

**JOINT ELECTRICITY REGULATORY COMMISSION FOR  
THE STATE OF GOA AND UNION TERRITORIES  
GURGAON**

Coram\*  
Sh. S.K.Chaturvedi, Member  
**Petition No. 77/2012**  
**Suo- Moto**  
**Date of Order 27.12.2013**

**In the matter of**

Status of Consumers on Meter Reading and Billing category wise as per Regulation 8 of JERC (Electricity Supply Code) Regulations, 2010.

**And in the matter of:**

- 1) Secretary (Power), Govt. of Goa
- 2) Secretary (Power), UT of Andaman & Nicobar
- 3) Secretary (Power), UT of Chandigarh
- 4) Secretary (Power), UT of Dadra and Nagar Haveli
- 5) Secretary (Power), UT of Daman & Diu
- 6) Secretary (Power), UT of Lakshadweep
- 7) Secretary (Power), UT of Puducherry

..... Respondents

**Present**

1. Ms. Sushma Mishra, Junior Engineer, ED- Andaman & Nicobar.
2. Shri M.P. Singh, Superintending Engineer, ED- Chandigarh.
3. Shri Pawan Kr. Sharma, AEE, ED- Chandigarh.
4. Sh. R.B. Chaubal, AE, ED- Dadra and Nagar Haveli.
5. Shri R. Murali, Executive Engineer, ED- Puducherry.
6. Shri T. Gopalakrishnan, Executive Engineer, ED, Puducherry.

**Order**

The Commission in exercise of the powers under Sections 61, 66, 86(1)(e) and 181 of the Electricity Act 2003 ("EA 2003"), notified Joint Electricity Regulatory Commission for State of Goa and UTs (Electricity Supply Code) Regulations, 2010 herein after referred as JERC (Electricity Supply Code) Regulations, 2010. The Commission found that the licensees are not complying Regulation 8 of JERC (Electricity Supply Code) Regulations, 2010 on Meter Reading and Billing. Therefore, the Commission started Suo- Moto hearings on meter reading and billing.

The Commission has held several hearings in the Suo- Moto petition. The Commission observed that the licensees are not complying Regulation 8 of JERC (Electricity Supply Code) Regulations, 2010 on Meter Reading and Billing. Therefore, the Commission asked the licensees to submit detailed and complete report on meter reading and billing.

**Electricity Department- Goa respondent no. 1**

ED- Goa respondent no. 1 submitted report on Consumer meter reading and billing as asked in order dated 7.10.2013 vide affidavit dated 16.12.2013. Status on Consumer meter reading and billing as given in the affidavit is shown in the table below:-

**Status of consumer metering (category wise):-**

S. N.	No. of Consumers	No. of Consumers		No. of Consumers having		Condition of Mechanical meters		Condition of Electronic meters		Total meters required to be installed/replaced			
		Without meter	With meter	Mechanical meter	Electronic meter	Work-ing	Non-working	Work-ing	Non-working	Non-installed	Mechanical	Electro-nic	Total
1.	2.	3.	4.	5.	6.	7.	8.	9.	10.	11=(3)	12=(8)	13=(10)	14=(7)
Total	564304	1395	562909	263585	300719	235301	28841	277521	22641	1395	28841	22641	235301

The Commission examined the information submitted by the respondent. The report/ information submitted by the respondent is in Performa annexed "A" of the order dated 7.10.2013. The information does not depict complete and clear status of phase-wise replacement of defective and mechanical meters and installation of meters for unmetered consumers. The Commission observed that the status of mechanical and non-working mechanical/ electronic meters is not up to the mark and satisfactory. The licensee is required to replace all mechanical and non-working mechanical/ electronic meters without any delay. The licensee is also required to install electronic meters of unmetered consumers in phased manner.

Therefore, the Commission directs the licensee to make efforts to replace all defective mechanical/ electronic meters, mechanical meters and install electronic meters of unmetered consumers. The Commission further directs the respondent to submit detailed and complete report, action plan and road map on Consumer meter reading and billing category wise, number of consumers, Mechanical meters, Electronic meters, condition of meters, total meters required and phase-wise replacement of defective and mechanical meters and installation of electronic meters of unmetered consumers on the Performa annexed – "A" in the order dated 7.10.2013 upto 31.03.2014 on or before 17.04.2013.

