



Haryana Electricity Regulatory Commission

Bays No. 33 - 36, Sector – 4, Panchkula-134109

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To

The Managing Director,
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Hisar-125005.
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Memo No.1527/HERC/Tariff
Dated: 31.08.2015

Subject: Notice for compliance

It is stated that the Haryana Electricity Regulatory Commission had issued various directions while issuing the tariff order dated 07.05.2015 on the ARR of the Discoms for FY 2015-16. Commission had also given certain timelines in the ARR/Tariff Order, in respect of each of such directives, within which Discoms were to take action and submit report to the Commission. During review by the Commission of the compliance of the various directives by the Discoms, it has been observed that the Discoms have failed to take requisite action and submit report to the Commission within the stipulated time in respect of the directives listed in the Annexure-A enclosed.

The Commission has taken a serious note of the non-compliance of these directives by the Discoms and has directed the undersigned to intimate you to submit the compliance report within 15 days from the receipt of this notice failing which the Commission may initiate legal action under the provisions of The Electricity Act, 2003.

Secretary
HERC, Panchkula

DA/- as above

Directives relating to DHBVNL on which compliance has not been reported.

Sr. No.	Description of Directives	Comment
1.	<p>In the public hearing the issue of theft of power / tampering of energy meter by the employees of the power Utilities was also raised. The Commission directs the Discoms to submit details of such cases along with action taken regarding the same within two months from the date of this Order.</p> <p>Further, in case of Government employee defaults in making payment of its electricity bill or if found indulged in theft/unauthorised use of electricity then such arrears or penalty shall be recovered from the employee's salary for which utilities may write to his/her department to initiate action in this regard. In the case of electricity connections to Government quarters, at the time of change in occupant takeover/handover report shall be sent to concerned sub-division office so that dues can be settled and legal compliance is made. In case of non-compliance of above temporary supply tariff shall be applicable to such premises.</p>	<p>DHBVNL has not submitted details of such cases along with action taken regarding theft of power / tampering of energy meter by the employees of the power Utilities.</p> <p>Further, during public hearing Nigam agreed to get a general instruction issued from the Chief Secretary office but it seems that no action has been taken by them till date.</p>
2.	<p>Release of pending connections/load</p> <p>The Commission further directs the Discoms to expedite the release of pending applications for new connections as well as load enhancement. The backlog should be removed within three months from the date of this Order and the Discoms shall submit a quarterly progress report on the same. Status of consumer applications shall also be hosted on website of respective Discoms</p> <p>The Commission further directs the Discoms to implement the Haryana Electricity Regulatory Commission (Single Point Supply to Employers' Colonies, Group Housing Societies and Residential or Commercial cum Residential Complexes of Developers) Regulations, 2013 including its subsequent amendments.</p> <p>The Commission directs the Discoms to release DS connections to such dwelling units as per the policy and charge them accordingly.</p>	<p>The detailed report and quarterly progress report have not been submitted by DHBVNL. With the non-release of pending connections, Nigam is incurring financial losses and it shows administrative lapse on the part of the Nigam Officers.</p>
3.	<p>Further, commercial viability and suitability of extending the spot billing concept to other areas be explored and report be submitted by 30.06.2015.</p>	<p>DHBVNL has not submitted their report in this regard. This shows lapse on the part of the concerned Nigam Officers.</p>
4.	<p>The Commission feels that human interventions in meter reading need to be avoided as far as possible. As such, it is suggested that implementation of Automated Meter Reading in phased manner be explored and report in this reference be submitted by 30.06.2015.</p>	<p>DHBVNL has not submitted their report in this regard.</p>
5.	<p>The Commission directs Discoms to examine the possibility of providing the option of self-reading to its</p>	<p>Feasibility report has not been submitted in this regard.</p>

