

**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 30.07.2015**

**In the matter of:**

Status of Consumer on Metering 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. N.N. Reddy, Superintendent Engineer, ED- Goa, R-1
2. Sh. P. Rajesh Kumar, Accounts Officer, ED- Andaman & Nicobar, R-2
3. Sh. M.P. Singh, Superintending Engineer, ED- Chandigarh, R-3
4. Sh. Sandhya Dilip, Dy. Engineer, ED- Dadra and Nagar Haveli, R-4
5. Sh. K. Mathivanan, Superintending Engineer, ED- Puducherry, R-7
6. Sh. T. Prasanna Kumar, Executive Engineer, ED – Puducherry R-7

**ORDER**

The Commission in exercise of the powers under Sections 43, 46, 47, 50, 56 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 the 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 Metering and Billing. Therefore, the Commission started Suo- Moto hearings in the form of present Petition no. 77/2012 on status of Metering and Billing category wise.

The Commission has held several hearings in the Suo- Moto Petition. The Commission observed that the licensees except a few are not strictly complying with Regulation 8 of JERC (Electricity Supply Code) Regulations, 2010 on Metering and Billing. Therefore, the Commission vide its latest Order dated 24.04.2015 in the present Petition directed the licensees to submit detailed and complete report on metering and billing, action plan and road map on Consumer metering 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 up to 30.06.2015 on or before 20.07.2015. The Petition was scheduled for hearing on 28.07.2015. The Commission on 30.06.2015 decided to hear the Petition today on 30.07.2015

### Electricity Department- Goa Respondent No. 1

ED- Goa Respondent No. 1 in affidavit dated 28.07.2015 submitted report on Consumer metering and billing up to 30.06.2015 as per directions dated 24.04.2015 as tabulated below:-

**Table on status of consumer metering as on 30.06.2015**

S. NO.	DESCRIPTION	STATUS AS ON 30.06.2015
1.	Name of Licensee	<b>ED- GOA</b>
2.	No. of Consumers	592219
i.	Without Meter	2058
ii.	With Meter	590161
3.	<b>No. of consumers having :</b>	
i.	Mechanical meter	240993
ii.	Electronic meter	349168
4.	<b>Condition of Mechanical meters:</b>	
i.	Working	218549
ii.	Non- Working	22444
5.	<b>Condition of Electronic meters:</b>	
i.	Working	322094
ii.	Non- Working	27074
6.	<b>Total meter required to be installed/ replaced</b>	
i.	Non installed	2058
ii.	Non-working Mechanical	22444
	Electronic	27074
iii.	Working Mechanical	218549
	<b>TOTAL = 6 (i+ii+iii):</b>	<b>270125</b>

### Meter Reading and Billing Statement from January 2015 to June 2015

Consumer category	No. of Consumers	No. of Meters	Premises Closed/ No Access to meter	Defective Meter/ No display	Actual Reading Taken manually	others	Pro. Bills/ Billing on Assessed Energy	Regular Billing
Domestic	468915	468897	37374	33932	396974	617	56225	412672
Low Income Group	8490	8017	903	1996	4641	477	2712	5305
Domestic Mixed	3009	3009	225	218	2561	5	330	2679
Commercial	84752	84735	12828	7165	64481	261	15922	68813
Industry	5978	5978	682	421	4849	26	928	5050
Mixed (Hotel Industries)	603	603	38	43	521	1	74	529
Agriculture	11157	11156	2237	1511	7361	47	3003	8153
Public Lighting	3827	2279	18	434	353	1474	444	1835
Hoarding & Singh Boards	61	60	9	8	43	0	13	47
Temporary Supply	4567	4567	179	25	4358	5	86	4481
Industrial	650	650	2	26	622	0	4	646
Industrial (Ferro ...../Steel Melting/ Intensive/ Steel	38	38	0	0	38	0	0	38
Commercial	118	118	3	1	114	0	2	116
Agriculture	40	40	0	0	21	19	0	40
Domestic	2	2	0	0	2	0	0	2
Defense Establish- Ments	12	12	2	2	8	0	3	9
Temp supply	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>592219</b>	<b>590161</b>	<b>54500</b>	<b>45782</b>	<b>486947</b>	<b>2932</b>	<b>79746</b>	<b>510415</b>

The Commission examined the information submitted by the Respondent. The Commission observed that there are total 592219 meters, out of which 218549 are working Mechanical meters, 22444 are non-working mechanical meters and 27074 are non-working electronic meters, totaling to 268067

meters, which require replacement by electronic meters. There are also 2058 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 Commission also observed that percentage of regular billing is also not satisfactory. 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 Respondent submitted that all non working meters will be replaced by December, 2015 and all mechanical working meters will be replaced by March, 2016.

