

**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 : 08.06.2022

DATE OF ORDER : 09.06.2022

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 Ashwani Raheja, Director OP UHBVN Panchkula.
2. Shri Neeraj Ahuja, Director OP DHBVN, Hisar
3. Shri R.K.Khanna, Chief Engineer OP, UHBVN Panchkula
4. Shri Navin Kumar Verma, CE OP DHBVN Delhi Zone.
5. Ms. Rekha Rathee, SE/RA, DHBVN, Hisar
6. Shri S.K. Singh, SE/ CBO, DHBVN, Hisar
7. Shri Vikas Kadian, Xen/CBO, DHBVN, Hisar
8. Shri MG Jindal XEN/CBO, UHBVN, Panchkula
9. Shri B.S. Kamboj, Xen/RA, Panchkula
10. Shri Deepak Sura, Deputy MC/Panchkula

Quorum

Shri R.K. Pachnanda, Chairman

Shri Naresh Sardana, Member

INTERIM ORDER

1. The case was heard by the Commission on 08.06.2022, as scheduled, in the Court room.

2. At the outset, the Commission enquired about the status of implementation of directions of the committee regarding Commercial Back Office (CBO). Sh. Ashwani Raheja Director UHBVN Panchkula submitted that most of the directions pointed out by the committee have already been implemented and report of the Discoms stands submitted. The committee will visit the Commercial Back Office (CBO) UHBVN on 10.06.2022. He requested the Commission for postponing the visit from 10.06.2022 to some other date as BOD meeting of UHBVN is also scheduled on 10.06.2022. Shri Neeraj Ahuja, Director OP DHBVN Hisar submitted that DHBVN has also submitted the report on 02.05.2022 and the Committee will visit DHBVN on 13.06.2022.

The Commission considering the request of UHBVN has postponed the committee visit scheduled for 10.06.2022 and the next date of meeting shall be informed separately.

3. Regarding the GPS data of Nigam's vehicles, Director UHBVN submitted that after scrutinizing the GPS data for the month of March and April 2022, explanation of 2 officers in the month of March, 2022 and 6 officers in the month of April, 2022 have been called for on account of vehicle run outside the jurisdiction/non-functional/non-installation of GPS. Director DHBVN submitted that all the officers maintained their head quarter or taken prior approval before leaving the head quarter in the month of Feb 2022 and March 2022.

The Commission observes that DHBVN has not submitted status report of Vehicle GPS Data analysis for the month of April, 2022. Therefore, DHBVN is directed to submit the status report for the month of April 2022 within 7 days and Discoms shall file status report every month as per the directions conveyed earlier.

4. Regarding the status of pilot feeders, Director OP UHBVN submitted that the construction work of 11kV Kurlan AP feeder has been completed in all respects and stands energized.

Director DHBVN submitted that 11KV Shekhu Khera AP feeder under operation circle- Sirsa and 11KV, Dhigawa Shyamiam feeder under operation circle- Bhiwani have already been commissioned in DHBVN and no pole got damaged on these two feeders in recent wind storms.

DISCOMs are directed to ensure proper erection of window poles with proper muffing and to assess the impact of window poles during any wind storm and submit the report thereof before the next date of hearing.

5. Regarding the action taken with regard to release of the connections in Gurugram without the provision of adequate infrastructure, Director DHBVN submitted that the action on 4 XENs is pending due to pendency of report to be submitted by SE/RAPDRP and SE/Commercial Hisar, therefore, action shall be taken subsequently as per the specific report of SE RAPDRP and SE/Commercial Hisar.

Director OP DHBVN is directed to expedite the action and submit the outcome of action taken within 15 days of this order.

6. On the issue of high loss feeders, Sh. A.K. Raheja Director OP UHBVN submitted that various initiatives have already been undertaken to contain the feeders' losses and feeders have been stacked into different loss categories for proper monitoring and planning to bring down the losses of these feeders within the range in the coming months as per the directions of the Commission.

The Commission observes that the statement of UHBVN does not support the data recently submitted regarding replacement of defective meters as on 31.03.2021, 30.09.2021 and 31.03.2022. On perusal of

the data submitted it has been observed that total count for defective meters in UHBVN as on 31.03.2022 is 82,469 (78,315 single phase and 4,154 three phase) against 44,048 (42,484 single phase and 1,564 three phase) as existing on 31.03.2021. The count of defective meters has increased to nearly twice during the year 2021-22, which clearly indicates that no concrete efforts have been made to reduce the number of defective meters and similar situation is also observed in DHBVN. However, XEN CBO UHBVN submitted that there is a gap in data submitted regarding defective metering and defective meters have actually reduced.

