AJK
  - c. Director Surveillance/Internal Audit AJK

Vide publicity of above policy will be made through electronic as well as print media so as to motivate the consumers about the policy.

Section Officer (E)  
Govt of AJK (Islamabad)