The Commission 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 at the earliest. The Commission further directs the respondent to submit detailed, complete and exhaustive report, action plan and road map on Consumer metering 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 30.09.2015 on or before 26.10.2015. The Commission further observed that there is regular billing of 86.49% of the meters/ consumers. The same is not satisfactory. The Commission further directed the Respondent to achieve target of 100% billing.

#### **Electricity Department – Andaman & Nicobar Respondent No. 2**

ED- Andaman & Nicobar Respondent No. 2 in affidavit dated 23.07.2015 submitted report on Consumer metering and billing up to 30.06.2015 as per directions dated 24.04.2015 as tabulated below:-

**Table on status of consumer metering as on 30.06.2015**

<b>S. NO.</b>	<b>DESCRIPTION</b>	<b>STATUS AS ON 30.06.2015</b>
1.	Name of Licensee	<b>ED- ANDAMAN &amp; NICOBAR</b>
2.	No. of Consumers	119020
i.	Without Meter	Nil
ii.	With Meter	119020
3.	<b>No. of consumers having:</b>	
i.	Mechanical meter	30729
ii.	Electronic meter	88291
4.	<b>Condition of Mechanical meters:</b>	
i.	Working	28271
ii.	Non- Working	2458
5.	<b>Condition of Electronic meters</b>	
i.	Working	83896
ii.	Non- Working	4395
6.	<b>Total meter required to be installed/ replaced</b>	
i.	Non installed	Nil
ii.	Non-working Mechanical	2458
	Electronic	4395
iii.	Working Mechanical	28271
	<b>TOTAL = 6 (i+ii+iii):</b>	<b>35124</b>

## Meter Reading and Billing Statement from January 2015 to June 2015

Consumer category	No. of Consumers	No. of Meters	Premises Closed/ No Access to meter		Defective Meter/ No display		Actual Reading Taken manually	Frequency Meter reading	Pro. Bills/ Billing on Avg. Energy Consumed	Regular Billing
			1Ph	3 Ph	1 Ph	3 Ph				
Agriculture	244	244	0	0	38	3	244	Monthly	41	244
SPD....cluster/ Unauthorized Colonies/slum Dwellers/BPL/ Chawls/Low Income Group	0	0	0	0	0	0	0	0	0	0
Domestic	98342	98342	68	0	5357	70	99274	Monthly	5495	99342
Commercial	17148	17148	18	13	959	252	17117	Monthly	1242	17148
EHT	0	0	0	0	0	0	0	0	0	0
Large supply/ Industrial HT	0	0	0	0	0	0	0	0	0	0
Medium supply /Industrial HT	0	0	0	0	0	0	0	0	0	0
Small power/Small Scale Industry HT	0	0	0	0	0	0	0	0	0	0
Small power/Small Scale Industry LT	531	531	0	0	0	0	527	Monthly	58	531
Public Lighting	609	609	0	0	0	68	609	Monthly	68	609
Sign Board	674	674	0	0	21	0	674	Monthly	21	674
Bulk supply	71	71	0	0	0	4	71	Monthly	4	71
Other temp Supply	401	401	0	0	23	4	401	Monthly	27	401
Motive Power/ Irrigation Pumps LT	0	0	0	0	0	0	0	0	0	0
Motive power/ Irrigation Pumps HT	0	0	0	0	0	0	0	0	0	0
Public water Works & Sewerage System	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>119020</b>	<b>119020</b>	<b>86</b>	<b>17</b>	<b>6398</b>	<b>455</b>	<b>118917</b>		<b>6956</b>	<b>119020</b>

The Commission examined the information submitted by the Respondent. The Commission observed that there are total 119020 meters, out of which 28271 are working Mechanical meters, 2458 are non-working mechanical meters and 4395 are non-working electronic meters totaling 35124 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 Respondent submitted that 11200 meters will be replaced by Sept., 2015 and the remaining 24124 meters will be replaced by 31<sup>st</sup> March, 2016. The Commission observes that there is regular billing of 94.16% meters / consumers. Though the same is quite satisfactory, the Commission directed the Respondent to achieve target of 100% billing.

