

DAKSHIN HARYANA BIJLI VITRAN

NIGAM

COMPLAINT HANDLING PROCEDURE



Head Office Vidyut Sadan Vidyut Nagar,

Hisar.

Telephone: 220831,220811,223247

Control Room : 220338

Fax: 220953

-1-

Instructions No. 5/MON/2006

COMPLAINT HANDLING PROCEDURE

RELATING TO DISTRIBUTION AND RETAIL SUPPLY

1. Pursuant to clause 26.3 of the distribution and Retail supply Licence, the DHBVN (Referred hereafter as Licensee) hereby lays down the following Complaint Handling Procedure relating to Distribution and Retail supply. In general, consumers have a right to expect from the licensee certain minimum level of service as indicated here in after.

2. **Nature of complaints**

The consumer Complaints are categorized under the following nine broad heads:

1. Interruption/failure of power supply
2. voltage variation
3. Schedule outage/Load shedding
4. Metering
5. Billing
6. Disconnection
7. Reconnection
8. New connection/Extension of load
9. Miscellaneous

3. **Procedure for Lodging of complaints:-**

a) Complaints can be lodged in writing or on telephone with the complaint center/Bijli Suvidha Kendra or concerned SDO, DHBVN and should have the essential information as per **Annexure-I**.

b) In the event of non response or inadequate response by the complaint centre/Bijli Suvidha Kendra or the concerned SDO within 7 days of lodging the complaint, the consumer may lodge complaint against the non Redressal of the Grievances with Executive Engineer of the area. In case no response is received within 7 days from Executive Engineer, consumer may lodge complaint with Superintending Engineer of the area. In case non Redressal of the Grievance within 10 days by the Superintending Engineer, consumer may approach Forum for Redressal of consumer grievance DHBVN, Hisar after exhausting the channel of complaint handling procedure, described above.

Where to lodge:

The name, address and contact numbers of the concerned staff/JE, concerned SDO/ Executive Engineer and Superintending Engineer who should be approached in case of delay/ non response in the redressal of complaints would be notified as under:-

- i) The name, complaint, address and telephone number (s) including Mobile numbers if any, of AFM(s)/JE(s)/SDO/Xen/SE should be displayed on the notice board in every JE office, complaint centre, Bijli Suvidha Kendra and Sub Station.
- ii) The above information should also be displayed on the notice Board outside the offices of the Sub Divisional Officer, Executive Engineer & Superintending Engineer..
- iii) The display should be both in Hindi and English.

4. **Time limits for redressal of complaints /resumption of service:**

A) Interruption/failure of power supply

1. In the case of normal fuse blown off calls requiring replacement of HT/LT fuses at the distribution transformer or fuses at the consumer premises or for any service faults the power supply shall be restored within 4 hours of receiving the complaint in towns/and cities and within 8 hours in rural areas.
2. In the case of line breakdowns the supply shall be restored within 8 hours of receiving the complaint in towns/cities and within 16 hours of receiving the complaint in rural areas. The time duration for restoration of supply depends upon the severity of fault to be attended which may extend beyond the time limit mentioned above. In any case the complainant can check up from the Complaint centre/ Bijli Suvidha Kendra after 2-3 hours of lodging the complaint the likely time for restoration of supply.
3. In the case of failure of distribution transformer, the supply shall be restored within 24 hours of receiving the complaint in towns/cities and within 48 hours of receiving the complaint in rural areas subject to availability of distribution transformers with the Nigam.
4. In case of major failure involving Power transformer, the supply shall be restored within 7 days. However, in such cases alternate arrangements to supply power to the essential services of affected areas would be made within 24 hours.

B) Voltage variation

1. The licensee shall respond within 6 hours if the complaint is regarding variation of voltage beyond tolerance limit as prescribed in Electricity Rules, 1956, at the point of commencement of supply. In case the problem is not rectified the SDO would respond within 7 days intimating the complainant regarding remedial measures being initiated.
2. 60 days if the complaint regarding low voltages warrants upgradation of distribution lines, transformers or installation of capacitors.
3. 180 days if redressal of the complaint warrants upgradation of the High Tension (“HT”) distribution system.

In case it is not possible to rectify the problem within the period prescribed above, the SDO will communicate in writing within 15 days to the complainant the reasons for delay and the likely time period within which the problem would be rectified.

