

DAKSHIN HARYANA BIJLI VITRAN NIGAM

Sales Circular No. D- 23/2022

From

CE/Commercial,
DHBVN Hisar

To

All CEs/SEs/XENs/SDOs/OP,
JEs-I Incharge Sub office in DHBVN.

Memo No. Ch-23/SE/Comml./R-16/232/05/VoI-II
Dated: 30.08.2022

Subject: Unified Billing Software facility for managing billing activities by the Builder/Developer/Colonizer/Users Association inside the premise of their Single Point Supply.

The provisions of Sales Circular D-17/2020 (HERC Single Point Regulation 2020) has specifically delineated the detailed guidelines for the management of the service connection request & billing activities by the builder/developer/colonizer/user association for the residents in their respective areas being fed at Single Point.

However, it has been observed that the enabling provisions of the subject cited regulations are not being adhered to in letter & spirit by the Employer/GHS/Builder/Developer/Colonizer/Users Association having their Single Point connection from DHBVN and availing 4%/5% rebate on the units consumed to meet with their obligation such as individual metering, Billing, Collection of charges from Individual Residents/User Etc.

DHBVN is in receipt of myriad of complaints from the residents of builder/developer/colonizer/user association areas having Single Point wherein residents have raised grievances, notably reciprocated as under:

1. Energy Bills are not being raised by the builder/developer/colonizer/user association to the residents in the societies as per the standard schedule of tariff notified by HERC/DHBVN every year and they are being deprived of the slab-based tariff.
2. Energy accounting & Billing of Common Facilities, created for the residents of Housing Society/Colony/Complexes i.e. recreational facilities/services such as common room, society office, street lighting, sewerage treatment plant, ventilation system, common/parking areas, excluding club, school, convenience stores/shops etc, is not being done as per the provisions of the extant regulations framed by HERC wherein applicability of Bulk Supply (Domestic) Tariff has been obligated on the consumption of domestic loads and the common services loads, provided the common services load is in the ratio of 15:85, with domestic load. In case the common services load is more than the ratio prescribed (17.64% of domestic load), the excess load to be charged at the commercial tariff along with another commercial load if any.
There are no separate metering arrangements for the Common Utilities/Facilities and the liability of the excess consumption is disproportionality being foisted upon the residents by the builder/developer/colonizer/user association in the form of per sq ft common area charges.
3. For any ongoing construction activities of the builder/developer/colonizer/user association in the Housing Society/Colony/Complexes, existing permanent electrical connection facility is leveraged by the builder/developer instead of applying for a temporary electricity connection for construction purpose, chargeable at higher tariff than the existing one, thus circumventing the existing provisions of DHBVN and additional units utilized/consumed for such activities are apportioned inordinately into the energy bills of the residents in that Housing Society/Colony/Complexes.

Taking cognizance of the above matter and considering the indiscrimination being faced by the residents of the areas of Single Point connection, the following guidelines are being reiterated/issued, in line with HERC Single Point Regulation 2020, for its meticulous compliance by Employer /GHS/ Builder/Developer /Colonizer/Appropriate Government/Users Association, having Single point connection at their areas.

Metering & Billing of individual consumers within the area of Single Point Supply:

- I. The connections to the individual residential consumers and the common facilities/services (i.e. common room, society office, street lighting, sewerage treatment plant, ventilation system, common/parking areas excluding club, school, convenience store etc to be billed under DS category) and other NDS/Commercial/Temp connection/loads for any construction activity in such area shall be released by the Employer/GHS/ Developer/User Association after executing necessary Agreement, with the individual consumers, specifying the terms and conditions of supply in line with the A&A forms of the DHBVN and recovery of Security (Standard rates as under) and meter Security and such other charges as approved by the Haryana Electricity Regulatory Commission:

Sr. No.	Category of consumer	Consumption Security Amount(Rs/KW or part thereof of the connected load)
1	Domestic supply / Bulk Supply (Domestic)	750
2	HT Industrial supply	1000
3	Non-Domestic supply	1000
4	Bulk Supply	1000
5	Street Light	2000
6	Independent Hoarding/Decorative Lighting	2000
7	Temporary Metered Supply	Four times of the rate of category in which the temporary supply is required