The Commission directs the Respondent No. 2 to make sincere efforts to replace all defective mechanical/ electronic meters and working mechanical meters. The Commission further directs the Respondent to submit detailed and complete report, action plan and road map on Consumer metering 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 30.09.2015 on or before 26.10.2015.

### Electricity Department – Chandigarh respondent No. 3

ED- Chandigarh Respondent No. 3 in affidavit dated 20.07.2015 submitted report on Consumer metering and billing up to 30.06.2015 as per directions dated 24.04.2015 tabulated below:-

**Table on status of consumer metering as on 30.06.2015**

S. NO.	DESCRIPTION	STATUS AS ON 30.06.2015
1.	Name of Licensee	<b>CHANDIGARH ED</b>
2.	No. of Consumers	212902
i.	Without meter	Nil
ii.	With Meter	212902
3.	<b>No. of consumers having:</b>	
i.	Mechanical meter	27033
ii.	Electronic meter	185869
4.	<b>Condition of Mechanical meters:</b>	
i.	Working	26626
ii.	Non- Working	407
5.	<b>Condition of Electronic meters:</b>	
i.	Working	181591
ii.	Non- Working	4278
6.	<b>Total meter required to be installed/ replaced :</b>	
i.	Non installed	Nil
ii.	Non-working Mechanical	407
iii	Electronic	4278
iv	Working Mechanical	26626
	<b>TOTAL = 6 (i+ii+iii+iv):</b>	<b>31311</b>

## Meter Reading and Billing Statement from January 2015 to June 2015

Consumer category	No. of Consumers	No. of Meters	Premises Closed/ No Access to meter		Defective Meter/ No display		Actual Reading Taken manually	Pro. Bills/ Billing on Avg. Energy Consumed	Regular Billing
			1 Ph	3 Ph	1 Ph	3 Ph			
Agriculture	120	120	0	8	1	9	102	18	102
SPD JJ cluster/ Unauthorized Colonies/slum Dwellers/BPL/ Low Income Group	0	0	0	0	0	0	0	0	0
Domestic	208105	208105	5649	1413	3532	925	196585	11519	196585
Commercial									
Large supply	106	106	0	4	0	2	100	6	100
Medium supply	1207	1207	0	33	0	53	1121	86	1121
Small power	1275	1275	1	51	1	18	1204	71	1204
Public Light	906	906	31	42	38	68	727	179	727
Sign Boards	0	0	0	0	0	0	0	0	0
Bulk supply	613	613	0	3	15	13	582	31	582
Others- temp Supply	570	570	9	0	7	3	551	19	551
<b>TOTAL</b>	<b>212902</b>	<b>212902</b>	<b>5690</b>	<b>1554</b>	<b>3594</b>	<b>1091</b>	<b>200972</b>	<b>11929</b>	<b>200972</b>

The Commission examined the information submitted by the Respondent No. 3. The Commission observed that there are total 212902 meters, out of which 26626 are working Mechanical meters, 407 are non-working mechanical meters and 4278 are non-working electronic meters totaling to 31311 meters to be replaced. The Commission observed that the status of Respondent No. 3 is better on consumer metering amongst other licensees of the Commission. The Respondent submitted that all faulty meters shall be replaced by the end of September, 2015 and balance by end of the year, 2015.

The Commission in the light of the information submitted by the Respondent directs the Respondent No. 3 to make sincere efforts to replace all defective mechanical/ electronic meters and working mechanical meters at the earliest. The Commission further directs the Respondent to submit detailed and complete report, action plan and road map on Consumer metering 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 up to 30.09.2015 on or before 26.10.2015. The Commission further observed that there is regular billing of 94.40% consumers/meters. Though the same is

quite satisfactory, the Commission further directed the Respondent to achieve the target of 100% billing of the consumers / meters.

