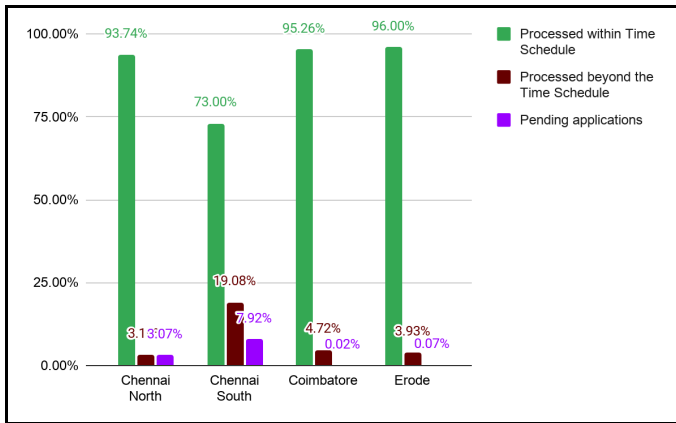


Assessing TANGEDCO's Compliance to Distribution Standards of Performance (DSOP): An Analysis of RTI Data for the Year 2016 (Part -6)

The [previous issue](#) explained the findings of the analysis and overall performance of TANGEDCO. This section of the editorial explains individual sections in detail.

1. New Supply: TNERC DSOP regulations have set the targeted performance for providing new service connections within stipulated [time](#) at 95%. But, it is observed that only 86.87% of the applications have been processed within the stipulated time. While 9.42% applications have been processed beyond the stipulated time, 3.71% have remained pending.

Further, at a regional level, data indicates that Chennai North region and Chennai South region have not achieved the targeted performance. In the Chennai North region, 93.74% applications have been processed within stipulated time period, 3.19% applications have been processed beyond the stipulated time period, and 3.07% remained pending. In the Chennai south region, 73% applications have been processed within the stipulated time period and 19.08% applications have been processed beyond the time schedule and 7.92% remained pending.



(Figure 1: Level of Performance for New Supply)

In the Coimbatore region, 95.26% applications have been processed within the stipulated time, 4.72% applications have been processed beyond the stipulated time and 0.02% remained pending. Whereas in the Erode region, 96% applications have been processed within the stipulated time and 3.93% applications have been processed beyond the stipulated time and 0.07% remained pending.

On compensation: As per the RTI data, and the provisions under the DSOP regulations, TANGEDCO should have ideally compensated a sum of Rs 25,96,700/- for the applications that were not processed within the stipulated time. Yet, [data](#) reveals that there were no instances where applicants were compensated on such grounds.

(to be continued...)

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Internet of Things (IoT) (Part – 6)

The application of the Internet of Things (IoT) in hospitality and some of disadvantages in the Internet of Things (IoT) were discussed in the [previous issue](#). This issue will explain the disadvantages in data processing and certain tips for the consumers.

c) Data processing: IoT devices generate a huge amount of data. It is critical that the relevant data is collected for analysing and performing the work required of the IoT system. Consider an example, where blood pressure data of a person is collected using a fitness band. Here, the data need not be pulled at every second, since the data set will become enormous and that will become a hurdle for analysis. However, the data in this case can be drawn once or twice per day to know how the person is maintaining his lifestyle.

The data that is generated must be useful for consumers to understand and apply, since it occupies time, value, money and storage space for generating and analysing those data. Consumers / companies should be more precise about their needs. Based on a report by [Hubspot](#), 44% of IoT stakeholders face difficulty in capturing data and 30% confirm that stakeholders' analytics capabilities are not strong and flexible. The below image represents the various difficulties in collecting and analysing data:

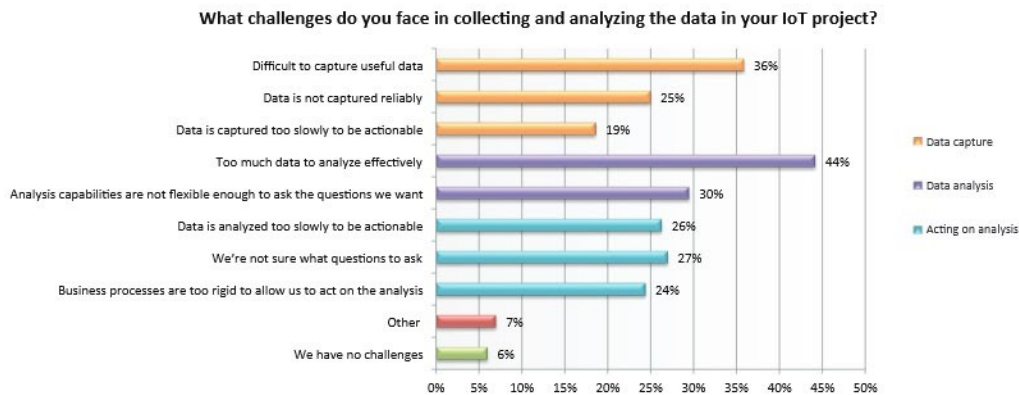


Image 1 - Challenges in data processing; Source - Dimensional Research

Consumers should be aware of their needs and should take necessary steps to ensure security and manage the cost. A consumer, at the very least, should have

