

**BEFORE THE HARYANA ELECTRICITY REGULATORY COMMISSION
BAYS No. 33-36, SECTOR-4, PANCHKULA- 134112, HARYANA**

Case No. HERC/PRO – 69 of 2020

DATE OF HEARING :7th & 8th December, 2022

DATE OF ORDER :12.12.2022

IN THE MATTER OF:

**SUO MOTU PETITION ON THE ISSUES REGARDING ISSUANCE OF
REGULAR ELECTRICITY BILL INCLUDING CONSUMER BILLING AS
PER ACTUAL READING BY THE DISCOMS**

Petitioner SUO-MOTU

Respondents UHBVNL & DHBVNL

Present

1. Shri B.S Ranga, CE OP UHBVN Panchkula
2. Shri Chandan Singh, CE/IT, UHBVN Panchkula
3. Shri Rajnish Garg, CE OP DHBVN Hisar
4. Shri J.C. Sharma, SE/RA UHBVN Panchkula
5. Shri Y.P Sihag SE/RA, DHBVN, Hisar
6. Shri Krishan Sawroop SE/CBO, Hisar
7. Shri Sudhakar Tiwari, SE OP UHBVN Panchkula
8. Shri M.G. Jindal, XEN CBO UHBVN, Panchkula
9. Ms. Mamta Sharma, Joint Commissioner, MC Panchkula
10. Shri Avinash Singla, CSI, MC Panchkula
11. Ms. Sonia Madan, Advocate
12. Sh. Manoj Vats CE/HVPL Panchkula
13. Sh. Ajay Bansal, SDO/ HSVP, Panchkula

Quorum

**Shri R.K. Pachnanda, Chairman
Shri Naresh Sardana, Member**

INTERIM ORDER

1. The case was heard by the Commission on 08.12.2022, as scheduled, in the Court room.
2. On the issue of GPS data report of vehicles, Ms Sonia Madan submitted that GPS of 9 vehicles for Sept, 2022 and 2 vehicles for October 2022 were found non-functional in UHBVN and accordingly matter has been taken up by the nodal officers with the concerned firm i.e. M/s Blackbox for taking corrective measures. She submitted that in DHBVN all the officers have maintained their head quarter or taken prior approval before leaving the head quarter for the month of September and October,2022.

The Commission directs the Discoms to report the action taken against the vendor/ firm for nonfunctioning of GPS device and to file a status report for the next month as per the earlier directions.

3. With regard to release of the connections in Gurugram without the provision of adequate infrastructure, DHBVN submitted that the SCN to two SEs OP and 4 XENs (who violated the sale circular no. D-20/2011 dated 02.06.2011 and released the connections in the area of inadequacy) have been issued.

The Commission directs to report the outcome of action taken against the delinquent officers before the next date of hearing.

4. On the issue of defective/electromechanical meters and high loss feeders, Ms. Sonia Madan apprised about the status of 'make' wise percentage of defective meters in both the Discoms. She submitted that meters are being purchased by DHBVN for both the utilities by floating common tenders and mainly five suppliers/firms i.e. Landis Gyr Ltd, Kolkat, Genus Power Infra Ltd., HPL Electric & Power Pvt Ltd. LARSEN & Turbo Ltd. and Secure Meters Ltd. are supplying electric meters since the last about six years. She further submitted that, as an action against M/s HPL Gurugram for defect regarding reversal of meter reading, the entire lot of 150000 single phase meters and 11500 three phase meters supplied by firm has been rejected and also notice

has been issued to the firm for blacklisting as per provision of the contract. Further M/s Landis Gyr Ltd, Kolkata was also blacklisted for a period of three years on account of supplying inferior quality meters. The Commission pointed out that why similar action has not been taken on the other delinquent firms having higher percentage of defective meters.

Submission of DHBVNL that make of 24, 25, 706 is not available with the billing system is astonishing, which indicates that there is no SOP to monitor the performance of meters procured from various suppliers. As per practice prevailing in Discoms, performance of all electrical equipment is considered and brought on record while evaluating the bids. In the recent past, the complaint regarding the reversal of meter reading in HPL make meter was received. The HPL meters continued to be installed even after receipt of information/ complaint and case was processed for procurement of meters without bringing this fact on record which is a serious lapse on the part of officers. Installation/ replacement of meters involves cost besides revenue loss which cannot be quantified precisely. In case the order has not been placed on the defaulting firm, MD of DHBVN/UHBVN will ensure the healthiness of meters in all respects before placing the order on firm besides recovery of dismantlement/installation charges for replacement of already installed meters.

The Commission also observed that the improvement stated by the Discoms on urban feeder loss status is not good enough and questioned how much time is required to reduce the number of urban feeders with loss above 25% to zero. CE/OP UHBVN submitted that by the end of March,2023 the urban feeders with loss more than 25% will be brought to zero.

