

DAKSHIN HARYANA BIJLI VITRAN NIGAM



**INFORMATION under Section 4(1) (b) Under  
RTI Act – 2005 in respect of SE/Administration DHBVN  
Vidyut Sadan, Vidyut Nagar, Hisar.**

**2019-20**

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# **Chapter - 1**

## **Introduction**

If there is an open public utility with means of information available to the public, there would be greater exposure of functioning of the utility and it would help to assure the people better and more efficient service. There can be little doubt that exposure to public gaze and scrutiny is one of the surest means of achieving a clean and healthy working. An open working is clean working and powerful safeguard against aberration and inefficiency.

Sensitised by a number of Committees and Councils working on this subject and values of democracy, the Government of India enacted the Right to Information Act - 2005 in June 2005. The Act in its preamble provides for setting up a practical regime for right to information for all citizens to secure access to information under the control of every public authority. Statutory provisions have been made, in the Act, for the right to information and all citizens possess such right, subject to restrictions as per the Act.

This handbook is designed to provide information about the Dakshin Haryana Bijli Vitran Nigam (DHBVN), a Government of Haryana owned and controlled company, for citizens to secure access to information in order to promote transparency and accountability in the working of this organisation. This handbook is useful for key public of the DHBVN, including power utilities at the Central Government level, Haryana Power Utilities, Government departments, suppliers, contractors, bankers, electricity consumers and to the general public. This handbook has been prepared as per provisions contained in the Right to Information Act - 2005.

The information provided in this handbook will be updated every year as per provisions of the RTI Act 2005 under Section 4(1) (b).

## **Chapter -2**

### **Particulars of Organisation, Functions and duties**

The Dakshin Haryana Bijli Vitran Nigam (DHBVN) came into being on 15<sup>th</sup> March, 1999 i.e. the date of Incorporation and received the certificate of commencement of Business on 1<sup>st</sup> April, 1999. This company as well as the Uttar Haryana Bijli Vitran Nigam (UHBVN) are subsidiaries of the Haryana Vidyut Prasaran Nigam (HVPN). The HVPN, and the Haryana Power Generation Corporation (HPGC), came in to existence pursuant to unbundling of the Haryana State Electricity Board (HSEB) on August 14<sup>th</sup>, 1998 after Haryana Electricity Reforms Act became effective. Simultaneously, an independent regulatory body i.e. Haryana Electricity Regulatory Commission, was constituted to aid and advise the state Government on the development of the power sector and take appropriate measures to balance the interests of various stake holders. The distribution assets of HVPN were transferred to DHBVN & UHBVN w.e.f. 1<sup>st</sup> July, 1999, under Second Transfer Scheme.

The DHBVN is entrusted the responsibility of distribution and retail supply of power within its jurisdiction comprising of Twelve districts viz; Faridabad, Mewat, Gurgaon, Rewari, Mohindergarh, Bhiwani, Hisar, Fatehabad, Palwal, Sirsa, Charkhi Dadri and Jind. It operates through eleven operation circles namely; Faridabad, Gurgaon-I, Gurgaon-II, Narnaul, Bhiwani, Hisar, Palwal, Rewari, Fatehabad, Jind and Sirsa. The Operation circles Palwal and Bhiwani includes two districts namely Mewat & Palwal and Bhiwani & Charkhi Dadri respectively.

The Dakshin Haryana Bijli Vitran Nigam has been constituted as a public company under the provisions of the Companies Act- 1956 in public sector and is a Government Company within the meaning of Companies Act, 1956.

The Nigam supplies power to its over 36.70 lac consumers of different categories through distribution network of 372 substations of 33 KV level, about 5921 feeders of 11 KV level and 297158 distribution transformers of different levels.

The jurisdiction of the Nigam is sprawled over an area of 26636 square kilometres having geographical variations from water logged plane areas to undulating sand

dunes of the Thar Desert. The area of sand dunes is a single crop area while in plane areas farmers take two to three crops in a year including water-guzzling crops like rice and wheat. Irrigation of crops is largely dependent on electricity run tube wells. The region has a density of eleven electricity run tubewells per square kilometre area. The Nigam serves 1.60 crores population of 3652 villages.

The DHBVN is endeavoring to improve the quantity and quality of power supply to its consumers. During the financial year 1999-2000 (the year of creation of the DHBVN), only 63,308 lakh units (LU) of energy was available for the area now which has increased to 2540.68 crores during the year 2019-2020. The consumption grew at an average annual rate of about 15 percent since the year 1999-2000 which contributed to progress of the State and increased revenue in flows. The falling trend of industrial consumption recorded in the earlier years has reversed. The agriculture sector in its area could pierce through a medley of adverse factors, like failure of Monsoons, only because of sufficient and qualitative power.

Revenue has shown a remarkable upward trend during the period 2000 - 2001 to 2019-20. The revenue assessed (the amount of bills raised), which was Rs.1340 crores during the year 2000 - 2001, has increased to about Rs. 13618.92 crores during 2019-20.

