Hisar, November 04

The Haryana Power Distribution Utilities would soon start survey of required works to be done for strengthening power distribution system in villages so as to enable the system to give power supply to rural domestic consumers for 15 hours a day during next summer. A crash programme to strengthen power transmission and distribution system in villages is planned to be launched by the Dakshin Haryana Bijli Vitan Nigam and the Uttar Haryana Bijli Vitran Nigam.

The Chairman and Managing Director of the Nigams Mr. Devender Singh has asked the field officers to bring down aggregate technical and commercial losses from present 30 per cent to 15 per cent, raise the consumer satisfaction level considerably by reducing number of complaints, increase time of power supply and improve reliability and quality of power supply. For this, besides strengthening of power distribution system, attending complaints promptly and courteously is also the major step. He has asked the officials to strengthen the system up to a level that qualitative supply for 15 hours could be given in villages next year and technical losses are reduced considerably.

Mr. Devender Singh said here today that the Dakshin Haryana Bijli Vitran Nigam has prepared its strategy to complete the crash programme within next six months and the Nigam is getting ready to launch it soon. Under the crash programme, the Nigam plans to cover 21 villages a day. The teams of workers to be raised exclusively for this crash programme would work for 25 days a month, thus, covering all the 3492 villages in the jurisdiction of the DHBVN in six months. As many as four teams of workers (each team to comprise of nine workers) would work to maintain and strengthen whole of the power distribution system in a village in one day. Before entering the
village, they would have proper plan of works to be completed in the village. The teams would be supervised by the engineers of the Nigam.

He said that the crash programme for strengthening the system would cover the works like tightening the loose conductor, replacement of all iron poles, erection of additional poles and conductor as per requirement, replacement of old and torn out conductor, maintenance and augmentation of transformers, etc.

With the completion of the crash programme of maintenance and strengthening of the system, the complaints relating to power failure due to local system constraints are likely to reduce considerably.

The CMD said that to minimize the complaints of low voltage, tripping, breakdowns and other interruptions in power supply, schemes for bifurcation or augmentation of all the overloaded feeders of 11 KV level, having more than 200 ampere load, are being prepared and being sent to the management for administrative approval and funding arrangement. During bifurcation of feeders whole of the system would be renovated and additional distribution transformers would also be set up as per requirement.

The work of construction of new substations and augmentation of existing substations as per requirement will also gain momentum to add adequate capacity in the power transmission system.

Action has been initiated to revive the old system of complaint centres and setting up of control rooms at circle level in addition to the call centre where complaint relating to power supply failure can be got registered by dialing toll free telephone number 18001801615.
The sub-divisional officers have been assigned night duty at circle level to listen to telephones of consumers during night and to supervise the employees on night duty. Such night duties are likely to be given to the junior engineers also at divisional level.

To attend serious complaints or complaints involving maintenance work or complaints pertaining to deep rural areas, a well equipped vehicle in each circle will be kept ready day and night.

The computer based Consumer Grievance Redressal System is operational through the Nigam’s website www.dhbvn.com. The web based CGR application is accessible through any internet browser. It can be started by opening any browser and typing URL http://www.dhbvn.com, its home page would be displayed in the Consumer Section by just clicking the mouse on the link "Consumer Grievance Redressal System". There are sections for grievance registration, grievance tracking and log in for officers.