#### **Electricity Department – DNH Power Distribution Corporation Ltd.- Respondent No. 4**

ED- DNH Power Distribution Corporation Ltd. - Respondent No. 4 in affidavit dated 21.07.2015 submitted report on Consumer metering and billing up to 30.06.2015 as per directions dated 24.04.2015 as tabulated below:-

**Table on status of consumer metering as on 30.06.2015**

<b>S. NO</b>	<b>DESCRIPTION</b>	<b>STATUS AS ON 30.06.2015</b>
1.	Name of Licensee	<b>DNHPDCL</b>
2.	No. of Consumers	65612
i.	Without meter	1090
ii.	With Meter	64522
3.	<b>No. of consumers having:</b>	
i.	Mechanical meter	3929
ii.	Electronic meter	60593
4.	<b>Condition of Mechanical meters:</b>	
i.	Working	3777
ii.	Non- Working	152
5.	<b>Condition of Electronic meters:</b>	
i.	Working	58385
ii.	Non- Working	2208
6.	<b>Total meter required to be installed/ replaced :</b>	
i.	Non installed	1090
ii.	Non-working	Mechanical Electronic
		152 2208
iii.	Working	Mechanical
		3777
	<b>TOTAL</b> = 6 (i+ii+iii):	<b>7227</b>



## Meter Reading and Billing Statement from January 2015 to June 2015

Consumer category	No. of Consumers	No. of Meters	Premises Closed/ No Access to meter		Defective Meter/ No display		Reading Taken manually	Reading Through MRI	Any Other	Pro. Bills/ Billing on Avg. Energy Consumed	Spot Billing	Frequency Meter Reading Monthly/Bi monthly	No Billing
			1Ph	3Ph	1Ph	3Ph							
Agriculture	1194	1194	5	56	7	73	355	25	0	80	814	Monthly /Bimonthly	0
Low Income Group	14223	13133	0	0	0	0	0	0	0	0	0	-	14223
Domestic	39192	39192	403	17	1576	170	3182	275	276	1746	354590	Monthly /Bimonthly	0
Commercial	7189	7189	63	41	242	57	1438	202	538	299	5011	Monthly /Bimonthly	0
EHT	34	34	0	0	0	0	0	34	0	0	0	Monthly	0
Large supply / Indl. HT	855	855	0	0	0	0	430	425	0	0	0	Monthly	0
Medium Supply/Indl- HT	0	0	0	0	0	0	0	0	0	0	0	-	0
Small power/ SSI HT	0	0	0	0	0	0	0	0	0	0	0	-	0
Small power/ SSI LT	2017	2017	0	8	0	6	1815	202	0	6	0	Monthly	0
Public Light- ing	315	315	0	0	65	10	314	0	0	75	1	Monthly	0
Sign Boards	0	0	0	0	0	0	0	0	0	0	0	-	0
Bulk supply	0	0	0	0	0	0	0	0	0	0	0	-	0
Other temp Supply	282	282	4	19	0	2	149	1	0	2	132	Monthly /Bimonthly	0
Motive Power/Irri Pumps LT	0	0	0	0	0	0	0	0	0	0	0	-	0
Motivie Power/Irri Pumps HT	0	0	0	0	0	0	0	0	0	0	0	-	0
Public Water Works & Sewerage System	311	211	0	0	0	0	305	0	0	0	6	Monthly	0
<b>TOTAL</b>	<b>65612</b>	<b>64522</b>	<b>475</b>	<b>141</b>	<b>1890</b>	<b>318</b>	<b>7988</b>	<b>1164</b>	<b>814</b>	<b>2208</b>	<b>41423</b>		<b>14223</b>

The Commission examined the information submitted by the respondent. The Commission observed that there are total 65612 meters, out of which 3777 are working Mechanical meters, 152 non-working mechanical meters and 2208 are non-working electronic meters, totaling to 6137 meters, which require replacement by electronic meters. There are also 1090 unmetered consumers who need installation of electronic meters. The Respondent submitted that during first quarter of FY 2015-16 , number of meters to be replaced is reduced from 7412 (11.44%) to 7227 (11.01%) and faulty meters in the system are 2360 (3.60%).

The Commission 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 metering 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 up to 30.09.2015 on or before 26.10.2015. The Commission further observed that there is regular billing of 73.30% and fixed rate billing is of 21.68%. The Commission further directed the Respondent to achieve the target of 100% billing.

