

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

Quorum\*

Sh. S.K.Chaturvedi, Chairperson  
**Suo- Moto Petition No. 77/2012**  
**Date of Order 12.11.2014**

**In the matter of**

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

**And in the matter of:**

- 1) Secretary (Power), State 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. Sh. Ramdas N. Bhat, Executive Engineer, ED- Goa, R-1
2. Ms. Sushma Mishra, Junior Engineer, ED- Andaman & Nicobar, R-2
4. Shri M.P. Singh, Superintending Engineer, ED- Chandigarh, R-3
5. Shri Pawan Kr. Sharma, AEE, ED- Chandigarh, R-3
6. Sh. R.B. Chaubal, AE, ED- Dadra and Nagar Haveli, R-4
7. Sh. Chandresh V. Dobariya, Consultant, ED-DNHPDCL & ED- Daman & Diu, R-4 & 5
8. Sh. K. Mathivanan, SE-I, ED- Puducherry, R-7
9. Sh. T. Prasanna Kumar, Executive Engineer, ED- Puducherry, R-7

**Order**

The Commission in exercise of the powers under Sections 61, 66, 86(1)(e) and 181 of the Electricity Act, 2003 notified Joint Electricity Regulatory Commission for State of Goa and UTs (Electricity Supply Code) Regulations, 2010 hereinafter referred to as JERC (Electricity Supply Code) Regulations, 2010. The Commission in due course of time observed that the licensees are not complying with Regulation 8 of JERC (Electricity Supply Code) Regulations, 2010 on Meter Reading and Billing. Therefore, the Commission started Suo- Moto hearings in the form of present petition no. 77/2012 on meter reading and billing.

The Commission has held several hearings on the Suo- Moto petition. The Commission observed that most of the licensees (except a few licensees) are not strictly complying with Regulation 8 of JERC (Electricity Supply Code) Regulations, 2010 on Meter Reading and Billing. Therefore, the Commission vide its latest order dated 30.07.2014 in the present petition asked the licensees to submit detailed and complete report on meter reading, billing, 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 for compliance of Regulation 8 of JERC (Electricity Supply Code) Regulations, 2010 upto 30.09.2014 on or before 03.11.2014.

## Electricity Department- Goa respondent no. 1

ED- Goa respondent no. 1 in affidavit dated 05.11.2014 submitted report on Consumers' meter reading and billing upto 30.09.2014 as per order dated 30.07.2014 . The table on status of consumers' metering is as under:-

S. No.	Description	Status as on 30.09.2014
1.	Name of Licensee	ED- Goa
2.	No. of Consumers	575064
i.	Without Meter	935
ii.	With Meter	574129
3.	No. of consumers having	
i.	Mechanical meter	220777
ii.	Electronic meter	353352
4.	Condition of Mechanical meters	
i.	Working	196174
ii.	Non- Working	24603
5.	Condition of Electronic meters	
i.	Working	326560
ii.	Non- Working	26790
6.	Total meter required to be installed/ replaced	
i.	Non installed	935
ii.	Non-working Mechanical	24603
	Electronic	26790
iii.	Working Mechanical	196174
	Total = 6 (i+ii+iii):	248502

The Commission examined the information submitted by the respondent. The information does not depict status of phase-wise replacement of defective meters (both mechanical & electronic), working mechanical meters and installation of unmetered consumers. The Commission observed that there are total 574129 metered consumers, out of which 196174 are working Mechanical meters, 24603 are non-working mechanical meters and 26790 are non-working electronic meters, totaling to 247567 meters, which require replacement by electronic meters. There are also 935 unmetered consumers, which need installation of electronic meters. The Commission took serious note on the status of working mechanical and non-working mechanical/ electronic meters as the status is disappointing and not up to the mark. The licensee is required to replace all working mechanical and non-working mechanical/ electronic meters without any further delay. The licensee is also required to install electronic meters of unmetered consumers in phase-wise manner. The Commission has taken a serious note for non - submission of action plan and road map for replacement of working mechanical and non-working mechanical/ electronic meters and installation of unmetered consumers.