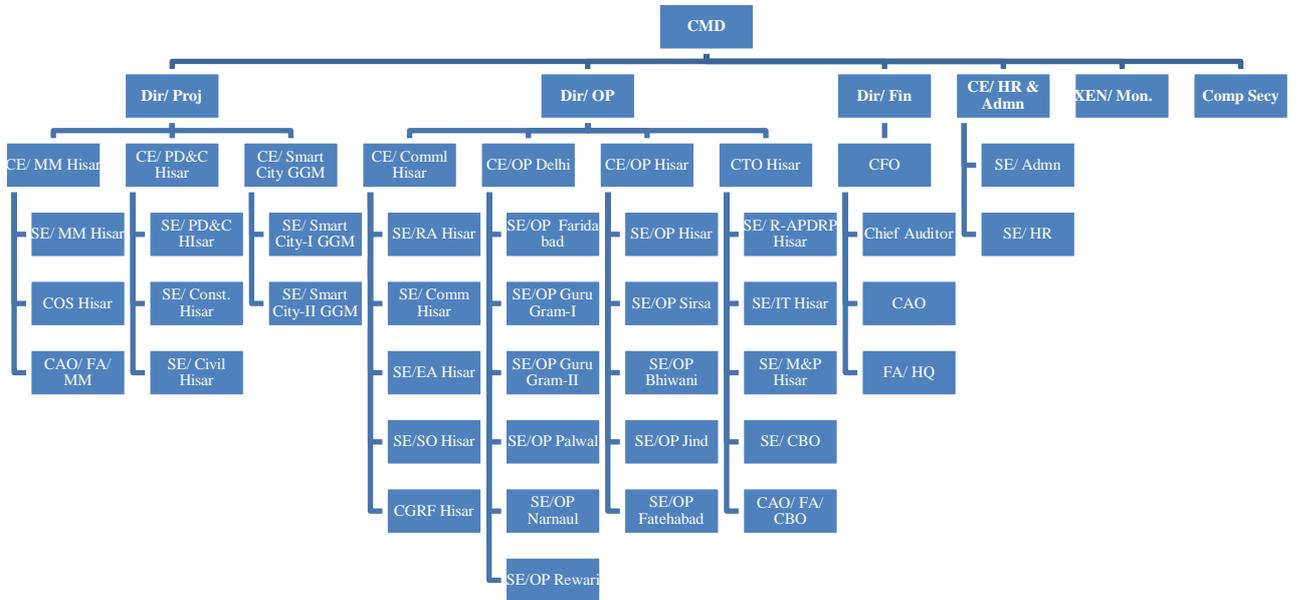
Various schemes were launched for improving consumer metering, billing and collections. Simultaneously, for improving the customer satisfaction, many facilities have been given to the consumers like bill collection through Mobile kiosks and payment wallets, online payment gateways, collection counters and mobile cash collection vans, distribution of bills through ex-servicemen in Villages, resolution of customer billing disputes and complaints.

A Customer Care Center/ Call Center has been established at Gurgaon for redressal of complaints of consumers relating to power supply round the clock (24 X 7).

## **Duties of the DHBVN**

1. To supply electricity now in twelve districts of Southern Haryana viz. Sirsa, Fatehabad, Hisar, Bhiwani, Mahendragarh, Rewari, Gurgaon, Mewat, Jind, Palwal, Charkhi Dadri and Faridabad.
2. To ensure regular and qualitative power supply.
3. To ensure power supply to all categories of consumers as per norms fixed by the Haryana Electricity Regulatory Commission (HERC).
4. To release electricity connections to all categories of applicants including domestic, non-domestic, agriculture, industrial, bulk supply, railway, water works, streetlights, etc.
5. To attend daily complaints and faults in power supply and redress grievances of consumers related to billing, metering etc.
6. Setting up of 33/ 11 KV substations and distribution transformers.
7. Erection of 33 KV, 11 KV and low tension (LT) lines.
8. Operation and maintenance of transmission system of 33 KV level and distribution system.
9. Augmentation and renovation of transmission system of 33 KV level and distribution system.
10. To check pilferage of electricity, to protect the right of consumers.
11. To encourage consumers to use only ISI/BIS/star rated marked electricity equipment and gadgets.
12. To educate consumers on safe and optimum/rational use of electricity.
13. To provide guidelines to consumers for using electricity gadgets and motors of actual declared rating and safety of their installations.
14. To educate consumers on power conservation.

# ORGANISATIONAL STRUCTURE OF DHBVN



## **Office of Chairman**

The office of the Chairman, DHBVN is located in Vidyut Sadan, Sector-6 Panchkula.

## **Office of Managing Director**

The Office of the Managing Director, DHBVN is located in Nigam's head office Vidyut Sadan, Vidyut Nagar at Hisar. Personal staff of the MD includes a Sr. Private Secretary, a assistant and a clerk. While, CE/HR&Admn., Company Secretary, XEN (Monitoring) report directly to the Managing Director. The MD is assisted by three whole time directors viz. Director (Operations), Director (Projects), and Director (Finance).

**Director (Projects):** His office is located in Vidyut Sadan, Vidyut Nagar, Hisar. He generally controls Planning, design and construction works in addition to material management. He is assisted by three Chief Engineers, each for Material Management and Planning, Design and Construction, Smart City and seven Superintending Engineers.

**Director (Finance):** His office is located in Vidyut Sadan Vidyut Nagar, Hisar and generally looks after the finance related issues of all the Haryana Power Utilities.

**Director (Operations):** His office is located in Vidyut Sadan, Vidyut Nagar, Hisar. He controls his organisation through Chief Engineer, Operation Zone- Hisar, Chief Engineer, Operation Zone- Delhi, Chief Engineer/ Commercial (Superintending Engineer/System Operation and SE/Energy Audit, SE/Regulatory Affairs & SE/Commercial) and CTO (SE/IT, SE/R-APDRP, SE/M&P and SE/CBO).

The Operation Zone Hisar comprises of five operation Circles namely Operation Circle Sirsa, Hisar, Bhiwani, Fatehabad & Jind . The Operation Zone Delhi comprises of six Operation Circle Narnaul, Gurugram-I, Gurugram-II, Faridabad, Rewari & Palwal etc. Each operation circle is headed by a Superintending Engineer.

## **DHBVN VISION**

It is a right time for Haryana to further accelerate the pace of economic growth to become number one state of India. The growth graph can rise only upon the foundations that the infrastructure sector, particularly the power sector, can and must provide.

To give a strong base to the agricultural, industrial and economic growth of Haryana, the Dakshin Haryana Bijli Vitran Nigam (DHBVN) is committed to set new benchmarks in standards of corporate performance through the pursuit of operational and financial excellence. It aspires to be the best distribution company in India by enhancing its technological leadership and consumer satisfaction. Nevertheless, to provide quality electricity-supply-service to consumers in most effective and efficient manner at reasonable tariff through continuous innovations is considered to be the strongest factor of consumer satisfaction. The DHBVN has also to uphold the guiding principle of trust, integrity and transparency in all aspects of interactions and dealings. Sound financial health also finds prominent place on its agenda.

**DHBVN Mission:** Excellence in power distribution.

1. The DHBVN rededicates it to serve masses by extending reliable, quality, uninterrupted, safe and clean power supply to consumers at affordable tariff to boost agricultural, industrial and economic development in Haryana.

### **Priority Focus on:-**

- Augmentation, renovation and modernisation of existing distribution system.
  - Expansion and strengthening of distribution network.
  - Preventive maintenance of distribution system.
2. The DHBVN is determined to bring down line losses.