#### **Electricity Department – Daman & Diu Respondent No. 5**

ED- Daman & Diu – Respondent No. 5 in affidavit dated 20.07.2015 submitted report on Consumer metering and reading up to 30.06.2015 as per directions dated 24.04.2015 as tabulated below:-

**Table on status of consumer metering as on 30.06.2015**

<b>S. NO</b>	<b>DESCRIPTION</b>	<b>STATUS AS ON 30.06.2015</b>
1.	Name of Licensee	<b>ED- DAMAN &amp; DIU</b>
2.	No. of Consumers	57810
i.	Without meter	Nil
ii.	With Meter	57810
3.	<b>No. of consumers having:</b>	
i.	Mechanical meter	18561
ii.	Electronic meter	39249
4.	<b>Condition of Mechanical meters:</b>	
i.	Working	17065
ii.	Non- Working	1496
<b>S. NO</b>	<b>DESCRIPTION</b>	<b>STATUS AS ON 30.06.2015</b>
5.	<b>Condition of Electronic meters:</b>	-
i.	Working	39249
ii.	Non- Working	Nil
6.	<b>Total meter required to be installed/ replaced :</b>	
i.	Non installed	Nil
ii.	Non-working	
	Mechanical	1496
	Electronic	Nil
iii.	Working	
	Mechanical	17065
	<b>TOTAL = 6 (i+ii+iii):</b>	<b>18561</b>

## Meter Reading and Billing Statement from January 2015 to June 2015

Consumer category	No. of Consumers	No. of Meters	Premises Closed/ No Access to meter		Defective Meter/ No display		Reading Taken manually	Any other (through AMR)	Pro. Bills/ Billing on Avg. Energy Consumed	Spot Billing	Regular Billing	Frequency Meter Reading Monthly/Bi monthly	No Billing
			1Ph	3Ph	1Ph	3Ph							
Agriculture	1195	1195	58	103	15	0	1195	0	176	0	1195	Monthly	0
Low Income Group	41	41	0	0	0	0	41	0	0	0	41	Monthly	0
Domestic	45266	45266	2624	646	1347	38	45266	0	2185	0	45266	Monthly	0
Commercial	8037	8037	842	160	134	0	8037	0	634	0	8037	Monthly	0
EHT	4	4	0	0	0	0	0	0	0	0	4	Monthly	0
Large supply / Incl. HT	1	1	0	0	0	0	0	0	0	0	1	Monthly	0
Medium Supply/Incl- HT	125	125	0	0	0	0	0	125	0	0	125	Monthly	0
Small power/ SSI HT	657	657	0	0	0	0	200	457	0	0	657	Monthly	0
Small power/ SSI LT	1762	1762	0	108	0	0	1612	150	108	0	1762	Monthly	0
Public Light- ing	524	524	0	0	0	0	524	0	0	0	524	Monthly	0
Sign Boards	0	0	0	0	0	0	0	0	0	0	0	0	0
Bulk pump	0	0	0	0	0	0	0	0	0	0	0	0	0
Other temp Supply	89	89	0	0	0	0	89	0	0	0	89	Monthly	0
Motive Power/Irri Pumps LT	0	0	0	0	0	0	0	0	0	0	0		0
Motive Power/Irri Pumps HT	0	0	0	0	0	0	0	0	0	0	0		0
Public Water Works & Sewerage System	109	109	0	6	0	0	109	0	0	0	109	Monthly	0
<b>TOTAL</b>	<b>57810</b>	<b>57810</b>	<b>3524</b>	<b>1023</b>	<b>1496</b>	<b>38</b>	<b>57073</b>	<b>737</b>	<b>3109</b>	<b>0</b>	<b>57810</b>		<b>0</b>

The Commission examined the information submitted by the Respondent. The Commission observed that there are total 57810 meters, out of which 17065 are working Mechanical meters and 1496 are non-working mechanical meters totaling to 18561 meters to be replaced. The Commission took serious note on the status of working mechanical and non-working mechanical meters as the status is disappointing and not up to the mark. The licensee submitted that during first quarter of FY 2015-16 , number of meters

to be replaced is reduced from 19653 to 18561 and target of replacement of all faulty meters is by end of October and balance by the end of the year.

The Commission directs the Respondent No. 5 to make sincere efforts to replace all defective mechanical meters, working mechanical meters. The Commission further directs the Respondent to submit a fresh detailed and complete report, action plan and road map on Consumer metering and billing category wise, number of consumers, Mechanical meters, condition of meters, total meters required and phase-wise replacement of defective and mechanical meters up to 30.09.2015, on or before 26.10.2015. The Commission further observed that there is regular billing of 94.62% and provisional billing is 5.38%. Though the same is quite satisfactory, the Commission further directed the Respondent to achieve the target of 100% billing.