The representative appearing for the respondent submitted that he is not conversant with the facts of the present petition and the aforementioned report. Therefore, the Commission directs the respondent to send a senior officer for hearing in the Commission in future, who may be able to answer queries of the Commission. The Commission further directs that a letter be sent to the Secretary (Power), State of Goa with copy to the Chief Secretary, State of Goa apprising them about the working of the functionaries of the licensee and non-compliance of JERC (Electricity Supply Code) Regulations, 2010 and orders of the Commission.

The Commission further directs the respondent no. 1 to make sincere efforts to replace all defective mechanical/ electronic meters, working mechanical meters, and to 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 in format Annexures "A & B" status upto 31.12.2014, on or before 09.02.2015 else the Commission shall be constrained to initiate proceedings under Sections 142 & 146 read with Section 149 of the Electricity Act, 2003.

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

ED- Andaman & Nicobar respondent no. 2 in affidavit dated 07.11.2014 submitted report on Consumers' meter reading and billing upto 30.09.2014 as per order dated 30.07.2014. The table on status of consumers' metering is as under:-

S. No.	Description	Status as on 30.09.2014
1.	Name of Licensee	ED- Andaman & Nicobar
2.	No. of Consumers	118187
i.	Without Meter	Nil
ii.	With Meter	118187
3.	No. of consumers having	
i.	Mechanical meter	30729
ii.	Electronic meter	87458
4.	Condition of Mechanical meters	
i.	Working	28271
ii.	Non- Working	2458
5.	Condition of Electronic meters	
i.	Working	83085
ii.	Non- Working	4373
6.	Total meter required to be installed/ replaced	
i.	Non installed	Nil
ii.	Non-working	
	Mechanical	2458
	Electronic	4373
iii.	Working	
	Mechanical	28271
	Total = 6 (i+ii+iii):	35102

The Commission examined the information submitted by the respondent. The information does not depict status of phase-wise replacement of defective meters (both mechanical & electronic) and working mechanical meters. The Commission observed that there are total 118187 metered consumers, out of which 28271 are working Mechanical meters, 2458 are non-working mechanical meters and 4373 are non-working electronic meters totaling to 35102 meters to be replaced. The Commission took serious note on the status of working mechanical and non-working mechanical/ electronic meters as the status is disappointing and not up to the mark. The licensee is required to replace all working mechanical and non-working mechanical/ electronic meters without any further delay. The Commission has taken a serious note for non - submission of action plan and road map for replacement of working mechanical and non-working mechanical/ electronic meters.

The representative appearing for the respondent submitted that she is not conversant with the facts of the present petition and the aforementioned report. Therefore, the Commission directs the respondent to send a senior officer for hearing in the Commission in future, who may be able to answer queries of the Commission. The Commission further directs that a letter be sent to the Secretary (Power), UT of A&N Islands with copy to the Chief Secretary, UT of A&N Islands apprising them about the working of the functionaries of the licensee and non-compliance of JERC (Electricity Supply Code) Regulations, 2010 and orders of the Commission.



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

ED- Dadra and Nagar Haveli respondent no. 4 in affidavit dated 03.11.2014 submitted report on Consumers' meter reading and billing upto 30.10.2014 as per order dated 30.07.2014. The table on status of consumers' metering is as under:-

S. No.	Description	Status as on 31.10.2014
1.	Name of Licensee	DNHPDCL
2.	No. of Consumers	63454
i.	Without meter	1090
ii.	With Meter	62364
3.	No. of consumers having	
i.	Mechanical meter	4473
ii.	Electronic meter	57891
4.	Condition of Mechanical meters	
i.	Working	4307
ii.	Non- Working	166
5.	Condition of Electronic meters	
i.	Working	54358
ii.	Non- Working	3533
6.	Total meter required to be installed/ replaced	
i.	Non installed	1090
ii.	Non-working	
	Mechanical	166
	Electronic	3533
iii.	Working	
	Mechanical	4307
	Total = 6 (i+ii+iii):	9096

The Commission examined the information submitted by the respondent. The information does not depict status of phase-wise replacement of defective meters (both mechanical & electronic), working mechanical meters and unmetered consumers. The Commission observed that there are total 62364 metered consumers, out of which 4307 are working Mechanical meters, 166 non-working mechanical meters and 3533 are non-working electronic meters, totaling to 8006 meters, which require replacement by electronic meters. There are also 1090 unmetered consumers which need installation of electronic meters. The Commission observed that the status of respondent no. 4 is better on consumers' metering amongst other licensees of the Commission. Even then the licensee is required to replace all working mechanical and non-working mechanical/electronic meters without further delay. The licensee is also required to install electronic meters of unmetered consumers.

