

UTTAR PRADESH ELECTRICITY REGULATORY COMMISSION

IN THE MATTER OF:

Suo-moto proceedings on complaints of consumers such as arbitrary billing & fixing of load for domestic consumers etc of DVVNL petition by Commission

Respondent:

Shri Kripal Singh, Managing Director, DVVNL, Galena Road, Agra

ORDER

(Hearing dated 20.7.2006)

1. Commission had received a number of complaints from numerous consumers / consumer groups that the DVVNL has:
 - (a) Fixed a minimum consumption slab per KW for four Consumption Zones of Agra Nagar and charges are levied on the basis of that minimum consumption regardless of meter reading on domestic consumers.
 - (b) Issued an order that all domestic loads of 1 KW are to be converted into 2 KW connections.
2. The Commission took cognizance of the repeated violations by MD, DVVNL of Commission tariff order and the Supply Code and on February 3 & 27, 2006, called for a report on these complaints and also vide letter-dated 3/6th March 2006, an action taken report was called for from the MD, but there was no response.
3. The Commission was eventually forced to call the MD to personally appear before the Commission on 18.5.2006. The MD vide faxed letter No.11612/Pra.Ni./DVVNL/PK dated 17.5.06 requested postponement on account of his indisposition, and the Commission postponed the hearing to 8.6.2006 vide notice no. 449 dated 2.6.2006. Vide letter no. 541 dated 7.6.2006, the MD again requested postponement to any other date due to Chief Minister's meeting on 9.6.2006, and the MD, DVVNL was directed by a notice to appear before the Commission in person, for hearing on 20th July, 2006.
4. On the issues raised the MD in the hearing contended that all this was done to increase the revenue from domestic segment of consumers residing in old and congested colonies.

5. On being pointed out by the Commission that the above actions were contrary to regulations and orders of the Commission, the MD pleaded, that in future, the tariff and Supply Code 2005 provisos shall be adhered to and also widely publicized and requested to consider his actions as innovations, as due to these exercises, the DVVNL has been able to increase its energy sales by 4% and revenue by 22% over the same period.
6. The Commission is of the view, that the tariff determination is in the exclusive domain of the Commission, and that injustices meted out to the consumers should be quickly rectified by issuing notice to the consumers. An action taken report at the end of four weeks of this order shall also be submitted to the Commission.
7. In future, any such violation will attract the appropriate penal provisions of the Electricity Act 2003.

(R.D.Gupta)
Member

(P.N.Pathak)
Member

(Vijoy Kumar)
Chairman

Lucknow: 14th August 2006