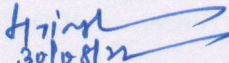
- II. All relevant provisions of Supply Code-2014 and amendments thereof, Duty to Supply Regulations 2016 and amendments thereof, Standards of Performance & other regulations framed by the HERC including the tariff orders issued by the Commission from time to time shall be applicable to the the Employer/GHS/ Developer/User Association except Section 126, 135 & 138 of the Act wherein DHBVN shall be authorized to take necessary action. The Employer/GHS/ Developer/User Association shall be responsible for the operation and maintenance of the distribution system within its area of supply to meet with the standards prescribed by the Commission. The Employer/GHS/ Developer/User Association shall render all necessary assistance to DHBVN for any inspection, verification, or action to be taken under Section 126, 135 and other provisions of the Electricity Act, 2003.
- III. The Employer/ GHS/ Builder /Developer/Appropriate Government/Users Association shall install, operate & maintain all infrastructure, including substations/transformers, required for distribution of electricity within the premises of the Employer/GHS/Developer/Users Association at his own cost. All the equipment installed shall meet with the safety requirements as per Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010.
- IV. The Employer/GHS/Developer/User Association shall provide/install meter/metering equipment at an easily accessible place in the Colony/GHS/Complex for measuring electricity at a Single Point.

- V. The Employer/GHS/ Developer/User Association shall provide energy meters for all the residents, common facilities/services, and other NDS/other loads etc in the Colony/GHS/Complex for measuring electricity.
- VI. The Energy Meters should be as per the Standard Specifications and duly tested/sealed from DHBVN's Test Lab/Accredited Test Laboratory.
- VII. The Employer/GHS/ Developer/User Association may make its own arrangement for standby back-up power in its area of supply to provide 24X7 days continuous supply and shall ensure that system for standby power shall in no way interfere with the distribution system of the Licensee and shall also ensure there will be no back feeding of supply to DHBVN's system.
- VIII. In case the DG backup supply has also been made available for the Residents, the Employer/GHS /Developer/Users Associations will charge the residents separately for the same either in the form of annual charges for backup supply or based on individual consumption of such supply by each Resident/user by providing separate/dual register meters for backup supply. It will, however, be mandatory for the Employer/GHS /Developer/Users Associations to install a meter at their cost, to record total energy generation by such backup supply generator, which will be got duly tested and sealed from the DHBVN by payment of requisite charges.
- IX. The Employer / GHS / Developer/ Users Association shall be responsible for all liabilities & obligations including individual metering, billing, and collection of charges from individual users and payment of energy bill for Single Point Supply to the DHBVN.
- X. The Employer/GHS/ Developer/Users Association shall ensure, that none of the meters of the residents/users or for the common facilities/services is defective or dead stop. In case of meter getting defective the same shall be replaced immediately and no resident/user or common service connection be billed on provisional/average basis for more than one billing cycle. It must be ensured that all the meters getting defective or dead stop are replaced immediately.
- XI. The Employer/GHS/ Developer/User Association shall issue regular monthly electricity bills to the individual consumers residing in the colony/complex on the format approved by the Commission. The resident /users shall be charged for their consumption as per tariff approved by the Commission for respective category of consumers.
- XII. The Employer/GHS/ Developer/User Association shall be responsible for billing, collection of revenue and proper categorization of consumers for correct revenue recovery as per Schedules of Tariff approved by HERC & circulated by DHBVN and shall keep updated billing records of all the consumers in the billing data base as per DHBVN's requirements and the same shall be supplied/accessed monthly to/by the concerned SDO office of the area.
- XIII. IT wing of DHBVN shall facilitate the Employer/GHS/ Developer/User Association, having single point connection, with a centralized web based billing software application to ensure that the billing to the individual consumers residing in the colony/complex is done by the Employer/GHS/ Developer/User Association as per the appropriate & applicable tariff.
- XIV. XEN/SDO In-charge, in coordination with the IT/R-APDRP wing at HQ, shall ensure that within one month of issue of these instructions all the GHS/RWA/Developer/Users Association are on board on this IT based billing platform and billing for Residential, Common Services and Commercial Entities is performed by the GHS/RWA/Developer/Users Association using this application.

- XV. On boarding the IT based billing platform of DHBVN shall require one time registration by the GHS/RWA/Developer/Users Association having single point connection subsequent upon which they shall be getting their unique credentials further enabling them to perform the billing activities using the application.
- XVI. Before commencing any billing activities using the IT based billing platform, the GHS/RWA/Developer/Users Association shall have to create their consumer's directory in the billing application database entailing the details of the consumer's information i.e. Name, Load, Flat no. etc, the historical information of consumption shall be subsequently be built based on the frequency of billing.
- XVII. DHBVN shall be the Central Administrator for this billing application and all rights shall be reserved with the Utility for any amendments in the application/tariff thereof.
- XVIII. Chief Auditor DHBVN shall be the nodal for the audit of the billing activities be performed by the GHS/RWA/Developer/Users to Association using the IT based billing platform.
- XIX. Accordingly, audit of the billing activities, performed by the GHS/RWA/Developer/Users Association, shall be conducted by the office of Chief Auditor DHBVN, involving representative(s) from the GHS/RWA/Developer/Users Association, on quarterly basis or any other such period specified by Nigam's Management/HERC to avoid any disproportionate levying of tariff on the Entities i.e. Residential, Commercial & Common Utilities or to avoid any circumvention of the applicable regulations/instructions.
- XX. Since DHBVN intends to encourage transparency in the entire audit process, as such, representative(s) shall be appointed by GHS/RWA/Developer/Users Association. The representative(s) shall be any eminent personality having rendered his/her services as Army Personnel, Accounting Professional, Senior officers from Govt./Pvt. Sector or equivalent who may become part of the audit team/process on voluntary basis.
- XXI. It will be incumbent upon the representative(s)/volunteers, interested in becoming part of the audit team/process, to get themselves registered on DHBVN portal by submitting their detailed information along with proof of their w.r.t the services offered in the past.
- XXII. Upon successful audit of the billing activities, honorarium (as decided by DHBVN) shall also be paid by DHBVN to the associated representative(s).