The Commission further directs the respondent no. 4 to make sincere efforts to replace all defective mechanical/ electronic meters and working mechanical meters and to install electronic meters of unmetered consumers 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 in format Annexures "A & B" status upto 31.12.2014 on or before 09.02.2015.

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

ED- Daman & Diu – respondent no. 5 in affidavit dated 29.10.2014 submitted report on Consumers' meter reading and billing upto 30.09.2014 as per order dated 30.07.2014.



The table on status of consumers' metering is as under:-

S. No.	Description	Status as on 30.09.2014
1.	Name of Licensee	ED- Daman & Diu
2.	No. of Consumers	56866
i.	Without meter	Nil
ii.	With Meter	56866
3.	No. of consumers having	
i.	Mechanical meter	22569
ii.	Electronic meter	34297
4.	Condition of Mechanical meters	
i.	Working	17981
ii.	Non- Working	4588
5.	Condition of Electronic meters	
i.	Working	34213
ii.	Non- Working	84
6.	Total meter required to be installed/ replaced	
i.	Non installed	Nil
ii.	Non-working	
	Mechanical	4588
	Electronic	84
iii.	Working	Mechanical
		17981
	Total = 6 (i+ii+iii):	22653

The Commission examined the information submitted by the respondent. The information does not depict status of phase-wise replacement of defective meters (both mechanical & electronic) and working mechanical meters. The Commission observed that there are total 56866 metered consumers, out of which 17981 are working Mechanical meters, 4588 are non-working mechanical meters and 84 are non-working electronic meters totaling to 22653 meters to be replaced. The Commission took serious note on the status of working mechanical and non-working mechanical/ electronic meters as the status is disappointing and not up to the mark. The licensee is required to replace all working mechanical and non-working mechanical/ electronic meters without any further delay.

The representative appearing for the respondent submitted that he is not conversant with the facts of the present petition and the aforementioned report. Therefore, the Commission directs the respondent to send a senior officer for hearing in the Commission in future, who may be able to answer queries of the Commission. The Commission further directs that a letter be sent to the Secretary (Power), UT- Daman & Diu with copy to the Chief Secretary, UT- Daman & Diu apprising them about the working of the functionaries of the licensee and non-compliance of JERC (Electricity Supply Code) Regulations, 2010 and orders of the Commission.

The Commission further directs the respondent no. 5 to make sincere efforts to replace all defective mechanical/ electronic meters, working mechanical meters. 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 in format Annexures "A & B" status upto 31.12.2014, on or before 09.02.2015 else the Commission shall be constrained to initiate proceedings under Sections 142 & 146 read with Section 149 of the Electricity Act, 2003.

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

ED- Lakshadweep respondent no. 6 did not submit report and action plan on consumer meter, reading and billing. The Commission in its earlier order dated 30.07.2014 directed 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 upto 30.09.2014 on or before 03.11.2014.

The Commission had also directed the respondent to bring the directions issued by this Commission time and again to the notice of the Secretary (Power), UT of Lakshadweep for compliance of Regulation 8 of JERC (Electricity Supply Code) Regulations, 2010 on Meter Reading and Billing. The Commission also directed the Secretary (Power), UT of Lakshadweep to look into the matter personally and submit a 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 upto 30.09.2014 on or before 03.11.2014.

But the above directions issued by the Commission in the previous order dated 30.07.2014 are not complied with. The respondent no. 6 has failed to submit any 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 upto 30.09.2014 on or before 03.11.2014. Moreover, no representative attended the hearing on behalf of the respondent no. 6. The Commission has taken serious view of the non - appearance of the respondent no. 6 and non-compliance of its orders.