### **Focus on:**

- Feeder upgradation and load rationalization by bifurcation and trifurcation of existing overloading feeders
- Creation of new 33/11 KV substations
- Augmentation of existing 33/11 KV substations
- Adding new DTs
- Augmentation of overloaded DTs
- Strengthening of Distribution network
- Replacement of electromechanical meters with electronic meters

- Replacement of all defective meters, defective meters to be replaced within 2 billing cycles.
- Relocation of meters outside the premises
- Replacement of bare conductors with cables in theft prone areas
- Meter reading through AMR for consumers with load above 50 KW in R-APDRP Towns

The major benefits of the above activities are:-

- To meet with the load growth in the area
  - To release new connection of various categories
  - Reduction in loading on existing sub-stations/ HT-LT systems
  - Reduction of AT&C losses of the overloaded system
  - Minimization of human intervention for meter reading
  - No blockage of revenue on account of defective meter
  - Curbing pilferage of energy by unauthorised consumers
  - Accurate recording of energy consumption
  - Avoidance of meter tampering
  - Mitigate direct hooking on LT system
3. Improvement in collection efficiency will be the base of consistently achieving high growth and financial viability.

**Focus on:**

For improvement of collection efficiency, Number of payment avenues will be substantially increased and more consumer friendly gateways will be introduced. The initiatives will be taken to increase the online payment through Net Banking, Debit/ Credit card payment/Kiosks/Banks/Mobile banking etc.

A special focus shall be given for recovery of Arrears. The team shall do the rigorous follow up with the consumers for recovery of arrears and if required the connection of defaulting consumers will be disconnected. Part payment of outstanding amount will be accepted on case to case basis for speedy recovery.

Under this initiative the dues of Government Deptt. will be monitored through a special cell at DISCOM level which shall have liasioning with the respective Government departments.

Government subsidies will be collected timely through a special 'Co-ordination cell' consisting Government and DISCOM officials.

4. The DHBVN commits to honesty, integrity and transparency in actions to achieve higher level of consumer satisfaction.

**Focus on:-**

- Haryana Electricity Regulatory Commission's (HERC's) standards of performance is to be citizens' charter.
  - Connections to be released on demand.
  - To set up customer care centers to give single window facility to consumers.
  - To evolve better consumer dealing and complaint handling system at sub-divisional level.
  - To create consumer friendly environment at sub-divisional offices and complaint centres.
5. The DHBVN perpetrates to encourage and support energy savings activities and demand side management optimizing the use of electricity.
6. The DHBVN promises modernisation of management to bring about cost effectiveness and efficiency in functioning.

**Focus on:-**

- Evolving participatory management to enable workers and managers discuss vital issues together and work hand in hand towards common goals.
  - Persistent drive for increase in revenue and reduction in costs.
  - To encourage ideas, talent and value system.
  - To train manpower for upgradation of knowledge.
  - To promote a work culture that fosters individual growth, team spirit and creativity to overcome challenges and attain goals.
  - Circles to act as profit centres; buy the power they require, pay for it and meet their expanses through their own income.
7. The DHBVN realizes inherent potential in new technology, particularly information technology, for improving efficiency, accounting, information level and consumer satisfaction.

**Focus on:**

- Web based availability of each and every information (Information publishing).
- Information facilitation counters/ consumer helpline centres at sub-divisional level.
- Web based database publishing.
- Development of IT within the organization under R-APDRP.
- Lesser paper office/ Paperless office.
- Providing means of communication of latest technology to maximum number of employees.
- E - tendering.
- Network mapping.
- Data logging.
- Remote meter reading.
- Electricity distribution automation.

**DHBVN VALUES:**

The DHBVN and its employees affirm and commit themselves to dedication to duty, integrity and honesty, transparency in work, cost consciousness, openness to suggestions and feedback from all stake holders and consumers. We are connected to consumers by more than electricity lines and believe in leading by example in consumer satisfaction. We are proud being creators of base for over all development of Haryana and India.

## Chapter-3

### Powers & duties of Officers and Employees

#### 1. **Powers:**

Managing Director, Directors, Chief Engineers, Superintending Engineers, Executive Engineers, Assistant Executive Engineers, Assistant Engineers, Chief Accounts Officers, Chief Auditor, Financial Advisers etc. have been delegated powers for carrying different works and a book titled 'Delegation of Powers' containing all detailed information in this regard has been published separately. In addition, Haryana & Punjab PWD (B&R) specifications, Haryana Schedule of Rates and Indian Standards Codes are also used in carrying out a number of works.

#### 2. **Manuals for general terms and conditions for civil, mechanical, electrical works:**

This Book contains rules, regulations, terms & conditions for carrying the different civil works, mechanical works and electrical works and for awarding contract for different works like construction of buildings, roads, substations, transmission and distribution lines etc. A Book has been published separately.

3. **Purchase Manual:** In the purchase regulations, N.I.T., floating for purchase of different material for DHBVN, its officers have been given different powers, details of which is given in purchase regulations. The manual is published separately.

4. **Store Manual:** The material purchased by DHBVN such as transformers, meters, conductor, oil, capacitors, breakers, panels etc. is receiving in its stores and, through stores, it is sent to respective offices. Unusable or obsolete material/equipment is returned by the field offices to the store. The store authority completes process of auction of such material and equipments. To regulate these activities, the powers and duties of officers have been given in this regulation book which has been published separately.

5. **Sales Manual:-** This book contains sales circulars, pertaining to rules, regulations, terms & conditions on power tariff and other charges, release of new connections, acceptance of load, load rating, meter reading, bill preparations, bill collections, power theft cases, installation of maintenance of metering equipments, revenue matters, and different schemes on consumer motivation. A book has been published separately.

## **Board of Directors**

The Dakshin Haryana Bijli Vitran Nigam is managed by Board of Directors appointed by the Government of Haryana. The present composition of Board of Directors is as follows:-

<b><u>Sr. No.</u></b>	<b><u>Name</u></b>	<b><u>Prime Designation</u></b>	<b><u>Designation on BOD</u></b>
1.	Sh. Shatrujeet Kapur, I.P.S	Chairman-cum-Managing Director, DHBVN	Chairman
2.	Sh. Mohammed Shayin, I.A.S	Managing Director, HVPNL	Director
3.	Sh. Mohammed Shayin, I.A.S	Managing Director, HPGCL	Director
4.	Sh. Rajiv Rattan, I.A.S	Managing Director, Haryana Warehousing Corporation	Director
5.	Smt. Pankaj Chaudhary, HCS	Special Secretary, Finance, GoH	Director
6.	Sh. Onkareshwar Sharma	Director/Projects, DHBVNL	Director
7.	Sh. Sanjay Kumar Bansal	Director/Operations, DHBVNL	Director
<b>COMPANY SECRETARY</b>			
1.	Sh. Sourabh Gupta	Company Secretary, DHBVN	Company Secretary

### **Managing Director:**

The Managing Director is vested with the powers of managing over all affairs of Dakshin Haryana Bijli Vitran Nigam under the superintendence and control of Board of Directors.