The Commission directs the Dicoms to achieve the targeted feeder loss by March, 2023.

5. The Commission observed that the provisional billing (including defective metering) for the months of September and October in case of UHBVN is 4.44 % and 4.24% respectively, whereas in case of DHBVN, it is 7.35% and 6.22%. Provisional billing continues to be much more than permissible limits as per the regulations. Consumers continue to suffer in spite of various directions

passed by the commission in the recent past. Although MD UHBVN/DHBVN had stated during the 27th meeting of SAC held in the Commission on 04.10.2022 that threshold limits for trapping of bills is being revised to ensure that bills of exaggerated amount are not delivered to consumers yet there is a classic case of bill of more than Rupees 20 lakhs delivered to a consumer of Sant Nagar Panipat recently.

It is high time that Superintending Engineers should step in to discharge their bounden obligation to redress the grievance of consumers being chairpersons of circle level grievances forums. Every S.E. in 'op' circle has sufficient man force and expert UDC(IT), JEs at his disposal and is expected to device ways and means /procedure to avoid issue of wrong billing. He is face of the power sector in the Districts and answerable to the public as well as Discom. He is bound to make use of toll-free service, help desk at sub division/ circle level, online complaint registration mechanism and over and above infuse sense of responsibility in staff. So, the Commission has decided that he will be solely responsible for issue of correct bills for consumer satisfaction and action will be initiated against him in case the results are not in consonance with the parameters as per regulations in vogue, or as per the regulations or in any case of consumer harassment.

The Commission shall review the progress of provisional billing and the outcome of actions taken against the SE OP for tardy performance as per previous direction in next date of hearing.

6. On the status of District Electricity Committee (DEC) meeting, the Commission observes that no meeting has been conducted in Mahendergarh district of DHBVN. The Commission therefore, directs that MD/DHBVN shall personally request to the Chairman of the Mahendergarh District Electricity Committee for conducting the said meeting at the earliest. The Commission further directs the Discoms to submit the status report on conducting DEC meeting before the next date of hearing.
7. Regarding the meetings under the Forum for Redressal of Grievances of Consumer at Circle and Zonal level, the Commission noted that except

Kurukshetra circle no other circle in Discoms have conducted four sittings as mandated in the regulations.

The Commission therefore, directs the Discoms to hold four sitting / meetings at circle level and zonal level in the month of December 2022 onwards strictly as per mandate in the regulations and submit the report after two months. In case they are not held as per regulations, action shall be contemplated against the concerned S.E.

8. On the issue of newspaper clipping (Chaupal TV) with regard to giving inflated bill of Rs. 2,93,000/- to Smt. Harminder Kaur r/o Panchkula bearing A/C No. 8204550000, UHBVN submitted that that Charge sheets to Smt. Sunita Sharma (CA Retd.) and Sh. Dinesh Kumar, LM Ledger Keeper has been issued based upon the lapse found on their part. Further, on the issue of wrong billing case of consumer Sh. Anil Kumar, DLF Gurugram receiving wrong bill of Rs.1929842, DHBVN submitted that explanation of SDO OP DLF has been called and show cause notices to Sh. Vijay Pal, CA, and Sh. Sunny Madan LDC of FA/CBO have been issued.

The Commission directs UHBVN and DHBVN to submit the result of action taken against the delinquents within two months.

9. The Commission pointed out that a complaint has been received with photographs showing a function in front of House No. 198 Sector 6, Panchkula where fires were lit in the park opposite/outside the House No. 198 Sector 6 Panchkula just next to a transmission tower (situated in the park) which could cause damage to the transmission tower/line being public property. As such the matter is very serious. It was further averred that tower is situated in the park and moot question arises whether permission for using public park by HSVP was granted or could be granted by HSVP? And if no permission was granted then what action is proposed to be taken by HSVP against the delinquent i.e. owner/residents/ occupants of House No. 198 Sector 6, Panchkula for organising this function in a public park and causing damage to public property which is an offence under "The Prevention of Damage to Public Property Act, 1984".

The Chief Engineer/TS, HVPNL appeared before the Commission and submitted that they have issued notice and have got the tent removed from the park near the electric tower. The representative of Estate Office, HSVP also appeared before the Commission and submitted that the incident was not in the knowledge of the department due to which no action has been taken so far.

As the matter is of public importance, therefore, the Commission directs HSVP to immediately take cognizance of the same and to take action and file a complaint as per the law. Further, HSVP is directed to file the action taken report before the Commission by 14.12.2022. In case proper legal action is not initiated by 14.12.2022, then the Commission shall take necessary action.

10. Next date of hearing shall be intimated separately.

This order is signed, dated and issued by the Haryana Electricity Regulatory Commission on 12.12.2022.

Date: 12.12.2022
Place: Panchkula

(Naresh Sardana)
Member

(R.K. Pachnanda)
Chairman