C) Scheduled Outages/Load shedding

Scheduled outage shall be specified through notice publicised within the affected area (s) and shall normally not exceed 8 hours on any day. The power supply shall normally be restored by 6.00p.m.

The case of recurring load shedding exceeding 4 hours in a day over a consecutive period of 4 days, complaint may be lodged as per procedure laid down in para-3 above. Steps shall be taken to redress the grievance within 72 hours. In case the redressal is likely to take more than 72 hours, the complainant should be informed of the likely time by which the normal supply could be restored.

D) Metering

1. The responsibility for the installation of standard meter & its maintenance is that of the utility as per section 26 of Indian Electricity Act 1910, and hence the Licensee should check the meter at specified intervals. However, on noticing improper functioning of the energy meter the consumer may lodge complaint as per para-3 above. The authorized representative of the licensee shall check the meter within 4 days of the receipt of complaint along with the requisite fee, where ever applicable, and get it replaced/defect rectified within
 - a. 15 days of the receipt of original complaint/cost of the meter where ever applicable in case of Nigam’s meter.
 - b. 15 days after supply of meter by the consumer in case of consumer’s meter.
2. If the licensee has reason to believe that the meter at the consumer’s premises is incorrect, he may at any time after giving a notice of seven days to the consumer, remove the existing meter for the purpose of testing. If after testing, the meter is found defective not due to tampering or deliberate

damage, the defective meter shall be replaced by another tested meter within 15 days from the date of removal of meter from the consumer's premises.

3 If the meter is the property of the consumer, the licensee within seven days of noticing the defect shall advise the consumer for necessary test, repair or replacement of the meter. The licensee shall give 7 clear days notice of disconnection if the consumer does not repair / replace his defective meter within 30 days of such advice.

4. In case replacement /rectification is likely to take more time than that specified above, then the complainant shall be informed in writing giving the reason (s) of the delay and the likely time to be taken for its replacement.

E) Billing

Complaint in respect of no- receipt of energy bill/ receipt of erroneous bills shall be lodged with SDO in writing, as per procedure laid down in para-3 above.

The dispute shall be resolved within a period of 2 months as per code of practice for payment of bills & procedure for disconnection.

F) Disconnection

1) where a wrongful disconnection has taken place the supply should be restored within 6 hours of lodging the complaint.

2) The disconnection shall be done within 24 hours of receiving such request in writing from the consumer after clearing all outstanding dues, if any failing which the complaint shall be lodged with the SDO as per the procedure laid down in para-3 above.

G) Reconnection

Complaints in respect of delay in reconnection of power supply shall be resolved within 24 hours of lodging if the complaint has submitted the proof of removal of cause, which led to disconnection of power supply.

H) New connection/Extension of load

When an applicant is not satisfied with the response regarding release of his new connection/ extension of load within the time limit as stipulated in Table below, he may lodge a complaint in writing with the SDO of the areas as per para-3 above.

Sr. No.	Type of new connections	Time limit for	
		Issue of Demand Notice after receipt of application	Release of connection after receipt of valid test report
1	Domestic and Non-Domestic	10 working days	15 working days
2	Industrial connection upto 50KW	1 month	1 month

3	Industrial connection for loads above 50KW	2 months	1 month
4	Agricultural connections: Involving LT line only. Involving 11KV works	2 months 3 months	1 month 2 months
Issue of demand notice is subject to technical & economic feasibility.			

D) Miscellaneous

All complaints concerning power supply/service other than those mentioned in para A to H above will also be lodge with the SDO of the area in writing who would respond within 10 working days.

5. Filing complaint with Forum for Redressal of consumer grievances:-

If the consumer seeking redressal of his / her grievances is not satisfied with the response of officer (s), as explained in 3 (b) above, then he/she can file petition with the forum for Redressal of consumer grievances at Vidyut Sadan Vidyut Nagar, Hisar on the proforma (Annexure-II) alongwith affidavit (Annexure-III) prescribed by Haryana Electricity Regulatory Commission vide Regulation no HERC/02/2004, provided the complainant has exhausted the above channel of complaint handling procedure of DHBVN, the complaint relating to previous years within one year of coming into existence of the Forum i.e. 14.3.2006, after one year of the establishment of the Forum, only those complaints filed within one year of its cause and the complaint should not pertain to the same subject matter for which any proceedings before any court is pending or a degree or award or a final order has already been passed by any competent court. The Forum can take up any kind of grievances/complaints, except pertaining to:-