He fixes targets for different officers and offices and analyses their performance. The Managing Director keeps liaison with the State Government, Haryana Regulatory Electricity Commission, other Haryana Power Utilities, World Bank, Power Financial Corporation, Rural Electrification Corporation etc.

### **Director/Operations**

Besides his contribution in decision making by participating in the meetings of Board of Directors and Whole Time Directors, the Director/Op. looks after the work of electricity supply in the area of DHBVN.

He also looks after the work of issuing Sales Circulars and instructions on different aspects of power distribution and instructions relating to dispatch of material and bifurcation and trifurcation of electricity feeders. The Director/Op. coordinate with the Power Utilities from whom the DHBVN purchase the electricity.

### **Director/Projects**

In addition to his contribution in decision making and policy formulation by participating in the meetings of Board of Directors and Whole Time Directors, the Director/Projects looks after the work of Planning , expansion and augmentation of power transformers, distribution transformers, designing work and construction of Planning & Design system.

He also looks after the work of Planning and Maintenance of 33 KV substations on Turn Key Basis, and Planning and execution of any new scheme. Besides this, he looks after the important work of Material Management also.

### **Chief Engineer/Material Management**

1. Chief Engineer/M.M. is holding the charge of material management of the DHBVN.
2. He prepares the annual requirement of different type of materials required in new construction, maintenance of all installations and day- do-day operation of power supply.

3. He purchases material and distributes in field offices through stores as per their requirement and availability of material.
4. He is assisted by the offices of Superintending Engineer/MM and Controller of Stores.

#### **Chief Engineer/PD&C:**

1. Chief Engineer/PD&C pay head to the work of planning, designing and construction of power transmission and distribution system.
2. He prepares annual plans for the construction and augmentation of 33KV substations their feeding lines, construction and rehabilitation of 11KV feeders and setting p of additional distribution transformers.
3. He prepares the plans and schemes under different Projects of Central Government Projects like IPDS/DDUGJY, National Capital Region Development Project, World Bank Projects, Rural Electrification Corporation Projects, NEF, JICA funded schemes, 24X7 scheme etc/Other projects.
4. He prepares annual outlay for development activities.
5. He carries the construction works of 33 KV substations, augmentation of 33 KV substations, erection of 33 KV and 11 KV new lines and bifurcation of 11 KV existing feeders.
6. He is assisted in his work by Superintending Engineer/Const, Superintending Engineer/Planning & Design.

#### **CE/Commercial:**

1. The CE/Comml. looks after the work of commercial performance of DHBVN.
2. He prepares Sales Circulars and instructions on different aspects of operation of electricity supply.
3. He prepares Annual Revenue Report of D.H.B.V.N. for submitting to Haryana Electricity Regulatory Commission.
4. He also supervises the work of system operation all over the area of DHBVN and issue power supply regulatory measures in consultation with the Haryana Power Generation Corporation, the Haryana Vidyut Prasaran Nigam, the Bhakra Beas Management Board the Haryana Power Grid Corporation of India Ltd., etc.

#### **CE/HR & Admn.**

1. Financial Scrutiny of the property returns upto the level of SEs and equivalent ranks and status.

2. Grant of permission for the purchase and sale of moveable and immovable property upto the level of SE and equivalent ranks and status. Anything un-usual or suspicious would, however, be brought to the notice of C.M.D. DHBVNL for suitable action.
3. Conveying of adverse remarks of QRs up to SE level and equivalent ranks and status.
4. Grant of GPF (refundable and Non-refundable) upto the level of SEs and equivalent ranks and status.
5. Sanctioning of family pension/retiring & commutation of pension up to the level of SEs and equivalent ranks and status as per rules.
6. Grant of leave encashment to Class-I & II officers at the time of retirement under the normal rules upto SE level.
7. To issue No Demand Certificate in respect of Class-I & II officers upto the rank & status of SE at the time of retirement.
8. To circulate the requisitions received from Govt. of India/Central Electricity Authority/NREB/BBMB/BCB in respect of Xens and below and forwarding the names of Xens and below to the said authority at officers own request subject to clearance by immediate Superior through proper channel.
9. Change of Cadre of Non-Gazetted staff from Field to Head office or Vice-versa.
10. Industrial relations.
11. To sanction LTC upto the level of SE and equivalent ranks.
12. To sanction pension contribution-Residual amount limit upto the level of SE and equivalent rank.
13. Sanctioning of family pension and other benefits in respect of deceased Class-I & II employees by dispensing with the date of birth certificate and medical certificate at the time of entry into service or by dispensing with any other type of formalities required after, of course, recording reasons in writing.
14. Release of GP Fund and ex-gratia grant due to the heirs of the deceased in accordance with rules, in respect of Gazetted staff.
15. Permission to officers upto to the rank of Xen and equivalent ranks to appear in different Exams.
16. Permission for regular employees (including retiree) for changing their permanent home addresses for Class-I & II officers.
17. To grant permission to avail Free Electricity Units at a place other than place of posting to all Class-I & II officers.

### **Superintending Engineer/Admn.**

1. Cadre controlling authority of Head office non-gazetted Ministerial staff as well as Common Cadre non-gazetted Ministerial staff.
2. Cadre controlling authority for non-gazetted Accounts and Audit wing.

The existing order/instructions connected with “Delegation of Powers” contained in orders/circulars issued from time to time regarding the above categories of officers shall be deemed to have been modified/substituted to the above extent.

**Note:** The Managing Director, DHBVN would reserve the right to call for any case relating to all matters listed above and pass appropriate orders thereon.