The Commission again directs the respondent no. 6 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 working mechanical meters and installation of electronic meters upto 31.12.2014 on or before 09.02.2015, otherwise the Commission shall be constrained to initiate proceedings under Sections 142 & 146 read with Section 149 of the Electricity Act, 2003.

The Commission further directs the respondent to send a senior officer for hearing in the Commission in future, who may be able to answer queries of the Commission. The Commission further directs that a letter be sent to the Secretary (Power), UT-Lakshadweep with copy to the Chief Secretary, UT-Lakshadweep apprising them about the working of the functionaries of the licensee and non-compliance of JERC (Electricity Supply Code) Regulations, 2010 and orders of the Commission.

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

ED- Puducherry respondent no. 7 in the affidavit dated 30.11.2014 submitted report on Consumer meter reading, billing and action plan and road map as asked in order dated 30.07.2014 upto 30.09.2014 which reads as under:-

S. No.	Description	Status upto 30.09.2014
1.	Name of Licensee	Puducherry
2.	No. of Consumers	374760
i.	Without meter	20140
ii.	With Meter	354620
3.	No. of consumers having	
i.	Mechanical meter	166900
ii.	Electronic meter	187720
4.	Condition of Mechanical meters	
i.	Working	112623
ii.	Non- Working	54277
5.	Condition of Electronic meters	
i.	Working	160103
ii.	Non- Working	27617
6.	Total meter required to be installed/ replaced	
i.	Non installed	20140
ii.	Non-working	
	Mechanical	54277
	Electronic	27617
iii.	Working	
	Mechanical	112623
	Total = 6 (i+ii+iii):	214657



The Commission examined the information submitted by the respondent. The information does not depict status of phase-wise replacement of defective meters (both mechanical & electronic), working mechanical meters and unmetered consumers. The Commission observed that there are total 354620 metered consumers, out of which 112623 are working Mechanical meters, 54277 are non-working mechanical meters and 27617 are non-working electronic meters, totaling to 194517 meters which require replacement by electronic meters. There are also 20140 unmetered customers, which need installation of electronic meters. The Commission has taken serious note on the status of working mechanical and non-working mechanical/ electronic meters as the status is disappointing and not up to the mark. The licensee is required to replace all working mechanical and non-working mechanical/ electronic meters without any further delay. The Commission directed the licensee to install static Electronic meters without delay, considering a huge back log of meters to be installed/ replaced and the slow pace of procurement and installation of electronic meters pending the implementation of the proposed Smart Grid Project by ED- Puducherry.

The Commission directs that a letter be sent to the Secretary (Power), UT-Puducherry with copy to the Chief Secretary, UT-Puducherry apprising them about the working of the functionaries of the licensee and non-compliance of JERC (Electricity Supply Code) Regulations, 2010 and orders of the Commission.

The Commission further directs the respondent no. 7 to make sincere efforts to replace all defective mechanical/ electronic meters, working 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 in format Annexures "A & B" upto 31.12.2014 on or before 09.02.2015 else the Commission shall be constrained to initiate proceedings under Sections 142 & 146 read with Section 149 of the Electricity Act, 2003.

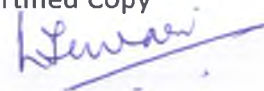
Scheduled for hearing on 25.02.2015 at 11:00 AM.

Sd/-  
(S.K.Chaturvedi)  
Chairman

**Member (Vacant)**

- \* As per Regulation 9 (II) of JERC (Conduct of Business) Regulations, 2009 "Quorum 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 Quorum. Post of the Member 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 Chairperson only constitutes a valid Quorum.

Certified Copy

  
(Keerti Tewari)  
Secretary



Annexure – “A”

Performa on status of Consumers Metering, Reading and Billing category wise upto 31.12.2014

Sl. No.	Name of Licensees	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	Working	Non-working	Working	Non-working	Non-installed	Non-working		Working	Total
1	2	3	4	5	6	7	8	9	10	11	12=(4)	13=(9)	14=(11)	15=(8)	16=(12+13+14+15)

Action plan for

1. Installation of electronic meters in connections under column 12
2. Replacement of defective meters with electronic meters under column 13 & 14
3. Replacement of mechanical meters with electronic meter under column 15