The above instructions have been issued in adherence to the provisions of the extant regulations framed by HERC.

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


30/08/22
Superintending Engineer /Commercial
For Chief Engineer/Commercial
DHBVN, Hisar

Name:	Account No:	Net Payable Amount on or before Due Dated:
Bill Month	Issue Date:	Due Date:
Address of Society:	Bill No:	Surcharge:
	Net Payable Amount in words:	Gross Amount payable After Due Date:

Meter No.	Meter Reading Date		Period Days	MDI	Unit	Meter Reading		M.F	Consumed Units	Billed Units	Bill Basis	Read Rmrk	Mtr Sts
	Old	New				Old	New						

Arrears Outstanding for the Financial Year (°)				Slab Calculation			Connection Details	
Description	Previous	Current	Total	Unit	Rate	Amount	Tariff Category	
SOP Charges							Covered Area of Flat	
F.S.A				Total			Supply Voltage(KV)	
Surcharge				Applicable Tariff on Read Date:			Sanctioned Load (KVA/KVA)	
E.Duty							MMC	
M.Tax							Cons. Security	
Fixed Charges							DOC/DOE	
Excess Credit							Meter Ownership/MDI Meter	
Total Arrear							Meter Make/Meter Type	

Details of Charges for Current Cycle			Details of Amount Payable			Last Payment Details				
Description	Amount		Description	Amount		Amount				
Fixed Charges			Current Cycle Charges			Receipt No				
Energy Charges			Arrears/Outstanding Dues			Receipt Date				
			Sundry Charges/Allowances			Mode of Payment				
Amount to cover MMC			Provisional Adjustment/BR Adj			Previous Consumption Pattern				
Fuel Surcharge Adjustment			LPS Adjustment			Bill Month	Units (KWH)	Units (KVAH)	MDI	Status
			Other Non-Energy Charges							
Meter Service Charges			Net Payable Amount On Or Before Due Date(°)							
			Surcharge(°)							
			Gross Amount Payable After Due Date(°)							
Electricity Duty										
Municipal Tax / P Tax										
Total Current Cycle Charges						Date from which bill other than "OK" is being issued:				
						Reason:				

Address and Telephone Number(s) of the authorities relating to consumers grievances		
Grievance pertaining to this bill can be lodged with	Address & Telephone number(s) of the	
	Consumer Grievance Redressal Forum	Ombudsman
		For all type of complaints 18001804334 (Toll Free)

ABC Projects Pvt. Ltd.

Monthly Statement

Consumers Details

Name:	Account No:	Net Payable Amount:-
Address:	Issue Date:	Due Date:
Bill Month:	Bill No:	Surcharge:

Net Payable amount in words:

A. Details of Entity wise charges

Residential	Load:	Units Billed:			Rate:	Amount:
Common Area	Load:	Units Billed:	Units(DS)	Units(Commercial)	Rate:	Amount:
Commercial/NDS	Load:	Units Billed:			Rate:	Amount:

B. Power backup/DG Set Charges

Fixed Charges	Load(kw)		Rate		Amount:	
	0		0			
Variable Charges	Opening Units	Closing Units	Consumed Units	Slab	Rate	Amount:
	0	0				

C. Consumption & Other Charges

a) Electricity Consumption Charges	Bill Amount	LPSC	NET AMOUNT			
b) Common Area Charges	FLAT COVERED AREA	RATE	AMOUNT			
c) Excess Consumption Charges	TOTAL BILLED UNITS OF SOCIETY	TOTAL CONSUMPTION OF SOCIETY	DIFFERENCE OF UNITS	AMOUNT TO BE RECOVERED		

Net Payable Consumption & Other Charges :

a+b+c

E. NET BILL PAYABLE

E=A+B+C