- the right to products or services that are secure and ensure privacy.
- the right to demand a device that is easy to update and information as to how long and when device support will be available.
- the right to know how the personal data collected by their devices is used and who gets to access it
- the right to know how the data collected by their connected devices will be protected and stored

Certain tips on buying an IoT device:

- Review & adjust the privacy settings on devices and their applications before first use. There are chances that devices can act as a spy
- Turn off the device or disconnect it from the internet when not in use
- Use multi-factor authentication where possible, change default passwords and use complex passwords by using upper case, numbers & symbols
- Ensure to check devices for firmware updates, patches and revisions, and update devices and its applications in a timely manner. Connected devices that are not updated can be dangerous, or can potentially breach your privacy
- Read your User Agreement, particularly privacy and data sharing sections
- Subscribe to device mailing lists/newsletters where you will be informed of data and privacy breaches etc

(Concluded)

Tamil Nadu News

TN government rolls out 100% tax exemption for e-vehicles

In a major boost to the adoption of electric vehicles in the State, the Tamil Nadu government has passed an order for 100 per cent exemption of motor vehicle tax for battery-operated vehicles (BOVs). The State government had earlier issued orders for a 50 per cent concessional rate of lifetime tax in respect of battery-operated two-wheelers and four-wheelers of non-transport vehicles. However, a request was made for a 100 per cent exemption by the Transport Commissioner. The government said that after careful examination it has decided to grant a full tax exemption for all BOVs.

All BOVs, both transport and non-transport (EVs), are exempted from payment of motor vehicle tax under the Act from November 3, 2020 to December 31, 2022, said the government order dated November 2. After establishing itself as a hub for automotive manufacturing, the Tamil Nadu government has been making several efforts to emerge as an attractive centre for electric mobility. Last year, it launched a separate policy for EVs, paving the way for fresh investments by several players into EV manufacturing and associated areas.

In March 2020, the State government announced it would also plan a futuristic EV charging station using solar power at a government campus. This EV charging station will offer slow and fast charge features. Depending on the success of this model, the government plans to ramp up the number of such stations.

Source: [Business Line](#), November 02, 2020

India News

Coal India to set up 3-GW solar power projects at Rs 5,650 crore by FY24

Coal India (CIL) said it would set up 14 rooftop and ground-mounted solar power projects of 3,000 megawatt (MW) capacity by financial year 2023-24 (FY24) at an investment of about Rs 5,650 crores. It added that while Rs 3,650 crore would be invested through CIL's capex till 2023-24, the rest would be met through joint venture (JV) models that it intends to pursue for this initiative. CIL has been mandated by the Ministry of Coal to become a net-zero company and solar power initiative is a part of CIL's diversification plans.

The company has a JV with NLC India named Coal Lignite Urja Vikas Private Limited which was floated on 10 November this year to develop 1,000 MW solar power projects. It also has a JV with NTPC and an MoU with the Solar Energy Corporation of India for solar projects of 1,000 MW each, the progress of which is being worked out individually. "The solar power initiative helps CIL reduce its annual power consumption expense, which was around Rs 3,400 crores ending FY20, accounting for around 4.4 per cent of the revenue expense for the year. Any saving under the power bill would also bolster the bottom line of the company to that extent," it said in the press release.

It added that CIL would gradually peak up to 1,340 MW in 2023-24, while for FY23 solar power capacity addition is targeted at 1,293 MW, with 220 MW capacity to come up in 2021-22. "CIL is also in discussions with NTPC for purchase of 140 MW solar power under the Centre's CPSE Scheme. Cumulatively, it adds up to little over 3,000 MW by FY24," it added. CIL's subsidiaries have already identified 1,156 acres of land between them where they would set up 220 MW solar projects by end of FY22. "For 2022-23 and 2023-24 CIL is eyeing to set up solar projects on pan-India basis subject to power evacuation facility by central transmission utility," it said. Solar power generation by CIL and its subsidiaries stood at 4.6 million units in FY20 and 4.25 million units in FY19, which amounted to a reduction of over 3,000 tonnes of carbon dioxide emissions in each year, according to the firm.

