# 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 30.07.2014

#### 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. Laxmikant D. Kolverker, Superintending Engineer, ED- Goa.
- 2. Sh. Belgaonkar, P. Engineer, ED-Goa.
- 3. Ms. Sushma Mishra, Junior Engineer, ED- Andaman & Nicobar.
- 4. Sh. Yogesh Tiwari, Junior Engineer, ED- Andaman & Nicobar.
- 5. Sh. M.P. Singh, Superintending Engineer, ED- Chandigarh.
- 6. Sh. R.B. Chaubal, AE, ED- Dadra and Nagar Haveli.
- 7. Sh. Gaurav Lohani, Consultant, ED- Daman & Diu.
- 8. Sh. Asar Pal Singh, Dy. Resident Commissioner, UT of Lakshadweep.
- 9. Sh. R. Murali, Executive Engineer, ED- Puducherry.
- 10.Sh. A.S. Jitendra Rao, EE, ED- Puducherry.

#### 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 as JERC (Electricity Supply Code) Regulations, 2010. The Commission in due course of time observed 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 in the form of present petition no. 77/2012 on meter reading and billing.

The Commission has held several hearings in the Suo- Moto petition. The Commission observed that the licensees are not strictly complying Regulation 8 of JERC (Electricity Supply Code) Regulations, 2010 on Meter Reading and Billing. Therefore, the Commission vide its latest order dated 05.05.2014 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 30.06.2014 on or before 22.07.2014.

### Electricity Department-Goa respondent no. 1

ED- Goa respondent no. 1 did not submit report and action plan on Consumer meter reading and billing as asked in the order dated 05.05.2014. The representatives of the respondent no. 1 submitted that due to rainy season, session of Legislative Assembly of State of Goa and workload the 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 upto 30.06.2014 could not be prepared and submitted to the Commission in time. He prayed for 15 days time for submitting the report.

The respondent no. 1 had submitted report on Consumer meter reading and billing upto 31.03.2014 as asked in order dated 27.12.2013 vide affidavit dated 02.05.2014. The Commission examined the information submitted by the respondent in the order dated 5.05.2014. The Commission in the order dated 05.05.2014 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 was also required to install electronic meters of unmetered consumers in phased manner. The Commission also directed the respondent to submit 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 upto 30.06.2014 on or before 22.07.2014.

The Commission has taken a serious view for non-compliance of its order and direction as well as for non submission of the report along with 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 as asked in the order dated 05.05.2014. The Commission directed the respondent to be careful in future and comply orders and directions of the Commission without fail.

The Commission further directs the respondent no. 1 to make sincere 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 upto 30.09.2014 on or before 03.11.2014.

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

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

ED- Andaman & Nicobar Islands respondent no. 2 did not submit report and action plan on Consumer meter reading and billing as asked in the order dated 05.05.2014 upto 30.06.2014. The respondent no. 2 in the affidavit dated 22.07.2014 submitted that the status report on consumers metering, reading and billing category wise upto 30.06.2014 in the prescribed proforma could not be collected from all islands due to bad weather and cyclonic conditions prevailing in these islands for the last 15-20 days. The weather conditions have disrupted the communication system and receipt of fax, e-mail and mail has got badly disrupted and will be submitted soon after its receipt from all islands.

The representatives of the respondent submitted that the report and action plan as per order dated 05.05.2014 will be submitted as and when received from all islands. They prayed for one month time for filing the report and action plan as per order dated 05.05.2014.

The Commission in the order dated 05.05.2014 has observed that the information submitted by the respondent as asked in the order dated 27.12.2013 does not depict complete and clear status of phase-wise replacement of defective and mechanical meters. The Commission further 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 further delay.

The Commission observed that there was no news of any cyclone during this period and the respondent has taken false plea for non-compliance of orders/directions issued by this Commission. The Commission has taken a serious view for non-compliance of its order and direction as well as for non submission of the report as per order dated 05.05.2014 along with 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 as asked in the order dated 05.05.2014. The Commission directed the respondent to be careful in future and comply orders and directions of the Commission without fail.

The Commission further directs the respondent no. 2 to make sincere efforts to replace all defective mechanical/ electronic meters, mechanical meters and install electronic 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 and installation of electronic meters upto 30.09.2014 on or before 03.11.2014.

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

# Electricity Department - Chandigarh respondent No. 3

ED- Chandigarh respondent no. 3 did not submit report and action plan on Consumer meter reading and billing as asked in order dated 05.05.2014 upto 30.06.2014. The respondent no. 3 in the affidavit dated 22.07.2014 submitted that due to fire at M/s NIELIT's (which is their billing agency) building at Sector -17, UT Chandigarh. The data required to file the reply before the Commission is not readily available and shall take some more time for data compilation. The public notice issued by M/s NIELIT on 10.06.2014 is also attached, which is self explanatory. The intimation of fire accident at M/s NIELIT building had already been reported to the Commission vide their office memo no. 2068 dated 10.06.2014.