### Electricity Department – Lakshadweep Respondent No. 6

ED- Lakshadweep Respondent No. 6 in affidavit dated 17.07.2015 submitted report on Consumer metering and reading up to 30.06.2015 as per directions dated 24.04.2015 as tabulated below:-

**Table on status of consumer metering as on 30.06.2015**

S. NO	DESCRIPTION	STATUS AS ON 30.06.2015
1.	Name of Licensee	<b>ED- LAKSHADWEEP</b>
2.	No. of Consumers	21494
i.	Without meter	Nil
ii.	With Meter	21494
3.	<b>No. of consumers having:</b>	
i.	Mechanical meter	2938
ii.	Electronic meter	18556
4.	<b>Condition of Mechanical meters:</b>	
i.	Working	2736
ii.	Non- Working	152
5.	<b>Condition of Electronic meters:</b>	
i.	Working	18436
ii.	Non- Working	120
6.	<b>Total meter required to be installed/ replaced :</b>	
i.	Non installed	Nil
ii.	Non-working	
	Mechanical	152
	Electronic	120
iii.	Working	
	Mechanical	2736
	<b>TOTAL = 6 (i+ii+iii):</b>	<b>3008</b>

### Meter Reading and Billing Statement as on June, 2015

category	Domestic	Commercial	Industrial	Public	Temp	Total
No. of Consumers	17831	3217	322	71	53	21494
Billing Type	Self Reading	Self Reading	Self Reading	Self Reading	Self Reading	Self Reading
No. of Bills paid	16205	3094	294	71	53	19717
Billing cycle	Monthly	Monthly	Monthly	Monthly	Monthly	Monthly
No. of Bills Unpaid/ Carry fwd	1626	123	28	0	0	1777

The Commission examined the information submitted by the Respondent. The Commission observed that there are total 21494 meters, out of which 2736 are working Mechanical meters, 152 are non-working mechanical meters and 120 non – working electronic meters totaling to 3008 meters to be replaced. The Respondent No. 6 submitted that all the defective and mechanical meters will be replaced within 4-5 months.

Therefore, the Commission directs the Respondent to submit complete and detailed report / road map for replacement of all non working mechanical / electronic meters and mechanical working meters and report on billing category wise upto 30.09.2015 on or before 26.10.2015. The Commission further observed that there is regular billing of 91.73% consumers/meters. The Commission directed the respondent to achieve the target of 100% operational meters and 100% billing.

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

ED- Puducherry Respondent No. 7 in the affidavit dated 20.07.2015 submitted report on Consumer metering and billing, action plan and road map as per directions dated 24.04.2015 as tabulated below:-

**Table on status of consumer metering as on 30.06.2015**

S. No.	Description	Status as on 30.06.2015
1.	Name of Licensee	<b>PUDUCHERRY</b>
2.	No. of Consumers	374798
i.	Without meter	16039
ii.	With Meter	358759
3.	<b>No. of consumers having:</b>	
i.	Mechanical meter	157906
ii.	Electronic meter	200853

S. No.	Description	Status as on 30.06.2015
4.	<b>Condition of Mechanical meters:</b>	
i.	Working	113915
ii.	Non- Working	43991
5.	<b>Condition of Electronic meters:</b>	
i.	Working	168786
ii.	Non- Working	32067
6.	<b>Total meter required to be installed/ replaced</b>	
i.	Non installed	16039
ii.	Non-working Mechanical	43991
	Electronic	32067
iii.	Working Mechanical	113915
	<b>TOTAL = 6 (i+ii+iii):</b>	<b>206012</b>