### **Chief Communications Officer**

- 1 To create a favourable opinion by highlighting achievements.
- 2 To inform consumers or public through press releases, announcements and advertisements on planned shut downs/ outages/ low frequency.
- 3 To educate public on conservation of electricity, safe use of electricity, optimum/rational use of electricity.
- 4 Liaison with media.
- 5 To organise seminars, radio talks, press conferences, TV programmes, exhibitions, etc.
- 6 To bring out PR publications.
- 7 To cover field ceremonial programmes and publicity thereof.
- 8 To cover and organise Bijli Sabhas for redressal of complaints.
- 9 Feedback to the management and concerned organisation.
- 10 Value added service.
- 11 To issue rebuttals, clarifications on doubts and countering rumours.
- 12 Publicity of different schemes of the DHBVN.
- 13 Anti-theft advocacy.
- 14 Involvement of community leaders and other stakeholders in Nigam's affairs, particularly for sending message to public.

- 15 Publication of all types of advertisements of the DHBVN, including NITs, Public Notices, Auction Notices and publicity oriented display advertisements and to handle bills thereof and payment.
- 16 Internal communication.
- 17 Entertainment activities and cultural programmes.
- 18 To motivate consumers to pay bills in time.
- 19 Translation from English to Hindi.
- 20 Improve corporate image.
- 21 Enhance consumer loyalty.
- 22 Maintain two way persuasive and effective communication.
- 23 Educate and inform public in general on power position.
- 24 Beneficially influence and change the culture in the organization and so on.

#### **Financial Adviser/HQ**

1. Financial planning and general budgeting.
2. Arranging long term and working capital funds for financing the capital projects and working capital requirement of the Nigam from Banks, FIs and other institutions.
3. Arranging subsidy, equity and other grants and loans from the State/Central Govt. against budgetary support.
4. Managing loan portfolio, repayments etc.
5. Daily funds management.
6. Reconciliation of revenue remitted into Banks.
7. Coordination with the State Govt. regarding pay & Allowances and other establishment issues, adoption of State Govt. instructions relating to financial matters and related clarifications.
8. Centralized deposit of tax deducted at source (TDS) by various Nigam DDOs.

#### **Chief Accounts Officer**

1. Receive and check the monthly accounts from 54 No. DDO's.
2. Compilation of twelve months accounts of 54 No. DDO's and prepare trial balance.
3. Prepare Balance Sheet and Profit & Loss accounts of Nigam.

4. Audit of financial statement of Nigam from Statutory Auditors as well as C&AG Audit.
5. Carry out the tax audit and filling of Income tax return of Nigam.
6. Preparation of Cost Records and Cost Audit Report of Nigam.
7. Filling of Nigam accounts and Cost audit report with Ministry of Companies Affairs, GOI.
8. Deal with Income tax authorities like AO, CIT Appeal, ITAT Delhi, High Court, Supreme Court which involve Rs. 3202.49 crores financial implications at various stages
9. Preparation of day to day information as desired by Center Govt., State Govt., C&AG, HERC, PFC, Assembly Question, other utilities.
10. Insurance of Chest
11. Maintenance of cash Book & payment for Head office
12. Disbursement of Pay & Allowances of all officers & Non gazzeted establishment of Head office.
13. Finalization of Pension cases of all the retired employees of the DHBVN.
14. Monitoring of Material at Site Account.
15. Management of trusts for pension & GPF
16. NPS Contribution
17. Pay verification of employees of DHBVN.
18. SPIO –cum CAO DHBVNB
19. Pension Disbursement cell.
20. Checking & payment of pension prepared by Shiv IT
21. Verification & payment of DCRG, Comm. Pension, LTC and all other Arrears (Life Time Arrear 7th CPC Arrear, revised PPO Arrear etc) of DHBVN Pensioners.
22. Recording of Pension files pertaining to PDC.
23. Calculation & deduction of TDS on Pension.
24. Submission of inventory report for 1st payment of new pensioners to Sr. AO/ Pension.

25. Correspondence with Bank regarding grievances of Pensioners whose Pension was recalled by Sr. AO pension from Banks including 100% Pensions of PNB
26. Preparation of Pension payment Roll for making payment.
27. Reply of CM Window regarding Pensioners payments under the Control of PDC.
28. Reply of Court cases regarding Pensioners payments under the control of PDC.
29. Preparation & issuance of Form 16 of Pensioners, whose payment is made by PDC.

### **Chief Auditor**

1. Internal Audit of revenue and expenditure accounts of the Nigam.
2. Follow up of Audit Reports of RAO/CAG.
3. Coordinate on the matters relating to the Vidhan Sabha Committee on Public Undertakings (COPU) & PAC.
4. Ensuring implementation of overall policy of the Company relating to procedural aspect and internal control procedures & risk management aspects.
5. Advising field staff on internal audit procedure.

### **SE/R-APDRP & Information Technology:**

1. Overall Project Management & Co-ordination with all the stakeholders including Power Dept GoH & PFC/MoP, Gol for the Implementation of R-APDRP Part A (IT) Project (A flagship program of MoP, Gol) in 18 towns (Covering 49 Sub Divisions & 49 Other Offices) under DHBVN.
2. Scaling up of the R-APDRP, IT project in 25 No IPDS towns (Covering 24 Sub Divisions & (Other Offices) and remaining Non R-APDRP areas (Covering 53 Sub Divisions) under DHBVN.
3. Managing the Operations & Maintenance activities of the IT Infra (DC/CCC) established under the R-APDRP Part-A (IT) project and ensuring continuity of the IT services.
4. Sphere heading the Smart Meter - AMI project proposal along with the proposed Integration of the AMI system with the R-APDRP Part-A (IT) scheme

implementation.

5. Representing DHBVN and establishing co-ordination with REC/ PFC/ EESL/ NSGM/ CEA/ MoP, Gol on the new initiatives i.e URJA/URJA Mitra/ RFMS/ RTDAS/ Smart Metering-AMI etc besides accomplishing other miscellaneous activities assigned by the management from time to time.
6. Sphere heading the IT wing of DHBVN for managing the various activities i.e IT H/W inventory & Internet LL services, Mobile connection services under CUG, Contract Management activities for MRBD, Pragyaware Platform for Online Payments, Karix for the SMS facility, AMC with HPE for the Non IT works at DC Hisar, VC facility, Billing for Non R-APDRP areas with HARTRON & WeExcel, Integration of IT services with the GoH portal/ platform. Online NC system and building up of the DB including KYC for Urja Mitra App etc.
7. Processing of the Online NC applications having load 500 KW & above and builder/colonizer cases for approval of electrification plans & ultimate load sanction.