Source: [Energy World](#), November 23, 2020

Consumer Focus

The petitioner had been using a domestic service connection for the past 20 years at the time of filing a complaint. After the Gaja cyclone in the year 2018, many poles were damaged or broken. TANGEDCO officials took on the task of fixing the damaged electric poles. While erecting the electric pole, the distance between the pole and the petitioner's service connection increased to 45 metre. The petitioner lodged a complaint to the Junior Engineer (JE) mentioning that there were frequent electricity problems, and electricity fire accidents were occurring due to the increased distance between pole and his service connection. He requested the concerned authorities to erect an intermediate electric pole to avoid fire and power outage. Since no measures were taken despite repeated requests, the petitioner registered a complaint with the [Consumer Grievance Redressal Forum \(CGRF\)](#).

On 12.11.2019, the petitioner attended the CGRF meeting at the Superintending Engineer (SE) Office. CGRF ordered the petitioner to get a no objection letter from the concerned land owner, where the intermediate pole is to be erected. Based on this, the petitioner obtained no objection letter from the concerned landowner (Person 1) and submitted it to the Junior Engineer (JE) on 14.11.2019. However, the problem still persisted forcing him to approach the [Electricity Ombudsman](#).

During the Ombudsman meeting, TANGEDCO officials stated that based on the no objection letter, they began the process of erecting an intermediate pole, but another neighbour (Person 2) and their relatives had objected to erecting the pole, since the spot is on the border of Person 1's and Person 2's land. In addition, Person 1 had directed that the pole be erected at a specified place and objected to erecting in other places. Therefore, TANGEDCO officials had to stop the work. Following which, the Assistant Executive Engineer (AEE) visited the site to negotiate a settlement between the parties, for erecting the pole. But it did not materialise and therefore the work could not proceed further.

On hearing both the parties, the Electricity Ombudsman found that after the Gaja Cyclone, the restoration work was done and the intermediate pole was erected at the required distance. However, upon receiving an objection petition from Person 2, the intermediate pole was removed without receiving appropriate orders from the designated official for removal of the pole. Besides, the Deposit Contribution Works (DCW) application, required to be submitted for removal of pole, the requisite fees were not obtained by TANGEDCO.

The Ombudsman also observed that the intermediate pole was fixed in the same place as it was before being damaged by the cyclone. The place was not located in the land owned by Person 2. Under such circumstances it was not right for TANGEDCO to have removed the intermediate pole based on the complaint filed by Person 2, who was in no way connected to the issue. According to TANGEDCO, the distance between service connection and pole should be [100 feet](#) to reduce sagging of low tension wires. However, the distance between the petitioner's service connection and the existing pole was more than the prescribed distance. This could lead to sagging of wires which can cause accidents. Thus, the Electricity Ombudsman ordered the officials to rectify the low sagging wires by erecting an intermediate pole within 30 days and submit a compliance report within 45 days from the date of receiving the order. If there were any objections, the Electricity Ombudsman advised the officials to get help from Police Department. **Source:** [Ombudsman case](#)

ECC VOICE

திருவண்ணாமலை மாவட்டம், வடமனபாக்கம் கிராமத்தில் வசிக்கும் திருமதி. அஞ்சலி என்பவர், தனது கோழிப்பண்ணைக்கு மின் இணைப்பு வேண்டி இளநிலை பொறியாளர் (Junior Engineer), பெருங்கட்டூர் அவர்களிடம் விண்ணப்பம் அளித்துள்ளார். மின் இணைப்பு கிடைக்க காலதாமதம் ஆனதால், மின் வாரிய அலுவலகத்தினை நேரில் அணுகி, பல முறை வேண்டுகோள் விடுத்து புகார் அளித்துள்ளார். ஆனால், அவரின் புகாருக்கு எந்தவித நடவடிக்கையும் மேற்கொள்ளப்படவில்லை.