**Electricity Department – Andaman & Nicobar respondent No. 2**

ED- A&N respondent no. 2 in affidavit dated 19.12.2013 submitted report on Consumer meter reading and billing as per order dated 7.10.2013 which reads as under:-

S. No.	Description	as on 30.09.2013
1.	Name of Licensee	A&N Electricity Department
2.	No. of Consumers	113688
i.		Nil
ii.	With Meter	113688
3.	No. of consumers having	
i.	Mechanical meter	31592
ii.	Electronic meter	82096
4.	Condition of Mechanical meters	
i.	Working	28630
ii.	Non- Working	2962
5.	Condition of Electronic meters	
i.	Working	77323
ii.	Non- Working	4773
6.	Total meter required to be installed/ replaced	
i.	Non installed	Nil
ii.	Non-working Mechanical	2962
	Electronic	4773
iii.	Working Mechanical	28630
	Total = 6 (i+ii+iii):	36365

The Commission examined the information submitted by the respondent. The report/ information submitted by the respondent is in Performa annexed "A" of the order dated 7.10.2013. The information does not depict complete and clear status of phase-wise replacement of defective and mechanical meters. The Commission observed that the status of mechanical and non-working mechanical/ electronic meters is not up to the mark and satisfactory. The licensee is required to replace all mechanical and non-working mechanical/ electronic meters without any delay.

Therefore, the Commission directs the licensee to make efforts to replace all defective mechanical/ electronic meters and mechanical meters at the earliest. The Commission further directs the respondent to submit detailed and complete report, action plan and road map on Consumer meter reading and billing category wise, number of consumers, Mechanical meters, Electronic meters, condition of meters, total meters required and phase-wise replacement of defective and mechanical meters on the Performa annexed – "A" in the order dated 7.10.2013 upto 31.03.2014 on or before 17.04.2013.

**Electricity Department – Chandigarh respondent No. 3**

ED- Chandigarh respondent no. 3 in affidavit dated 19.12.2013 submitted report on Consumer meter reading and billing as per order dated 7.10.2013 which reads as under:-

S. No.	Description	as on 30.09.2013
1.	Name of Licensee	Chandigarh ED
2.	No. of Consumers	195456
i.	Without meter	Nil
ii.	With Meter	195456
3.	No. of consumers having	
i.	Mechanical meter	54479
ii.	Electronic meter	141587
4.	Condition of Mechanical meters	
i.	Working	53038
ii.	Non- Working	1141
5.	Condition of Electronic meters	
i.	Working	136555
ii.	Non- Working	5032
6.	Total meter required to be installed/ replaced	
i.	Non installed	Nil
ii.	Non-working	
	Mechanical	1441
	Electronic	5032
iii.	Working	
	Mechanical	53038
	Total = 6 (i+ii+iii):	59511

The Commission examined the information submitted by the respondent. The report/ information submitted by the respondent is in Performa annexed "A" of the order dated 7.10.2013. The information does not depict complete and clear status of phase-wise replacement of mechanical meters with electronic meters. The Commission observed that the status of mechanical and defective electronic/ mechanical meters is not up to the mark and

satisfactory. The licensee is required to replace all mechanical and non-working mechanical/ electronic meters without any delay.

Therefore, the Commission directs the licensee to make efforts to replace all defective mechanical/ electronic meters and mechanical meters at the earliest. The Commission further directs the respondent to submit detailed and complete report, action plan and road map on Consumer meter reading and billing category wise, number of consumers, Mechanical meters, Electronic meters, condition of meters, total meters required and phase-wise replacement of defective and mechanical meters on the Performa annexed – "A" in the order dated 7.10.2013 upto 31.03.2014 on or before 17.04.2013.

**Electricity Department – Dadra and Nagar Haveli respondent No. 4**

ED- Dadra and Nagar Haveli respondent no. 4 in letter dated 26.12.2013 submitted report on Consumers' meter reading and billing as per order dated 7.10.2013 which reads as under:-

S. No.	Description	as on 30.09.2013
1.	Name of Licensee	Dadra and Nagar Haveli ED
2.	No. of Consumers	62297
i.	Without meter	2738
ii.	With Meter	59559
3.	No. of consumers having	
i.	Mechanical meter	11606
ii.	Electronic meter	47953
4.	Condition of Mechanical meters	
i.	Working	7189
ii.	Non- Working	4417
5.	Condition of Electronic meters	
i.	Working	46229
ii.	Non- Working	1724
6.	Total meter required to be installed/ replaced	
i.	Non installed	2738
ii.	Non-working	
	Mechanical	4417
	Electronic	1724
iii.	Working	
	Mechanical	7189
	Total = 6 (i+ii+iii):	16068

The Commission examined the information submitted by the respondent. The report/ information submitted by the respondent is in Performa annexed "A" of the order dated 7.10.2013. The information does not depict complete and clear status of phase-wise replacement of defective and mechanical meters and unmetered consumers. The Commission observed that the status of mechanical and non-working mechanical/ electronic meters is not up to the mark and satisfactory. The licensee is required to replace all mechanical and non-working mechanical/ electronic meters without any delay. The licensee is also required to install electronic meters of unmetered consumers.