#### **Company Secretary:**

He is reporting to the Managing Director of the Nigam and looking after the following activities:-

1. Convening Board Meetings & taking follow up action on the decision taken.
2. Convening Shareholders' Meetings.
3. Convening Meetings of Whole Time Directors, Audit Committee Meetings.
4. Compliance of all statutory requirements under the companies Act, 1956.

**Note:** The Functions of officials indicated under the heading of powers and duties, and responsibilities may change depending upon the availability of the officials and vacancy situations, wherein the M.D. may make adjustments based on requirements.

#### **Superintending Engineer/Metering & Protection**

1. Release of New Connections of HT/LT CT-PT Consumers.
2. Attending fault of all HT/LT connections.
3. To attend emergency breakdown in respect of 33 KV Substations.

4. Pre-commissioning and commissioning of new 33 KV Substations.
5. Testing of Power Transformers in case of augmentation or replacement of damaged Power Transformers.
6. Generation of Revenue by Detecting LOR (Loss of Revenue) cases.
7. Analysis of tamper data for detection of cutoff date of LOR cases.
8. Replacement of all defective / Old Software Meters / Non-DLMS meters with DLMS compliant meters.
9. Monitoring of MDAS Software data under R-APDRP system.
10. Periodical checking of HT/LT CT/PT operated connections.
11. Periodical checking of 33 KV Substations including working of feeders.
12. Periodical checking of seasonal & theft prone connections.
13. Commissioning of new VCBs, Power factor correction pane! & capacitors
14. Periodical checking of Interface meters and feeder meters at HVPNL Substations.
15. Data Validation of interphone meters at HVPNL Substations.
16. Finalization of specifications of meters, CTs, PTs, etc in association with Common Specification Committee.
17. Sample checking of 2% stock meters procured by Nigam.
18. Testing of consumer meters received from SDO/OP.
19. Testing of new consumer & stock CT/PTs.
20. Testing of saturated CT/PTs referred by field teams.
21. Pre-production sample meter testing.
22. Post receipt sample testing of meters & CTs
23. Analysis & testing of meters.
24. Monitoring of AMR of DT metering, consumer meters and Feeder metering.
25. Monitoring of Solar Connections.

### **Chief Engineer/Op. Hisar**

1. The area of Dakshin Haryana Bijli Vitran Nigam is divided into two Operation Zones each headed by a Chief Engineer/Op. The Chief Engineer/Op. Hisar looks after power supply and maintenance of transmission and distribution system in the Operation Circles Hisar, Sirsa, Bhiwani, Jind & Fatehabad.
2. He also analyse and supervise all commercial activities in the Zone and ensures that the works are being carried out according to policies and instructions of the DHBVN.
3. The Chief Engineer/Op. Office receives annual plans, plans for expansion of transmission and distribution system, augmentation of the system and maintenance of the system.
4. Annual requirements of funds and material sent by the field office to the Head Office also route through the office of C.E./Op.

### **Chief Engineer/Op. Delhi**

1. Chief Engineer/Op. Delhi looks after all those works in Operation Circles Faridabad, Gurugram-I, Gurugram-II, Narnaul, Rewari & Palwal which are being carried out by C.E./Op. Delhi in his zone area.
2. He also analyse and supervise all commercial activities in the Zone and ensures that the works are being carried out according to policies and instructions of the DHBVN.
3. The Chief Engineer/Op. Office receives annual plans, plans for expansion of transmission and distribution system, augmentation of the system and maintenance of the system.
4. Annual requirements of funds and material sent by the field office to the Head Office also route through the office of C.E./Op.

### **Superintending Engineers/Op.** are overall in-charge of a circle.

1. Responsible for power supply in the area of their respective circle.
2. Analysis and supervision of all commercial activities in the circle including revenue monitoring.
3. Operation and maintenance of the system and to ensures that the works are being carried out according to policies and instructions of the DHBVN:-
4. New Distribution network.
5. Rural Electrification schemes.
6. Loss reduction measures.
7. Installation checking.

8. Work contracts.
9. Procurement of decentralized items.
10. Project Planning and monitoring etc.
11. HR and Establishment activities.
12. Arrangement of funds as per annual requirement of field offices.
13. Preparing annual budget and annual requirement of material for their circles.
14. Holding Bijli Sabha to listen and redress the complaint of the consumers.
15. Sanctioning new connections and load extension as per his powers in respect of all category of consumers.
16. Administrative and technical sanction for maintenance of distribution system upto 11KV level.
17. Participating in Operation Review Meeting at different levels and is responsible for making coordination between the field offices and the Head Office.
18. Coordinating between the district administration and DHBVNL field offices.
19. To check power theft and unscrupulous activities.

**Executive Engineers/Op.** are overall in-charge of a Division for,

1. Monitoring and execution of works including new construction works of distribution system, augmentation works, maintenance works, renovation works, improvement works, etc.
2. Sanctioning estimates and plans, worth Rs.1.00 Lac to 5.00 lacs
3. Monitoring regular power supply within the jurisdiction of their respective operation division.
4. Checking power theft and unscrupulous activities.
5. Loss reduction measures.
6. Procurement of decentralized items.
7. Revenue monitoring.
8. Approval of new connections and extension of load for the connections from 50 KW to 500 KW.
9. Supervision and monitoring of preparation of new plans.
10. HR & Establishment activities.

11. Coordinating between the district administration and DHBVN field offices.
12. Holding Bijli Sabha to listen and redress the complaint of the consumers.
13. Installation checking.
14. Work contracts.
15. Analysis and supervision of all commercial activities in the division including revenue monitoring.

**Sub Divisional Officers/Operation** are overall in-charge of the Sub Division. Sub Division is the basic/smallest business unit of the organisation, activities carried out are:-

1. Operation and maintenance of transmission and distribution system.
2. To ensure regular power supply in the jurisdiction of the sub division.
3. Restoration of power supply. Power restoration is the responsibility of the Sub Division office. This is prioritized by the factors viz Category of the consumer, Quantum of consumers, Time of Day, Possibility of accident etc.
4. To accept files for new connection, release of demand notices and connection orders.
5. To sanction financial and technical estimate for new connections of all categories of consumers upto load of 50 KW.
6. Preparation of financial and technical estimates and plans for augmentation and extension and maintenance of distribution system.,
7. Carrying the activities of meter reading bill preparation, distribution, cash collection etc.
8. Checking of consumer meters and issuance and implementation of MCO
9. Vigilant inspection of power supply and distribution system, including metering equipment.
10. Keeping account of electricity consumption by the consumers.
11. Cash Book and Cash Handling.
12. Loss reduction measures.
13. Installation checking.
14. New distribution works.
15. Work contracts.
16. Bill correction.
17. Energy billing and collection.
18. Site survey and distribution design.
19. Project planning and implementation etc.

