

DAKSHIN HARYANA BIJLI VITRAN NIGAM

From

Instruction No.: 41/MON-09

DGM/Monitoring
DHBVN, Hisar.

To

Chief Engineers (OP)
DHBVN, Delhi & Hisar.

All GMs (OP) Circles,
Under DHBVN.

Memo No. Ch-41/MON-260/Vol-I Dated:- 5.6.09.

Subject: Replacement of damaged Distribution Transformers (DTs).

To reduce the damage rate of distribution transformers. The instruction/guidelines for various steps to be taken by the field offices are being issued time to time by the Nigam.

CGM/MM, DHBVN have been directed to make available all capacities of distribution transformers in all the stores under DHBVN so that the work of replacement of damage transformers in any of the field offices may not suffer and all transformers damaged are replaced within 24 hrs. in urban area & 48 hours in rural area.

At trying times when availability of DTs in stores/workshops is short, field staff should be capable of handling the situation by convincing the consumers about their plan to replace the damaged distribution transformer and also be managerially efficient for arranging the precise capacity distribution transformer from the available source i.e various stores/Workshops of the Nigam. In case these are not available with the SDO concerned and also in the concerned Central/Divisional Store, then the same may be got arranged from the adjacent store/workshop/ sub-division to ensure the restoration of the supply of the affected area in the minimum possible time.

To handle the situation, distribution transformers banks at sub division level for 25 KVA, 63 KVA & 100 KVA capacity stands created by CGM/MM,DHBVN vide his memo Ch-35/MM-49 dated 25.5.2007 (copy attached) in order to facilitate to replace the damaged distribution transformer.

The agitation, if any, by the public should be handled efficiently/tactfully and the public should be informed about the efforts being made in the matter by the Nigam and the possible time by which the DT would be replaced.

Therefore It has been desired by the management that all the field officers/staff under your jurisdiction may kindly be instructed to handle the such situations arising out of damage of DTs and non-availability of healthy DTs judiciously so as to maintain continuity of supply and to avoid confrontation with the public, without causing them inconvenience and all efforts shall be made to ensure continuity of supply in all the areas under your jurisdiction.

This issues with the approval of MD/DHBVN.

DA/As Above :-

**DGM/Monitoring,
DHBVN, Hisar.**

CC:

1. SPS to MD/ DHBVN, Panchkula.
2. CGM/MM, DHBVN, Hisar.
3. COS, DHBVN, Hisar.