DISCOMs are directed to submit actual figures of defective meters and electro-mechanical meters as on 31.03.2021, 30.09.2021, 31.03.2022 and 31.05.2022, within 15 days.

The Commission further directs the DISCOMs, to submit a report within a month regarding replacement of electro-mechanical meters and improvement in reduction of high loss feeders.

7. On the status of revised cost data book for FY 2022-23, the Commission observes that cost data for extra high voltage has not been provided. However, the provision of the relevant regulations mandates that the licensee shall also prepare the cost data book for extra high voltage works in consultation with state transmission utility.

The Commission directs the DISCOMs to follow the regulations in vogue in true letter and spirit.

8. On the status of the Maharashtra model for conducting the legal audit periodically, Director UHBVN submitted that the legal wing of Haryana Power Utilities has gone through the Maharashtra model and due to inherent benefits of legal audit, such as, it reduces potential legal liability, improves efficiency and operations, facilitates good corporate governance and enhances trust and reliability etc, UHBVN is in the

process of engaging the legal firm for the purpose of legal audit. Similarly, Director DHBVN also submitted that DHBVN has also initiated the process of hiring a reputed legal firm to rein the inherent benefits of legal audit in DHBVN.

The Commission directs to take action after cost benefit analysis.

9. Regarding utilization of drones for more efficient and speedy inspection/survey/monitoring of lines and towers, Director UHBVN submitted that a committee of SE/Operations Panchkula, XEN (Works) o/o CE /Operations Rohtak, XEN/Construction Karnal has been constituted for cost benefit analysis regarding utilization of drones for more efficient and speedy inspection/survey/ monitoring of lines and towers and further action shall be taken accordingly.

DHBVN submitted that the Cost benefit analysis for using drone for inspection/survey/ monitoring of lines and towers is under process and same shall be submitted to the Hon'ble Commission shortly.

Discoms are directed to explore the use of drones only after cost benefit analysis.

10. The Commission observes that the figures of provisional billing (including defective metering) is still on higher side as in case of UHBVN it is 6.86 % for April, 2022 whereas in the case of DHBVN it is 6.78% against the permissible limit of 0.1 % as per the SoP regulations.

The Commission directs the Discoms to bring down the provisional billing within permissible limit and to submit the status report within one month.

11. On the status of removing of wild grass and undergrowth near electric poles in area of MC Panchkula, Sh. Deepak Sura, Deputy Municipal

Commissioner, Panchkula submitted that in compliance of the Hon'ble Commission's order, the directions have already been given to the sanitation and horticulture branch for clearing the undergrowth near electricity poles and also special drive on every week has been done in area of MC/Panchkula. He assured that in case of any complaint from UHBVN, the action will be taken immediately on behalf of MC office. The Commission directs to ensure the proper coordination amongst the officers of UHBVN Panchkula and MC Panchkula for tree pruning/clearing under growth near electricity poles to avoid any inconvenience to general public and does not interrupt traffic.

The Commission directs Deputy Municipal Commissioner to continue to submit monthly report with regard to clearing wild under growth and grass near the electricity monthly bases as per earlier orders. He is exempted for personal appearance and may depute any other official for attending the next hearing.

12. The Commission observes that figures of various parameters submitted by DISCOMs are not satisfactory as the same are not within the permissible limits as specified in the SoP regulations. Therefore, the Commission directs both the Discoms to bring all the parameters within the prescribed limits.

13. Regarding conducting meeting of District Electricity Committee (DEC), Director OP UHBVN submitted that DEC meetings were held in all the 10 Districts of UHBVN.

Director OP DHBVN submitted that DEC meetings were held only in 3 Districts i.e. Sirsa, Nuh and Bhiwani out of 12 districts of DHBVN.

The Commission directs the MD/DISCOMs to monitor that DEC meetings are being held regularly and satisfactorily. MD/DISCOMs are directed to ensure that meetings are regularly held and pursue the

same for better planning, ensuring future energy and ultimate welfare of the consumers.

The Discoms to intimate the status of DEC meetings within one month.

14. All SE OP of Discoms are directed to conduct the meetings with RWAs in their circles to address the grievance of group housing societies and XEN/SDO OP to arrange Open Darbar in the rural areas in their jurisdiction to redress the grievance of consumers regularly.

15. The matter to come up next on 13th July 2022.

This order is signed, dated and issued by the Haryana Electricity Regulatory Commission on 09.06.2022.

Date: 09.06.2022
Place: Panchkula

(Naresh Sardana)
Member

(R.K. Pachnanda)
Chairman