The Commission in the order dated 05.05.2014 has observed that the information submitted by the respondent as asked in the order dated 27.12.2013 upto 31.03.2014 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 further delay.

The Commission observed that the respondent could collect the facts and figures from the back-up data available at Delhi office of M/s NIELIT and respondent has taken false plea for non-compliance of orders/directions issued by this Commission. The Commission has taken a serious view for non-compliance of its order and direction as well as for non submission of the report along with 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 as asked in the order dated 05.05.2014 upto 30.06.2014. The Commission directs the respondent to be careful in future and comply orders and directions of the Commission without fail.

The Commission further directs the respondent no. 3 to make sincere efforts to replace all defective mechanical/ electronic meters, mechanical meters and install electronic 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 and installation of electronic meters upto 30.09.2014 on or before 03.11.2014.

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

# Electricity Department - Dadra and Nagar Haveli respondent No. 4

ED- Dadra and Nagar Haveli respondent no. 4 in affidavit dated 23.07.2014 submitted report on Consumers' meter reading and billing upto 30.06.2014 as per order dated 05.05.2014 which reads as under:-

S. No.	Description		as on 30.06.2014
1.	Name of Licensee		Dadra and Nagar Haveli ED
2.	No. of Consumers		63156
i.	Without meter	1200	
ii.	With Meter	61956	
3.	No. of consumers having		
i.	Mechanical meter	4619	
ii.	Electronic meter	57337	
4.	Condition of Mechanical me		
i.	Working		4429
ii.	Non- Working		190
5.	Condition of Electronic meter		
i.	Working		56451
ii.	Non- Working		886
6.	Total meter required to be i		
i.	Non installed		1200
ii.	Non-working	Mechanical	190
		Electronic	886
iii.	Working	Mechanical	4429
	Total = $6 (i+ii+iii)$ :		6705

The Commission examined the information submitted by the respondent. 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 further delay. The licensee is also required to install electronic meters of unmetered consumers in phase-wise manner.

The respondent in their report dated 23.07.2014 submitted that there are 1200 (Twelve hundred) of unmetered consumers. The respondent in the earlier report dated 28.04.2014 had also submitted that there are 1200 (Twelve hundred) of unmetered consumers. Thus the unmetered consumers are 1.9% of the total consumer. The Commission further observed that the respondent did not make any efforts to reduce number of unmetered consumers during this period.

The Commission further observed that non-working meters are 1076 (One Thousand Seventy Six). This is 1.7% of the total consumers. The mechanical meters are 4429 (Four Thousand Four Hundred & Twenty Nine). This is 7.01% of total consumers. Therefore, the respondent is required to replace 6705 (Six Thousands Seven Hundred & Five) non-working electronic/ mechanical meters, mechanical meters and install electronic meters of unmetered consumers. This is 10.6% of total consumers.

The Commission further observed that total consumers with meters were 61696 (Sixty One Thousands Six Hundred & Ninety Six) on 28.04.2014. On 30.06.2014 the total consumers with meters were 61956 (Sixty One Thousands Nine Hundred & Fifty Six). It reflects that net progress of only about 260 meters has taken place in past two months. The respondent has not given road map for installation of electronic meters.

Therefore, the Commission directs the licensee to make sincere 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 mechanical meters and installation of unmetered consumers upto 30.09.2014 on or before 03.11.2014.

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

# Electricity Department - Daman & Diu respondent No. 5

ED- Daman & Diu – respondent no. 5 did not submit report and action plan on Consumer meter reading and billing as asked in order dated 05.05.2014 upto 30.06.2014.

The Commission in the order dated 05.05.2014 has observed that the information submitted by the respondent as asked in the order dated 27.12.2013 upto 31.03.2014 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 further delay.

The Commission observed that total consumers on 30.09.2013 were 55828 (Fifty Five Thousands Eight Hundred & Twenty Eight) and total consumers on 31.03.2014 were also 55828 (Fifty Five Thousands Eight Hundred & Twenty Eight). The numbers of consumers on 30.09.2013 as well as on 31.03.2014 does not seem to be correct. The Commission further observed that 23992 (Twenty Three Thousands Nine Hundred & Ninety Two) electronic meters are required for replacement of non-working, mechanical/ electronic and working mechanical meters. This is 32.7% of the total consumers and the position is poor. The respondent has not given road map for installation of electronic meters.

The Commission has taken a serious view for non-compliance of its order and direction as well as for non submission of the report along with 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 as asked in the order dated 05.05.2014 upto 30.06.2014. The Commission directs the respondent to be careful in future and comply orders and directions of the Commission without fail.