- i) Unauthorized use of electricity as defined under explanation to section 126 of the Electricity Act-2003.
- ii) Offences and penalties as specified under section 135 to 139 of the Electricity Act-2003 which pertains to theft of electricity, theft of electric lines & materials, punishment for receiving stolen property, interference with meters or works of licensee and negligently wasting electricity or injuring works.
- iii) Accidents and enquiries as specified under section 161 of Electricity Act-2003

6. Preferring appeal with Electricity Ombudsman:-

Consumer aggrieved by an order made by the forum or non implementation of the order of the forum may prefer an appeal against such order to the Electricity Ombudsman within a period of 30 days from the date of order in such form & manner laid down in HERC regulation.

Time limit for Rendering Service to consumers

Sr. No	Type of Service	Time limit per Rendering Service			
<u>1</u>	Interruption/Failure of Power Supply	1)	In case of normal fuse Blown off calls: (a) Within 4 hours in towns & cities. (b) Within 8 hours in rural areas.		
		2)	In case of line break down: (a) Within 8 hours in towns & cities. (b) Within 16 hours in rural areas.		
		3)	In case of distribution Transformer failure: (a) Within 24 hours in towns & cities. (b) Within 48 hours in rural areas.		
		4)	In case of major failure involving Power Transformers (33 KV & above):- Within 7 days.		
<u>2</u>	Voltage variation	1)	Within 6 hours in case of local problems.		
		2)	Within 60 days in case of inadequacy of LT distribution system		
		3)	Within 120 days in case of deficiency in the HT distribution system		
<u>3</u>	Scheduled Outage/Load Shedding	1)	Not to exceed 8 hours on any day		
		2)	Recurring load shedding not to exceed 4 hours in a day over a consecutive period of 4 days.		
		3)	Redressal within 72 days hours.		
<u>4</u>	Metering		Defective/Burnt meter to be replaced within 15 days.		
<u>5</u>	Billing		Resolution of dispute within 2 months.		
<u>6</u>	Disconnection		Within 24 hours		
<u>7</u>	Reconnection		Within 24 hours		
<u>8</u>	New Connection/Extension of Load		Category	Issue of Demand Notice subject to the Technical & economic of feasibility.	Release of connection after receipt of valid test Report.
		a)	Domestic/Non-Domestic	10 working days	
		b)	Industrial connection to 50KW	1 month	1 month
		c)	Industrial connection for loads above 50 KW	2 months	1 month
		d)	Agriculture connection i) Involving LT line only ii) Involving 11 KV works	2 months 3 months	1 month 2 months
<u>9</u>	Miscellaneous		Within 10 working days		

PROFORMA FOR COMPLAINTS

- 1) Name address and telephone NO. (if any) of the complaint.
- 2) Consumer account Number with category.
- 3) Brief description of the complaint.

(Signature of Applicant)

Date :

-----**Tear at this line**-----

ACKNOWLEDGMENT TO BE HANDED OVER TO THE CONSUMER

1. Complaint reference No.
(To be given by Licensee)
2. Received on date
3. Complaint received by
(Name & Designation)

(Signature)

Consumer Complaint Form

Fill separate form for each complaint. The Complaint will be entertained only if checklist is filled.

Forum for Redressal of Consumer Grievances

Ph:

Email:

Address

website:

To be filled in by Forum Office

Complaint ID

Date of Receiving Complaint

Name of Consumer

Consumer Account No¹

Address

Consumer Category

Phone No

Fax No

City/Village/Tehsil

Email

District

PIN

Licensee

DHBVN / UHBVN

Circle

Division

Complaint Type (Please select one)

- | | | |
|----------------|---|--|
| 1. Quantity | 5. Efficiency | 9. Problems in metering |
| 2. Quality | 6. Non-Compliance of HERC Orders | 10. Billing Problems |
| 3. Safety | 7. Interruption/failure of power supply | 11. Disconnection and Reconnection of power supply |
| 4. Reliability | 8. Voltage complaints | 12. Others |

If others, please specify

Give Brief Description of Complaint (Details may be annexed separately); Attach copy of complaint sent to Licensee

Relief sought from Forum (Details may be annexed separately)

Contacted Licensee Vide Letter No.

Date

Where

Contacted 2nd time Vide Letter No.

Date

Where

Contacted 3rd time Vide Letter No.

