

DAKSHIN HARYANA BIJLI VITRAN NIGAM

Instruction No.28/MON/2007

From

The DGM/Monitoring,
DHBVN, Hisar

To

All CGMs (OP)/GMs(OP)DGMs /AGMs (OP)/
JEs-I, Incharge in DHBVN.

Memo No:-Ch- /MON-260 Dated.

Subject: Meter Relocation- Standard Operating Procedure- 1

The Nigam purchases an average of three crores units daily for its distribution to various categories of consumers but billing is for only two crores units. The balance one crore units go as loss to the Nigam because of one reason or the other, mostly due to theft of energy by unscrupulous/ dishonest consumers.

Since HSEB meters were installed inside the premises of consumers, dishonest/unscrupulous consumers always tried their level best to steal energy by tampering with the meters through hit and trial methods. Accordingly the AT&C losses were on higher side which caused heavy revenue loss to the Nigam and affected the financial strength of the Nigam.

Great emphasis is being laid down by the Ministry of Power. Govt of India, Power Deptt. Govt. of Haryana on reducing the AT&C losses by the Distribution Companies. Accordingly as a part of the loss (AT&C) reduction Plan the Nigam has decided to shift the existing consumer meters outside their premises in sealed boxes so that tampering may not be possible.

Sales Instruction No. 40/2006 dated 11.7.2006 and 43/2006 dt. 21.7.2006 were issued by G.M.(SE) Commercial, DHBVN Hisar and the work of relocation of meters for their installation on electric poles is under implementation in the Nigam's jurisdiction. Since the meters and cables are to be brought outside from all the consumers' premises, it is imperative that the consumers are not inconvenienced in any manner in the process.

Nigam staff should properly explain the process to the consumers and ensure that consumers cooperate with the Nigam. Nigam staff should ensure that the operating procedures are such that least disturbance is caused to the consumer and to his safety and environment. Accordingly the Nigam has decided that the following standard operating procedures will be followed during relocation of the meters:

1. The Nigam officials (staff) doing the work of meter replacement shall be in proper Nigam uniform. They shall also carry proper identity card round their neck. If a contractor is doing the said work then he shall be accompanied by the JE concerned and line staff and they (Nigam personnel) shall be in proper uniform.
2. The meter boxes being installed on poles should all be aligned properly with clamps and the clamps shall be fully tightened so that the boxes do not sag after repeated exposure to the sun and rain.
3. The cable connections to the meters being relocated shall be neatly clamped to the poles and in case of there being more than one meter on one pole the cables should be clamped parallel to each other.
4. Where it is not possible to put the meter (with box) on a pole for some reason, effort should be made to fix another pole nearby (not in the consumer's premises) and put the meter (with box) on it. There might be situations where even additional pole fixing may not be necessary or possible - in such situations the meter (with box) may be fixed/installed on the external "boundary wall" of the house.
5. The connection joint at the place from where the old meter is removed, must not be made in an unsafe manner by just twisting the incoming and outgoing ends together and putting tape on them. Some of these connections will definitely spark and cause a fire hazard sooner or later. It is directed that proper "connectors" should be used to join the new cable with consumer cables, at Nigam cost. These should then be insulated with tape.
6. The staff relocating the meters often strews the road with empty packing boxes and cable stripping residue. They must not leave the place untidy. It is directed that all packing material/cable ends etc must be properly picked up and disposed off at the proper place/garbage dumps to avoid inconvenience to the Public. Nigam officials shall not leave any work site littered with their debris.
7. Before starting meter relocation in a colony/sector, the RWAs (Residential Welfare Associations) shall be informed at least one day in advance through phone and formal communication. In fact, an information leaflet can be distributed to all the consumers in the colony/sector a week before the process is actually started.
8. Proper safety measures should be taken while doing the work of meter relocation to avoid any damage to the Nigam/consumer/staff.
9. The residents should not be subjected to any inconvenience during the process of meter relocation.

The instruction shall be applicable with immediate effect. The CGM/GM/DGM (OP) shall direct all the field offices under their jurisdiction to

comply with the above instructions meticulously and it shall be ensured that during relocation of meters no disturbance/inconvenience is caused to the consumers. Effort should be made to ensure full cooperation of the consumers in the process.

This is issued with the approval of Managing Director, DHBVN, Hisar

**DGM/Monitoring,
DHBVN, Hisar**