## Chapter - 4

**The rules, regulations, instructions, manuals and records, held by it under it or used by its employees for discharging its functions:**

- 1 The Electricity Act 2003.
- 2 Orders of Haryana Electricity Regulatory Commission.
- 3 Revenue Manual.
- 4 Sales Manual.
- 5 Works Manual and general conditions of contract for works
- 6 Delegation of powers.
- 7 Purchase Manual.
- 8 Store Manual.
- 9 Annual Financial Budget.
- 10 Service rules and regulations for different categories and cadres of employees.
- 11 Every year audited Annual Financial Statement.
- 12 Articles & Memorandum of Association of the Company/Nigam.
- 13 Approved organisation structure of the corporation.
- 14 Various schemes, Notifications and Circulars issued by the Govt. of Haryana and DHBVN.
- 15 Various exemption Notifications issued by the Labour & Employment Department.
- 16 Inter Corporation Memorandum of Understanding.
- 17 Inter-state agreements executed between various companies.
- 18 Minutes of Committee Meetings, Board Meetings and Shareholders General Meeting.
- 19 Statutory Books and Registers maintained by the Corporation.
- 20 Other miscellaneous daily files maintained by the staff members.

## Chapter - 5

**Particulars of any arrangement that exists for consultation with, or representation by, the members of public in relation to the formulation or its policy or administration thereof:**

**Policy Formation:** The Dakshin Haryana Bijli Vitran Nigam is a Haryana Government owned company and run by a board of directors appointed by the government. Two of the directors are representatives of the public/consumers those contribute in formation of policies and participate in making different type of decisions.

The policy guide-lines, tariff structure, performance standards, norms of functions and duties are fixed by Haryana Electricity Regulatory Commission (HERC). Before taking decision on different issues, the HERC hold public hearing meetings at different places in the jurisdiction of the DHBVN in which representatives of different categories of consumers or individuals give their opinion.

**District Co-ordination Meeting** : It is being arranged by the Deputy Commissioner of the district every month. All District Departmental Heads are invited to discuss/represent the general issues of the district. The concerned Superintending Engineer and/or Executive Engineer Operation of DHBVN attend this meeting. In regards to the electricity, the issues/problems like electrification, interruption, load shedding, release of new connections, water works connections, flood protection connection, failure of transformers, requirement of additional transformers, etc. are raised. The issues represented are resolved by the authority or reported to the next higher authority as per the power delegated to various offices.

**Bijli Sabha:** Such programs are arranged by each Superintending Engineer Operation and Executive Engineer at different places in their respective jurisdiction to listen to the grievances of consumers and resolve. Panchayats, leaders of groups of consumers, representatives from villages or Mohallas. The grievances or issues raised in Bijli Sabhas are resolved by the authority or reported to the next higher authority as per power delegated to various offices.

**Khula Darbar:** Khula Darbars are arranged by Deputy Commissioners and Sub Divisional Officers (Civil) in which officials of the DHBVN participate and resolve the issues raised by individuals or representatives of public in regard with electricity service.

## Chapter - 6

**A statement of the categories of documents that are held by or under the control of the Nigam:**

- 1 Employee Data and credentials
- 2 Employee records.
- 3 Pay bill records.
- 4 Applications (Consumers)
- 5 Agreements (Consumers)
- 6 Test reports (Consumers)
- 7 Ownership credentials (Consumers)
- 8 Billing and Collection data.
- 9 Checking data.
- 10 Consumption profile.
- 11 Energy date
- 12 Consumer grievances data
- 13 Tariff data
- 14 Annual accounts
- 15 Revenue MIS
- 16 Annual plan
- 17 MIS (Monthly Information System)
- 18 Tender documents
- 19 Bids (venders)
- 20 Orders (Vendors)
- 21 Guarantee (Vendors)
- 22 Litigation documents
- 23 Supply Code
- 24 Sales Manual
- 25 Cash books
- 26 Memorandum & Articles of Association of Nigam.
- 27 Minutes of meetings of Board, Whole time Directors, Committees, etc.
- 28 Minutes of Annual General Meeting of Share Holders
- 29 Seniority lists for connections
- 30 Meter Reading Books
- 31 Service Connection Order

32	Ledgers of consumers accounts
33	Meter Change Order Book
34	Complaint registers
35	Consumer files

## **Chapter - 7**

### **The Boards, Councils, Committees and other Bodies**

consisting of two or more persons constituted as its part or for the purpose of its advice, and as to whether meetings of those boards, councils, committees and other bodies are open to the public, or minutes of such meetings are accessible for public:

The Dakshin Haryana Bijli Vitran Nigam was a promoted by Govt. of Haryana on 15<sup>th</sup> March, 1999 for distribution of electricity in southern part of Haryana. DHBVNL is run and controlled by its Shareholders through the Board of Directors appointed by it. The Govt. of Haryana holds 70.30% equity share capital in DHBVNL and rest of equity shares capital is held by HVPNL. Shareholders are the owners of the Company and have all the powers given, to them under the Companies Act 2013 and previous Companies Act 1956. The Company convenes Annual General Meeting of its shareholders every year for Adoption of Annual Accounts, appointment of Statutory Auditors & fixation of their remuneration, declaration of Dividend etc. & such other matters which require approval of shareholders. A number of Committees have also been constituted by the Board of Directors which include Committee of Whole Time Directors, Corporate Social Responsibility Committee, Nomination & Remuneration Committee etc.

1. The minutes of meetings of the shareholders of the company are open for inspection during working hours of the Company to any member (Shareholder) of the Company.
2. Any member (Shareholder) of the Company can have a copy of the minutes of meetings of shareholders.
3. No person is allowed to have inspection or copy of minutes of meetings of the Board of Directors or any of its Committee thereof.

The meeting of the Board of Directors, Shareholders, Whole Time Directors and other internal Committee meetings of the Company are not open to the public.