Therefore, the Commission directs the licensee to make efforts to replace all defective mechanical/ electronic meters, mechanical meters and install electronic meters of unmetered consumers in phased manner. The Commission further directs the respondent to submit

detailed and complete report, action plan and road map on Consumer meter reading and billing category wise, number of consumers, Mechanical meters, Electronic meters, condition of meters, total meters required and phase-wise replacement of defective and mechanical meters and installation of unmetered consumers on the Performa annexed – “A” in the order dated 7.10.2013 upto 31.03.2014 on or before 17.04.2013.

**Electricity Department – Daman & Diu respondent No. 5**

ED- Daman & Diu respondent no. 5 in letter dated 26.12.2013 submitted report on Consumer meter reading and billing as per order dated 7.10.2013 which reads as under:-

**of consumer metering, reading and billing category wise upto 30.09.2013**

S.N.	No. of consumers	No. of consumers		No. of consumers having	Condition of Mechanical meters & Electronic meter		Total meters required to be installed/ replaced	
		Without meter	With meter		Mechanical meter & Electronic meter	Working	Non-working	Non-installed
1	2	3	4	5	6	7	8	9
	55828	0	55828	55828	46872	5994	0	5994

The Commission examined the information submitted by the respondent. The report/ information submitted by the respondent is not in Performa annexed “A” of the order dated 7.10.2013. The information does not depict complete and clear picture of phase-wise replacement of defective and mechanical meters. The Commission observed that the picture of mechanical and non-working mechanical/ electronic meters is not up to the mark and satisfactory. The licensee is required to replace all mechanical and non-working mechanical/ electronic meters without any delay.

Therefore, the Commission directs the licensee to make efforts to replace all defective mechanical/ electronic meters and mechanical meters at the earliest. The Commission further directs the respondent to submit detailed and complete report, action plan and road map on Consumer meter reading and billing category wise, number of consumers, Mechanical meters, Electronic meters, condition of meters, total meters required and phase-wise replacement of defective mechanical/ electronic meters and mechanical meters on the Performa annexed – “A” in the order dated 7.10.2013 upto 31.03.2014 on or before 17.04.2013.

**Electricity Department – Lakshadweep respondent No. 6**

None is present on behalf of respondent no. 6- ED- Lakshadweep. The respondent no. 6 also failed to submit report, action plan and road map on Consumer meter reading and billing category wise despite repeated directions. The Commission has taken serious note for non compliance of its orders. The Commission directs that a letter be sent to Secretary (Power), UT of Lakshadweep, directing him to take action against the defaulting officers for non-compliance of orders/ directions of the Commission and to submit detailed and complete report, action plan and road map on Consumer meter reading and billing category wise, number of consumers, Mechanical meters, Electronic meters, condition of meters, total meters required and phase-wise replacement of defective and mechanical meters on the Performa annexed – “A” in the order dated 7.10.2013 upto 31.03.2014 on or before 17.04.2014 positively otherwise the Commission shall be constrained to initiate proceedings under sections 142 & 146 read with section 149 of the Electricity Act, 2003 against the respondent/ licensee.

**Electricity Department – Puducherry respondent No. 7**

ED- Puducherry respondent no. 7 in the affidavit dated 23.12.2013 submitted report on Consumer meter reading and billing as asked in order dated 7.10.2013.

The Commission examined the report/ information and observed that the information is incomplete and is also not in Performa annexed – “A” of the order dated 7.10.2013. The report/ information submitted by the respondent is also not as per Regulation 8.1 of JERC (Electricity Supply Code) Regulations, 2010 and does not depict complete status of number of consumers, Mechanical meters, Electronic meters, condition of meters, total meters required and phase-wise replacement of defective and mechanical meters. The Commission has taken serious view for non-compliance of its order/ directions.

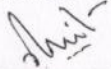
The Commission directs the respondent to submit detailed and complete report, action plan and road map on Consumer meter reading and billing category wise, number of consumers, Mechanical meters, Electronic meters, condition of meters, total meters required and phase-wise replacement of defective and mechanical meters on the Performa annexed – “A” in the order dated 7.10.2013 upto 31.03.2014 on or before 17.04.2014.

Scheduled for hearing on 22.04.2014 at 11:00 AM.

Sd/-  
(S.K.Chaturvedi)  
Member

- \* As per Regulation 9 (II) of JERC (Conduct of Business) Regulations, 2009 “Coram is two”. Whereas as per proviso of Regulation 9 (II) of JERC (Conduct of Business) Regulations, 2009 if Chairperson or the Member is prevented from attending hearing of which he has been given notice the Member or the Chairman as the case may be attending the meeting shall validly constitute the Coram. Post of the Chairperson is vacant. According to provisions of Section 93 of the Electricity Act, 2003 no act or proceedings of the appropriate Commission shall be questioned or invalidated merely on the ground of existence of any vacancy or defect in the Constitution of the appropriate Commission. So the Member only constitute a valid Coram.

Certified Copy

  
(Rajeev Amit)  
Secretary