The Commission further directs the respondent no. 5 to make sincere efforts to replace all defective mechanical/ electronic meters, mechanical meters and install electronic 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 and installation of electronic meters upto 30.09.2014 on or before 03.11.2014.

The Commission further directed the respondent to bring the directions issued by this Commission time and again for compliance of Regulation 8 of JERC (Electricity Supply Code) Regulations, 2010 on Meter Reading and Billing to the notice of the Secretary (Power) UT of Daman & Diu. The Commission also directs the Secretary Power UT of Daman & Diu to look into the matter personally and 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 meters, mechanical meters and installation of electronic meters upto 30.09.2014 on or before 03.11.2014.

## Electricity Department - Lakshadweep respondent No. 6

ED- Lakshadweep respondent no. 6 in affidavit dated 24.07.2014 submitted report on Consumers' meter reading, billing and action plan upto 30.06.2014 as per order dated 05.05.2014 which reads as under:-

S. No.	Description		
1.	Name of Licensee	LED	
2.	No. of Consumers	20774	
i.	Without meter	0	
ii.	With Meter	20774	
3.	No. of consumers having		
i.	Mechanical meter	3560	
ii.	Electronic meter	17214	
4.	Condition of Mechanical meters		
i.	Working	2736	
ii.	Non- Working	824	
5.	Condition of Electronic meters		
i.	Working	17038	
ii.	Non- Working	176	
6.	Total meter required to be installed/ replaced		
i.	Non installed	0	
ii.	Non-working Mechanical	824	
	Electronic	176	
iii.	Working Mechanical	2736	
	Total = 6 (i+ii+iii):	3736	

The Commission examined the information submitted by the respondent. 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 further delay.

The Commission further observed that number of consumers has gone down by 366 from 02.05.2014 to 24.07.2014. This is 1.7% of the total consumers. The reduction of consumers is without reasoning. The Commission further observed that the respondent has installed only 2635 electronic meters since last hearing on 05.05.2014. The respondent has submitted that all defective meters will be replaced by Dec. 2014.

Therefore, the Commission directs the licensee to make sincere efforts to replace all defective mechanical/ electronic meters, mechanical meters and install electronic meters 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 upto 30.09.2014 on or before 03.11.2014.

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

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

ED- Puducherry respondent no. 7 in the affidavit dated 23.07.2014 submitted report on Consumer meter reading, billing and action plan and road map as asked in order dated 05.05.2014 upto 30.06.2014 which reads as under:-

S. No.	Description		
1.	Name of Licensee	Puducherry	
2.	No. of Consumers	347812	
i.	Without meter		
ii.	With Meter	347812	
3.	No. of consumers having		
i.	Mechanical meter	183882	
ii.	Electronic meter	163930	
4.	Condition of Mechanical meters		
i.	Working	127748	
ii.	Non- Working	44279	
5.	Condition of Electronic meters		
i.	Working	136324	
ii.	Non- Working	10961	
6.	Total meter required to be installed/ replaced		
i.	Non installed		
ii.	Non-working Mechanical	44279	
	Electronic	10961	
iii.	Working Mechanical	127748	
	Total = 6 (i+ii+iii):	182988	

The Commission examined the information submitted by the respondent. The information does not depict complete and clear status 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 further delay with electronic meters. The licensee is also required to install electronic meters of unmetered consumers.

The Commission observed that on 28.04.2014 total number of consumers were 370806 (Three Lakhs Seventy Thousands Eight Hundred & Six) and on 30.06.2014 the total consumers were 347812 (Three Lakhs Forty Seven Thousands Eight Hundred & Twelve). Thus there is decrease of 22994 (Twenty Two Thousands Nine Hundred & Ninety Four) consumers in a period of about two months only. The representatives of the respondent failed to explain the massive decrease in consumer base. The Commission further observed that in the previous report the respondent submitted that there were 22672 (Twenty Two Thousands Six Hundred & Seventy Two) unmetered consumers. Whereas in the present report the respondent has shown "Nil" unmetered consumers to show 100% metered consumers and the same is the cause in reduction of consumers.

The Commission further observed that the respondent is to replace 182986 (One Lakh Eighty Two Thousands Nine Hundred & Eighty Six) of non-working mechanical/ electronic, mechanical and unmetered consumers. This is about 52.6% of total consumers. The Commission noted that situation in UT Puducherry needs a lot of improvement.

Therefore, the Commission directs the licensee to make sincere 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 upto 30.09.2014 on or before 03.11.2014.

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

Scheduled for hearing on 12.11.2014 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 constitute a valid Quorum.

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(Keerti Tewari)

Secretary

बर्गित केल्लिकी / संदेशकी किल्लिकी

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