#### **Accessibility to the public on Web site:**

Information regarding important circulars, advertisements, achievements, etc. are available on the company's website [www.dhbvn.org.in](http://www.dhbvn.org.in)

## Chapter - 8

### The names, designations and other particulars of the Public Information Officers

The officers who are given the responsibilities for the task of public information as per the Right to Information Act - 2005

#### List of FAA/ SPIO of HR & Admn Wing

FAA-cum-Chief Engineer/HR&Admn, DHBVN, Hisar	Sh. C.S. Arora	01662 - 223076 99920 15031	cehr@dhbvn.org.in
SPIO-Cum-S.E./Administration, DHBVN, Hisar	Sh. Rajnish Garg	01662 - 223439 98124 52548	seadmn@dhbvn.org.in supdtrti@dhbvn.org.in
SPIO-Cum-S.E./HR, DHBVN, Hisar	Sh. Atul Pasrija	01662 - 223085 96710 22240	sehr@dhbvn.org.in

Other SPIOs and FAAs designated in Field and Head office in DHBVN are as under:

#### Head Office

<b><u>Sr. No.</u></b>	<b><u>Description of work</u></b>	<b><u>Name of SPIO</u></b> <b><u>(by designation)</u></b>	<b><u>Name of the First Appellate Authorities</u></b> <b><u>(by designation)</u></b>
1.	All matters related to Material Management.	SE/MM	CE/MM
2.	All matters related to FA&CAO/MM.	FA&CAO/MM	CE/MM
3.	All matters related to Stores.	COS	CE/MM
4(a)	Commercial matters like issue of sales circulars/ instructions, tariff etc.	SE/Commercial	CE/Commercial
4(b)	Matters related to Energy Audit & Monitoring	SE/EA	CE/Commercial

<b><u>Sr. No.</u></b>	<b><u>Description of work</u></b>	<b><u>Name of SPIO</u></b> <b><u>(by designation)</u></b>	<b><u>Name of the First Appellate Authorities</u></b> <b><u>(by designation)</u></b>
4(c)	Matters related to System Operation	SE/SO	CE/Commercial
4(d)	Matters related to Regulatory Affairs & HERC	SE/RA	CE/Commercial
5.	Metering and Protection.	SE/M&P	Chief Technology Officer, DHBVN, Hisar
6.	All matters related to Planning & Design.	SE/P&D	CE/PD&C
7.	Civil Wing & Estate Office related matters.	SE/Civil	CE/PD&C
8.	R-APDRP work & payment thereof.	SE/R-APDRP	Chief Technology Officer, DHBVN, Hisar
9.	All matter related to IT Wing and CBO.	SE/IT	Chief Technology Officer, DHBVN, Hisar
10.	Administrative matters, agenda for meetings of BODs, WTDs & Audit Committee.	SE/Admn.	CE/HR & Admn.
11.	All matters related to the office of Company Secretary.	SE/Admn.	CE/HR & Admn.
12.	Human Resources, Agenda for meetings of BODs, WTDs and Audit Committee.	SE/HR	CE/HR & Admn.
13.	Finance matters.	FA/HQ	Chief Financial Officer
14.	Accounts matters.	CAO	Chief Financial Officer
15.	Audit matters.	Chief Auditor	Chief Financial

<b><u>Sr. No.</u></b>	<b><u>Description of work</u></b>	<b><u>Name of SPIO</u></b> <b><u>(by designation)</u></b>	<b><u>Name of the First Appellate Authorities</u></b> <b><u>(by designation)</u></b>
			Officer
16.	All matters related to Smart City Project.	SE/Design, Smart City Project, Gurugram	CE/Smart City Project, Gurugram

### Field Offices

<b>Sr. No.</b>	<b>Name of Public Information Officers, Asstt. Public Information Officers &amp; 1st Appellate Authorities (by designation)</b>	<b>Name of the office(s)</b>
1	Respective DGMs (Xens)/OP Divns. Public Information Officers	For offices under their jurisdiction
2	Respective DGMs (Xens)/Works 'OP' Circles Public Information Officers	For the offices of GMs (SEs) OP Circles
3	Respective AGMs (SDOs)/OP S/Divns. Assistant Public Information Officers	For offices under their jurisdiction
4	Respective GMs (SEs)/OP Circles 1st Appellate Authorities for Sr. No. 1 to 3 above.	-do-
5	Respective DGMs (Xens)/Stores/TRW Public Information Officers	-do-
6	Respective AGMs (SDOs)/Stores/TRWs Assistant Public Information Officers	-do-

7	General Manager (SE)/Stores, DHBVN, Hisar  1st Appellate Authority for Sr. No.5 & 6 above	For offices under their jurisdiction
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## Chapter - 9

### **Procedure followed in decision making process:**

Decision Making Process in the company for following areas are generally described as under:

Officers at different level take decision as per their administrative and financial powers delegated to them. The policy formation decisions are taken by the Board of Directors according to the Electricity Act - 2005 and under the Company Act.

Decisions are taken by different officers following instructions and power mentioned in the following manuals/regulations:

1. Delegation of Power
2. Sales Manual
3. Store Manual
4. Purchase Manual
5. Revenue Manual
6. Terms and Conditions of power supply
7. Different orders of HERC
8. Tariff for supply of electricity
9. Citizen Charter
10. Standard of performance
11. Works Manual and General Conditions of Contract for Works
12. Employees service rules and regulations
13. Pb. Civil Services Rules Vol. I, II, III
14. Departmental Financial Rules
15. Punjab Financial Rules
16. Public Works Departmental Code
17. Accounts Code Vol. III
18. EPF Regulations
19. Punishment and Appeal Regulations
20. Manual of Instructions
21. Pb. Budget Manual
22. ACR Regulation, 2006
23. Conduct Regulation

## **Chapter - 10**

### **Particulars of the facilities available to citizens for obtaining information.**

Means, methods or facilitation available to the public which are adopted by the DHBVN for dissemination of information:

- Web Site of the Nigam; [www.dhbvn.org.in](http://www.dhbvn.org.in)
- Citizen Charter
- Advertisements in newspapers.
- Press releases through print and electronic media.
- Exhibitions
- Hoardings
- leaflets
- Notice Boards.
- Complaint Centres.
- Consumer Care Centre/Call Center at Gurgaon.
- Programmes of Bhajan Mandalies and drama Parties.
- Oral announcements with drum beating
- Public meetings
- Bijli Sabhas/ Open Darbars
- Manuals and regulations are available in print and electronic form.
- System of issuing copies/documents to public opinion leaders.
- Inspection of record on request
- Availability of copies of documents on request.