அப்பொழுது, திருவண்ணாமலை மின் நுகர்வோர் மையத்தினை பற்றி, செய்தித்தாளின் மூலமாக அறிந்து, அதன் மின் ஆலோசகர் திரு. ஆனந்தன் அவர்களை தொடர்பு கொண்டு பிரச்சனைகளை கூறி புகாராக அளித்தார். புகாரினை பெற்றுக்கொண்ட மின் ஆலோசகர், இளநிலை பொறியாளர், பெருங்கட்டூர் அவர்களை தொடர்பு கொண்டார். அதற்கு அவர், திருமதி. அஞ்சலியின் கோழிப்பண்ணைக்கு அருகில் மேலும் ஒரு மின் கம்பம் நட வேண்டும் என்பதனை தெரிவித்து, நடவடிக்கை எடுப்பதாக உறுதியளித்தார். அதன் பிறகு, 10 நாட்களில் மின்வாரிய அலுவலர்கள் புதிய மின் கம்பம் நடட்டு, மின் இணைப்புக்கு தேவையான தொகையினை செலுத்துமாறு திருமதி. அஞ்சலி அவர்களிடம் கூறினர். குறிப்பிட்ட தொகையினை செலுத்தியபின், இரண்டு நாட்களுக்குள் மின் இணைப்பினை வழங்கினர். நீண்ட காலமாக தொடர்ந்து வந்த பிரச்சனைக்கு தக்க நடவடிக்கை எடுத்து உதவிய திருவண்ணாமலை மின் நுகர்வோர் மையத்திற்கும், மின் ஆலோசகர் திரு.ஆனந்தன் அவர்களுக்கும் திருமதி. அஞ்சலி தனது நன்றியினை தெரிவித்தார்.

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Citizen consumer and civic Action Group

Citizen consumer and civic Action Group (CAG) is a non-profit, non-political and professional organization that works towards protecting citizen's rights in consumer and environmental issues and promoting good governance processes including transparency, accountability and participatory decision making.

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World News

Electricity grid collapses in Nigeria, Africa's largest economy

Nigeria's national electricity grid collapsed on 29th November, the Transmission Company of Nigeria (TCN) said in a statement. Power outages in Nigeria, the most-populous nation in Africa, are common, but a system collapse is unusual.

"At 11:25am on that day, the nation's electricity grid experienced multiple trippings, which led to the collapse of the system," the company said in a statement. "TCN has since commenced grid restoration; power has been successfully restored to every part of the country, except Calabar, Uguwaji, Makurdi, Jos, Gombe, Yola and Maidugiri axes," it added.

TCN said it would conduct investigations to establish what caused the "multiple trippings" as soon as the grid was fully restored.

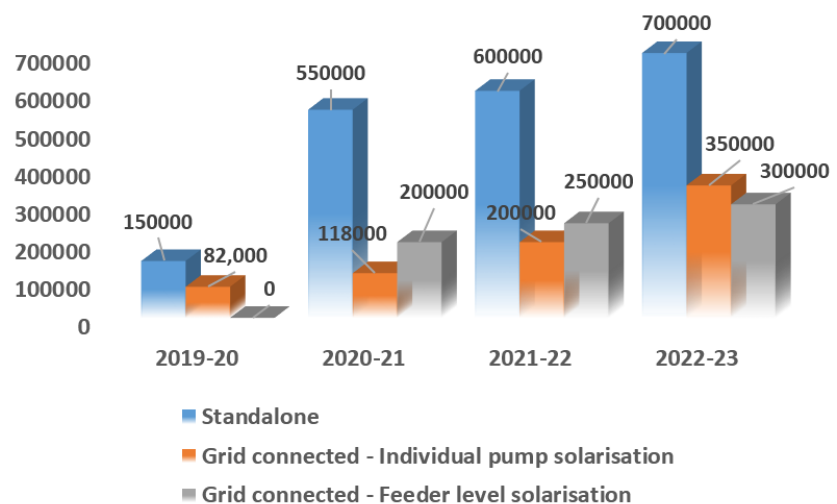
The nation's sclerotic power grid, along with the resulting precarious energy supply, is a key issue hindering growth in the continent's largest economy. Nigeria recently implemented its first power tariff increase in state-controlled prices since 2015. That doubled prices for some consumers, but the government and industry said it was needed to allow distribution companies to recoup costs and pay generating companies.

Source: [Reuters](#), November 29, 2020

Publications / Regulations

- Comprehensive Tariff Order for Biomass based Power Plants, [TNERC](#), 2020
- Amendments / Clarification in the implementation guidelines of Pradhan Mantri Kisan Urja Suraksha evam Utthan Mahabhiyan (PM-KUSUM) Scheme, [MNRE](#), 2020
- Global Landscape of Renewable Energy Finance, [IRENA](#), 2020
- Renewable Energy Policies in a Time of Transition: Heat and Cooling, [IRENA](#),

Year-wise target for solar agricultural pumps under KUSUM scheme (in no. of pumps)



Source: [MNRE](#), 2020