Date

Where

Last Decision taken by Licensee on complaint (Details may be annexed separately); Attach copy of reply received from Licensee

Last Decision taking Authority

Name of Officer

Designation

Ref. No of Letter from Licensee

Address

Final Remedy/Relief offered by Licensee (Details may be annexed separately); Attach copy of Relief/Remedy offered by Licensee

I write 'New' for new consumer

Explain how relief offered by Licensee does not meet the justice demanded in the complaint (Details may be annexed separately)

Quote specific references to any law, licence condition, regulation, code and / or standard that is alleged to have been violated by the Licensee

Whether complaint lies with any Consumer Forum / Court or any Judicial body Yes / No If yes, where

List of Enclosures:

1. Copy of Complaint to Licensee
2. Copy of Reply received from Licensee
3. Copy of Relief/Remedy offered by Licensee
4. Affidavit (As per form -V)
5.
6.

Check List: Before filing complaint with Forum, please ensure that all of the following criteria are met and all boxes are checked (✓).

1. Contacted the Licensee regarding the complaint at least up to XEN level and enclosed the documentary evidence
2. The Complaint does not pertain to the same subject matter for which any proceedings before any court is pending or a degree or award or a final order has already been passed by any competent court
3. Has the complaint been made within 1 year after the cause of action arose.
4. Have provided complete personal information like name, address, consumer-account no etc.
5. Have mentioned the Relief sought from Forum

Verification

I _____ (name in full and in block letters), son/daughter of _____ solemnly declare that to the best of my knowledge and belief, the information given in this complaint and the annexure and statements accompanying it are correct, complete and truly stated and in accordance with the provisions of the HERC's "Guidelines for establishment of Forum for redressal of grievances of the Consumers - Regulation 2004".

Name:

Signature:

Place:

Date:

Circles / Divisions of DHBVN

Circle	Division	Circle	Division	Circle	Division
Hisar	Division-I, Hisar	Sirsa	Sirsa	Gurgaon	Gurgaon
	Division-II, Hisar		Suburban Division Sirsa		Suburban Division Gurgaon
	Hansi		Dabwali		Op-cum-Const. Division Gurgaon
	Tohana	Faridabad	Sohana		
Bhiwani	Fatehabad	Faridabad	Faridabad	Narnaul	Narnaul
	Bhiwani		Old Faridabad		Mahendragarh
	Suburban Division Bhiwani		Ballabgarh		Rewari
	Dadri		Palwal		Dharuhera

Circles / Divisions of UHBVN

Circle	Division	Circle	Division	Circle	Division
Ambala	Ambala City	Yamunanagar	Yamunanagar	Rohtak	Rohtak
	Ambala Cantt		Jagadhari		Suburban Division Rohtak
	Panchkula		Naraingarh		Bahadurgarh
Karnal	Karnal	Kukukshetra	Kurukshetra	Sonapat	Jhajjar
	Suburban Division No. I Karnal		Kaithal		Sonapat
	Suburban Division No. II Karnal		Shahbad	Suburban Division Sonapat	
	Panipat		Pehowa	Gohana	
	Suburban Division Panipat		Pundri	Jind	Jind
					Narwana
					Safidon

FORM V

(Affidavit on non-judicial stamp paper of appropriate value)

**BEFORE THE Forum for Redressal of Consumer Grievances/
The Electricity Ombudsman**

PANCHKULA HARYANA

FILING NO.

CASE NO.

(To be filled by the Office)

IN THE MATTER OF:

(Gist of the purpose of the Petition or application)

AND

IN THE MATTER OF:

(Names and full address of the petitioners/applicants and names and full addresses of the respondent)

Affidavit verifying the Petition/reply/application

I, AB, son of aged..... residing atdo solemnly affirm and say as follows:

1. I am the petitioner/applicant/respondent etc. or I am a Director/Secretary/partner of..... the petitioner/applicant/respondent in the above matter and am duly authorised by the said petitioner/applicant/respondent to make this affidavit .
2. The statements made in paragraphs of the Petition/applicant/reply herein now shown to me and marked with the letter 'A' are true to my knowledge and the statements made in paragraphs..... are based on information received by me fromand I believe them to be true
3. I solemnly affirm at On this day of that the contents of the above affidavit are true to my knowledge, no part of it is false and nothing material has been concealed therefrom.

Place:
Dated:

Deponent

Identified before me by