	<p>consumer enabling them to submit their meter reading through email/SMS etc. to their respective sub-division offices, in order to restrict malpractices by meter readers. Feasibility report in this regard be submitted within two months from the date of this Order.</p>	
6.	<p>It was also directed that the cadre of Cashiers may be considered as diminishing cadre and they may be deployed elsewhere as per requirement. As such, the Discoms are again directed to take necessary action to gradually phase out bill/revenue collection at their offices by exploiting the options available i.e. collections through banks/post offices/agencies/ vendors at competitive rates. The Discoms shall report progress achieved regarding this within two months from the date of this Order.</p>	<p>Nigam has not submitted report on progress achieved regarding phasing out bill/revenue collection from their offices by exploiting the options available i.e. collections through banks/post offices/ agencies/vendors at competitive rates.</p> <p>Nigam has also not submitted the policy framed by them regarding payment of energy bills through on-line/banks or other modes.</p> <p>Further, non-implementation of this directive may lead to increase in criminal activity and financial loss to the Nigam.</p>
7.	<p>Energy Efficiency & Demand Side Management The Commission directs the Discoms to submit technical potential report, Load and Market Research Design and development of baseline data along with comprehensive DSM plan latest by 30.06.2015. The Discoms shall submit a report regarding initial DSM program which can be implemented in its area of supply on the basis of the data and studies conducted by the Bureau of Energy Efficiency (BEE) by 31.05.2015.</p>	<p>DHBVN has not submitted the technical potential report, Load and Market Research Design & development of baseline data along with comprehensive DSM plan. A report regarding initial DSM program which can be implemented in its area of supply on the basis of the data and studies conducted by the Bureau of Energy Efficiency (BEE) is also to be submitted by DHBVNL.</p>
8.	<p>Consumer Complaints The Commission directs Utilities to strengthen the complaints handling mechanism by continuous monitoring and feedback from the consumers. Mechanism may also be developed and put in practice to pay penalty to the affected consumers in case the Discoms fail to adhere to the Standard of Performances. Report of action taken in this regard shall be submitted by 30.06.2015.</p>	<p>Report of action taken on developing mechanism to pay penalty to the affected consumers in case the Discoms fail to adhere to the Standard of Performances has not been submitted.</p> <p>No action has been taken on this directive.</p>
9.	<p>The Commission also observed that large number of damaged DTs, poles etc. are laying in the area of distribution licensee unattended/without any protection leading to decay and pilferages of public assets. Commission directs distribution Utilities to prepare suitable guidelines for timely returning and accounting of public property in their stores/workshops so that same can be further attended and utilized or disposed</p>	<p>Report on the timely returning and accounting of public property in their stores/workshops has not been submitted by the Nigam.</p>

	off. Report in this reference be submitted by 30.06.2015.	
10.	<p>Distribution Transformer Repair Workshops (TRWs) The Commission directs Utilities to carry out Cost Benefit Study regarding repair of transformers departmentally in their Transformer Repair Workshops and submit report. The Discoms should also submit a report regarding performance of repaired transformers by 30.06.2015.</p>	Reports regarding performance of repaired transformers and Cost Benefit Study regarding repair of transformers departmentally have not been submitted by the Nigam.
11.	<p>Out Sourcing of services The Commission through its order dated 29th May, 2014 had expressed its concern regarding high and ever increasing employees cost of the Nigam and suggested outsourcing of works wherever possible. Hence, all non-technical posts lying vacant for the last three years in the Utilities were required to be abolished except the posts where the contract/outsourced staff have been engaged and to apprise the Commission accordingly. However, no information has been supplied in this regard. Utilities are directed to submit the status of non-technical posts lying vacant for more than last three years at the time of above said orders, number of contract/outsourced staff engaged on such posts and the number of such vacant post abolished so far within 30 days. In order to improve the operational efficiency as well as consumer services, the Commission had approved recruitment against vacant technical posts. The Discoms are directed to submit the status of such recruitment within one month from the date of this tariff order.</p>	<p>The information on the status of non-technical posts lying vacant for more than last three years, number of contract/outsourced staff engaged on such posts and the number of such vacant post abolished has not been submitted by DHBVNL. Further, the status of recruitment against vacant technical posts approved by the Commission has also not been submitted. The Commission on various occasions has asked the Nigam to submit the category-wise details of the employees as on 27.05.2014, category-wise recruitments made after 27.05.2014 and financial implications thereon but DHBVN has not submitted the same till date.</p>
12.	Further, in order to minimize trading losses on account of inter – state sale of surplus power, the Discoms are directed to examine the feasibility of extending supply to the HT consumers at a concessional rate of say 80% of the energy charges for power drawn by them during off-peak hours in excess of their normal consumption during the corresponding billing period in the preceding year. In case of any load extension, the base energy consumption beyond which the concessional tariff shall apply would be increased on pro – rata basis. The Discoms are directed to submit a detailed report / proposal on the same within one month from the date of this Order so that the issue of losses on account sale of surplus power are reduced to the extent possible.	Detailed report / proposal on the same have also not been submitted to the Commission.