

**BANGLADESH RURAL ELECTRIFICATION BOARD
DHAKA, BANGLADESH**

PBS INSTRUCTION 300-62

SUBJECT: DISCONTINUANCE OF SERVICE FOR NON-PAYMENT OF BILLS

Date Of Approval : 30-04-1987

Date Of Last Revision: 19-02-2020

PURPOSE : To prescribe procedure for Disconnection of Electric Service due to non payment of over due bills.

POLICY : The PBS shall vigorously pursue collection of Billing for sales of electricity and shall effect disconnection of services to consumers who fail to make timely payment.

PROCEDURE :

A. Record to be prepared and maintained by the Finance Department of HQ as well as in the DGM's offices.

1. The Finance department of HQ/Zonal offices shall routinely prepare disconnection for non payment (DNP) list of accounts which are subject to disconnection of nonpayment.
2. Notation shall be made in the consumers records to indicate the date(s) on which the account was placed in the DNP list and the amount of the delinquent bill(s).

Revision:				
BANGLADESH RURAL ELECTRIFICATION BOARD				
PBS INSTRUCTION 300-62: DISCONTINUANCE OF SERVICE FOR NON-PAYMENT OF BILLS				
Original Date	Reviewed by	Approved by	Section & Page	Rev. No
30-04-1987	BREB	BREB Board	300-62-1	3 (02-2020)
Revision Dates: 31-10-1996, 24-12-2013, 19-02-2020				

(Md. Mozibur Rahman)
Consultant, TAPP, BREB

(Md. Duhidul Islam)
Consultant, TAPP, BREB

(Md. Mozammel Huq)
Consultant, TAPP, BREB

(Md. Abdul Khaleque)
Consultant, TAPP, BREB

(Md. Anshul Haque)
Consultant, TAPP, BREB

(Debasish Chakraborty)
PD, TAPP, BREB

(Kamrul Alam Mollah)
Asst. Secy. (Board), BREB.

৬২ তম বোর্ড সভায় অনুমোদিত সিদ্ধান্ত নং ১৭৭.০০

3. Disconnection Team at the HQ as in Zonal offices, if any, will be constituted by taking 2(Two) Lineman of the PBS having 15000 Consumers (total number of accounts) under their respective jurisdiction and for every additional 15,000 consumers in respective jurisdiction or fraction exceeding 50% thereof, 1(one) additional Lineman will be recruited.

The member of the team will be designated DNP Lineman and they will be changed after every 6(six) months in a cyclic order. The DNP Lineman will be placed under Assistant General Manager, Finance for carrying out DNP activities.

4. A copy of the DNP list shall be maintained in the Finance Department as well as in Zonal Office. Notation shall be made in this copy of action taken by disconnect personnel.
5. As accounts are disconnected by Finance Department and Zonal Offices, they shall prepare and record in the consumers records, a Customer Meter Order (CMO) for the disconnection.

B. Action to effect disconnection :

1. DNP Lineman shall be made available from **O&M** Department in a cyclic order to carry out the orders. The Enforcement Coordinator shall be extensively utilized as support for disconnect personnel.
2. Disconnect personnel shall be promptly dispatched and shall be given assignments which can realistically be carried out in one day.
3. Disconnect personnel shall note in the DNP list the action taken on the disconnect orders.

Revision:				
BANGLADESH RURAL ELECTRIFICATION BOARD				
PBS INSTRUCTION 300-62: DISCONTINUANCE OF SERVICE FOR NON-PAYMENT OF BILLS				
Original Date	Reviewed by	Approved by	Section & Page	Rev. No
30-04-1987	BREB	BREB Board	300-62-2	3 (02-2020)
Revision Dates: 31-10-1996, 24-12-2013, 19-02-2020				

(Md. Mozibur Rahman)
Consultant, TAPP, BREB

(Md. Duhidul Islam)
Consultant, TAPP, BREB

(Md. Mozammel Haque)
Consultant, TAPP, BREB

(Md. Abdul Khaleque)
Consultant, TAPP, BREB

(Md. Ahsanul Haque)
Consultant, TAPP, BREB

(Debasish Chakraborty)
PD, TAPP, BREB

(Kamrul Ahsan Mollik)
Asst. Secy. (Board), BREB

৬২১ তম বোর্ড সভায় অনুমোদিত সিদ্ধান্ত নং ১৭৭০০

4. Upon completion of the disconnect orders the DNP lists shall be returned to the Finance Department.

C. Monitoring effectiveness of disconnect for nonpayment efforts:

1. The DNP list shall be regularly reviewed by the **Senior General Manager**/General Manager to ensure adherence to this instruction.
2. **Senior General Manager**/General Manager are encouraged to solicit assistance from local government agencies and law enforcement officials in case where personnel encounter otherwise insurmountable problems in carrying out the collection/disconnection assignments.

Revision:				
BANGLADESH RURAL ELECTRIFICATION BOARD				
PBS INSTRUCTION 300-62: DISCONTINUANCE OF SERVICE FOR NON-PAYMENT OF BILLS				
Original Date	Reviewed by	Approved by	Section & Page	Rev. No
30-04-1987	BREB	BREB Board	300-62-3	3 (02-2020)
Revision Dates: 31-10-1996, 24-12-2013, 19-02-2020				



(Md. Mozibur Rahman)
Consultant TAPP BREB



(Md. Duhidul Islam)
Consultant TAPP BREB


(Md. Mozammel Haq)
Consultant TAPP BREB


(Md. Abdul Khaleque)
Consultant TAPP BREB


(Md. Ahsanul Haque)
Consultant TAPP BREB


(Debasish Chakraborty)
PD, TAPP, BREB


(Kamrul Ahsan Mollik)
Asst. Secy. (Board), BREB.

৬২১ তম বোর্ড সভায় অনুমোদিত সিদ্ধান্ত নং ১৭৭০০