### METER READING AND BILLING STATEMENT AS ON JUNE 2015

Consumer category	No. of Consumers	No. of Meters	Premises Closed/ No Access to meter		Defective Meter/ No display		Reading Taken manually	Pro. Bills/ Billing on Avg. Energy Consumed	Spot Billing	Regular Billing	Flat Billing/ No Billing	Frequency Meter Reading Monthly /Bi monthly
			1Ph	3Ph	1Ph	3Ph						
Agriculture	3877	2365	0	0	146	1695					3877	Quarterly
SPD JJ cluster /Unauthorised Colonies slum Dwellers/ BPL/ Chawls/Low Income Group-OHOB	13165	34	1	0	21	0					13165	Monthly
Domestic	293013	293013	8160	3844	52230	10948	293013	75182	217831			Monthly
Commercial	54097	54097	2870	711	8100	2043	54097	13754	40343			Monthly
EHT	6	6					6			6		Monthly
Large supply / Indl. HT (HT-1a)	38	38					38			38		Monthly

Consumer category	No. of Consumers	No. of Meters	Premises Closed/ No Access to meter	Meter/ No display		Reading Taken manually	Pro. Bills/ Billing on Avg. Energy Consumed	Spot Billing	Regular Billing	Flat Billing/ No Billing	Frequency Metering Reading Monthly /Bi monthly
				1Ph	3Ph						
Medium Supply/Indl-HT (HT-1b)	385	385					385		385		Monthly
Small power/ SSI HT-(HT-II)	53	53					53		53		Monthly
Small power/ SSI LT+Water Tank	4717	4717	52	160	132	509	4717	853	3864		Monthly
Public Lighting	2337	941			96	126	2337	1618	692	27	Monthly
Sign Boards	52	52		3		7	52	10	42		Monthly
Bulk supply											
Other temp Supply	3058	3058			5		3058	3058			Monthly
Motive Power/Irrigation Pumps LT											
Motive Power/Irrigation Pumps HT											
Public Water Works & Sewerage System											
<b>TOTAL</b>	<b>374798</b>	<b>358759</b>	<b>11083</b>	<b>4718</b>	<b>60730</b>	15328	357756	94475	262772	<b>509</b>	17042

The Commission observed that there are total 358759 meters, out of which 113915 are working Mechanical meters, 43991 are non-working mechanical meters and 32067 are non-working electronic meters, totaling to 189973 meters which require replacement by electronic meters. The Commission further observed that during the first quarter of FY 2015-16, number of meters to be replaced has increased from 2,05,408 (53.99%) at the beginning of the quarter to 2,06,012 (54.97%) and there is also an increase in faulty electronic meters from 26656 to 32067, and total faulty meters in the system are 76058 (24.57% . The Commission has taken serious note on the status of meters.

The Respondent submitted that e-tender has been floated for the procurement of 40,000 single phase static meters and 21000 three phase static meters under Plan Expenditure and the orders are expected to be placed in the month of Sept/October, 2015. Similarly, the meters for the e-tender already floated for the procurement of 30,000 single phase AMR meters under R-APDRP are also expected in the month of October, 2015. The entire 90000 meters are expected to be received in the month of Dec., 2015/January, 2016 . The Respondent also submitted that it has also been programmed to replace the entire 91000 meters

in the current financial year itself by diverting the existing man power/outsourcing the manpower for this specific task.

The Respondent further submitted that procurement action for the balance 12,762 meters contemplated in the approved scheme of R-APDRP is programmed to be taken up in the fourth quarter of this financial year. However, the meters are expected to be received in the first quarter of the financial year 2016-17 . The project reports for the schemes of IPDS and DDUGJY have been finalized and the approval of the State District Level Committee chaired by the Hon'ble Power Minister, Govt. of Puducherry have also been accorded as required under the schemes. In the approved project reports, it has been contemplated to procure 35,000 meters and 52000 meters under IPDS and DDUGJY schemes respectively. It has also been programmed to procure 19,000 meters required for the completion of task of replacement of all mechanical and defective static meters under the Plan Scheme during the Financial Year 2016-17.

The licensee is required to replace all working mechanical and non-working mechanical/ electronic meters without any further delay. The Commission 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 immediately. The Commission further directs the Respondent to submit detailed and complete report, action plan and road map on Consumer metering 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 up to 30.09.2015 on or before 26.10.2015. The Commission further observed that there is regular billing of 70.25% only. The same is disappointing. The Commission has taken very serious view of the same. The Commission further directed the Respondent to achieve target of 100% metering and billing.

Scheduled for hearing on 05.11.2015 at 11:00 AM.

Sd/-  
**(S.K.CHATURVEDI)**  
**CHAIRPERSON**

**Certified Copy**

**(Keerti Tewari)**  
**Secretary**