

From

Meenaxee Raj, HCS
Secretary,
Haryana Right to Service Commission.

To

MD DHBVN at Hisar,
Power Department, Haryana.

Memo No:- 1056

Dated:- 20.07.2021

Subject : **Copy of order.**

Please find enclosed copy of order dated 20/7/21 passed by Hon'ble Chief Commissioner HRTSC in pursuance of your appearance in suo moto notice dated 02/07/21 for information and further necessary action at your end. You are requested to ensure compliance by date fixed.

- SD -

Meenaxee Raj, HCS
Secretary,
Haryana Right to Service Commission.



Order No: 1052-1055

Dated: 20.07.2021

With reference to *suo moto* notice issued vide No. 764 dated 02.07.2021, MD, DHBVN, Shri Balkar Singh, IAS attended the proceedings alongwith the following officers:-

1. Shri R.K. Sodha, Director,
2. Shri Atul Pasrija, CE (Commercial).
3. Shri Anil Sharma, SE (RAPDRP-cum-IT).

After detailed discussions, directions / observations of the Commission are as under:-

- i) It has been informed that total 51,318 complaints were received in respect of notified services from Sr. Nos. 50 to 56 – 7,266 through helpline No.1912 and 44,052 through calling / visiting to complaint centres. It is observed that the figures of complaints received through help line No.1912 are not in accordance with the numbers of complaints reflected in the reports sent through the email to the authorities of the Power Department on daily basis. When asked to check with reference to daily report, it was admitted by MD, DHBVN that the daily complaints being received were in thousands as per which, these figures should have been more than one lac instead of 7,266 submitted to the Commission. However, it was explained that if more than one complaint of 'normal fuse of call' has been received in respect of one transformer, same have been combined and have been reflected as one. When asked whether same principle has been applied for complaints received through calling / visiting Complaint Centres, the answer was in negative. Therefore, as per their own admission, it is established that the numbers of complaints reflected in the information submitted to the Commission are not correct. MD, DHBVN agreed that the complaints received through helpline No.1912 shall be reflected as per the CRM report of the Call Centre and modified report shall be sent to HRTSC within a week.
- ii) It was also observed that the information in respect of different circles has not been prepared in a uniform manner which reflects lack of guidance on the part of DHBVN HQs. While in case of Bhiwani, complete information has been given, in case of Hisar the time of complaint and the time of complaint attended are missing and in case of Rewari, the date of complaint is missing. Before sending information to the Commission, the officers at HQs level should have ensured that complete information is submitted in uniform manner. The Commission advises the MD, DHBVN to take care of this in future.



- iii) After perusal of the information in respect of Bhiwani, it was seen that at Sr. Nos. 25 and 29, inordinately long time has been taken in respect of repairing / replacing distribution transformers and the reason given in all the cases is that delay was on account of non- availability of transportation. This reason is simply not acceptable and the consumers cannot be made to suffer on flimsy grounds. In one case 119.33 hours and in another case, 97.35 hours have been taken as against notified timeline of 24 hours for cities & towns and 48 hours in rural areas. It is the duty of the concerned officer of DHBVN to arrange transportation for transporting the transformer. This kind of *alibi* in a developed State like Haryana is simply not tenable and hence, it has been decided to issue Show Cause Notices to individuals i.e. designated officers for delay in providing these services and impose penalty under Section 17 for which names will be communicated by MD, DHBV by 22nd July, 2021.
- iv) In case of Hisar, the information regarding names of designated officers in respect of overhead line breakdowns will be provided in respect of all the cases where delay is more than 48 hours. Even though the time notified for delivery of this service under the Act is 8 hours in cities and towns, 16 hours in rural areas and 24 hours where there is breakage of poles but a concession is being made for the time being for delay which occurred upto 48 hours. The names of designated officers in all these cases of delay be provided to the Commission by 22nd July, 2021.
- v) Similarly, in case of Rewari, the information is not satisfactory. In 16 cases, delay is more than 48 hours. In these cases also, the Commission intends to issue Show Cause Notices to the designated officers for default and names of designated officers be provided by 22nd July, 2021.
- vi) One of the main reasons mentioned in the information for no supply / overhead line breakdown is that PCC poles had broken due to heavy wind storm. This has happened on many days i.e. 1st, 2nd, 3rd, 4th, 14th, 16th and 24th June, 2021 etc. Interestingly, these kind of incidents have not been reported from nearby districts like Jind, Kaithal, Fatehabad or Sirsa etc. If there was heavy wind storm because of which so many poles had broken, similar situation would have arisen in other nearby rural areas also. Hence, MD, DHBVN is directed to provide following information in respect of all the cases where poles had broken and delay in restoration is more than 48 hours:-



| Sr. No. | Feeder Name | Line (11 kVA or 33 kVA) | Pole No. which was broken | Date of purchase of pole | Wind Storm speed (approx., if available) | Total No. of poles at that feeder | When the poles were replaced. |
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- vii) The Commission intends to get a detailed inquiry done through a domain expert to ascertain the real causes for these breakdowns so that such incidents are minimized. It is pertinent to mention here when the poles were purchased by the DHBVN, the specifications are mentioned in the tender / purchase order as to speed of wind storm which can be withstood by these poles. Wherever, these poles have been broken, the specifications mentioned in the tender / purchase order should also be communicated to the Commission to see whether the purchase was made as per the tender / specifications.
- viii) As far as Form No.1 and Form No.2 proposed to be adopted by the DHBVN submitted alongwith the information are concerned, these need to be modified and properly explained when these are to be filled in by the consumers. For example, when a person is applying for release of new connection, he has to apply it through Antyodaya Saral Portal in online mode and hence when he is submitting complaint lateron for non-release of his connection in time, there is no rationale to ask him to submit proof of ownership and proof of identity etc. as mentioned in note to this Form No.1. Similarly, when a person is lodging a complaint regarding faulty meter through Call Centre on No.1912, there is no occasion for him to fill up Form No.1. MD, DBHVN agreed to revisit these two forms. The only requirement of the Commission is that record is to be maintained by the designated officer in Form-A as mentioned in Rule-4(1) of the HRTS Rules, 2014. It is for DHBVN to decide the methodology as to how and which forms are to be used but they should be less cumbersome and should be designed with the moto of time bound and transparent delivery of service, aimed to ensure ease of procedure to targeted beneficiary. MD, DHBVN agreed to furnish the information regarding the names of officials / officers as mentioned at Point No. (iii) to (v) above by 22.07.2021 and remaining information by 5th August, 2021.



Dated: 19th July, 2021.