UTTAR HARYANA BIJLI VITRAN NIGAM

Sales Instructions No.U-18 /2008

From
The General Manager/Commercial,
UHBVN, Panchkula.

To
All CEs/(OP)/SEs(OP)/Xens/SDOs/op,
JEs-I, Incharge in UHBVN.

Memo No. Ch-91/AO Comml./General matter
Dated: 7.4.2008

Sub: Customer satisfaction about availability of power in the State.

The Haryana Electricity Regulation Commission vide Secretary, HERC, Panchkula office memo No. 3434-35/HERC/T-134 (customer’s satisfaction) dated 14.3.2008 has desired to comply with the following instructions for customer satisfaction about availability of power:

1. The Chief Engineer, Superintending Engineer/XEN shall hold public darbars at least one in a month. Chief Engineer(OP) has got 4/5 circles in his jurisdiction and can hold a darbar in a month in one circle a fixed date for each circle shall be fixed and announced by him. Each Superintending Engineer(OP) has got 3 or 4 XENs under him. He should hold a darbar in one division once in a month for which date should be fixed and announced by him. Similarly, Executive Engineer who has got about 4 sub-divisions under him should hold a public darbar once in a month in one sub-division dates for which should be fixed and announced by him.

2. CEs/SEs/XENs should prepare a quarterly roaster regarding holding such darbars at various places giving dates and timings along with names of the venues. A copy of the roaster should be supplied to the DS(T) for onward submission to the Commission for necessary monitoring and for deputing its representative at random occasionally. A wide publicity of roaster should also be given in order to enable all concerned to attend darbars.

3. The record of complaints received and disposed off in the darbars is being monitored by Dy. Secretary( Technical) at the head office level. For putting effective monitoring system in place, it is decided to monitor the same both in the office of Chief Engineers (OP) in the field and DS(T) at the head office. The quarterly analysis so prepared shall be put up to the top management at both these places for watching the progress and for taking additional steps required. A quarterly report ending June, September, December and March based on such analysis be sent to the Commission.
before the end of next month in each case by the CEs(OP) and DS(T) through the office of GM/RA.

4. Nigam has already notified HERC Regulations on Standard of Performance vide S.C. No.34/2004 issued vide this office memo No.Ch-8/SS-454/Loose/Billing dated 20.10.2004. It is desired to prepare an analysis on the improvements achieved in regard to the adherence of such standards and the achievements made in terms of consumers satisfaction as a result thereof. Such analysis shall be supplied to the Commission by GM/RA by 30.4.2008 for the previous period and regularly in future.

The above instructions should be brought to the notice of all concerned for careful and meticulous compliance.

Executive Engineer/Comml.-I,
for General Manager/Comml.,
UHBVN, Panchkula.