Volume VI, Issue 2



## Assessing TANGEDCO's Compliance to Distribution Standards of Performance (DSOP): An Analysis of RTI Data for the Year 2016 (Part-9)

The <u>previous issue</u> explained the performance of temporary supply connections against the TNERC's benchmark. This section of the editorial will examine the performance of temporary supply connection in detail and indicate the compensation payable for delay in providing temporary supply.

#### **Temporary Supply**

When compared with a few representative regions of TANGEDCO, Chennai North, Chennai South, Coimbatore and Erode regions have achieved more than the targeted performance. The Chennai North region had processed 98.53% of the applications within the mandated time period while 1.47% applications had been processed beyond the recommended time period. The Chennai South region had processed 98.67% of the applications within the time period and 1.33% applications were processed beyond the time period. The Coimbatore region had processed 96.24% of the applications within the time period, and 3.76% applications beyond the time period. The Erode region had processed 98.94% of the applications within the time period, applications have been processed beyond the time period and 1.06% applications have been processed beyond the time period.



#### Compensation for temporary supply

During the period, the study reveals that 2.53% (626) of applications were processed beyond the time period and are eligible for compensation under the DSOP regulations. As per Clause 21, DSOP regulations, Rs.100/- per day of delay subject to maximum of Rs.1000 to be compensated for not adhering to the standards. Therefore, an average of Rs 62,600/- should have been paid as compensation for the applications that were processed beyond the time period. The compensation is calculated based on the minimum amount Rs.100/-. But the data reveals that no compensation has been paid to consumers for non-adherence nor have consumers applied for compensation. *(to be continued...)* 

INSIDE THIS ISSUE:	
Editorial	1,2
Tamil Nadu News	3
India News	3
Consumer Focus	4
ECC Voice	4
World News	5
Publications, Statistics	5
Please send your feedback to	

ecc@cag.org.in

Electricity Consumer Cells (ECCs) Madras Metropolitan Consumer Rights Protection Centre (MMCRPC) No. 118, Fourth Street, Kamaraj Nagar, Avadi, Tiruvallur District. Chennai - 600 071, Phone: 9382828286 Email: ecctiruvallur@gmail.com

Kallidaikurichi Consumer protection Movement No.17/1,Shenbagavana Street, Palayamkottai, Tirunelveli - 627 006 Phone: 9443555097 Email: ecctirunelveli@gmail.com

Federation of Consumer Organizations INDIA No38, Shanmuganagar, Lalpuram, Chidambaram, Cuddalore - 608602 Phone: 9942626109 Email: ecccuddalore@gmail.com

Sadayanodai Ilaignar Narpani Mandram - (SINAM) Avalurpet Road, Tiruvannamalai - 606 604 Phone: 04175 - 298033 Email: ecctiruvannamalai@gmail.com

**Consumer Voice Foundation**, 31/20, Sree Rangan Street, Gugai, Salem - 636 006 Phone: 9994941050 Email: eccsalem1@gmail.com

National Level Educational and Social service Trust (NEST) No: 10, Pillayar Koil Street GriblesPet Arakkonam Vellore District - 631 002 Mobile : +91 98946 32302 Email id: eccvellore@gmail.com

People's Action Service Society (PASS)

No: 4/74, Sangililyandapuram Pettavaithalai & Post Tiruchirapalli District - 639 112 Landline : 0431-2612597 Mobile : +91 9788203997 Email id : ecctiruchirappalli @ gmail.com

### Current News Bifacial Solar Panels - An Emerging Technology (Part -2)

The <u>previous issue</u> explained basic details about the solar photovoltaic panels and an overview on mono-facial solar panels. This part of the article will give an understanding about the bifacial solar panels with its advantages and disadvantages

### Bifacial solar panels

In order to use the reflected sunlight from the surface and to avoid the wastage of sunlight <u>Bifacial solar</u> <u>panels</u> are viewed as an innovative product. In recent years, Bifacial modules have witnessed rapid growth.

Bifacial's global installed capacity has risen from <u>97 MW in</u> <u>2016 to 7000 MW in 2019</u>. It is projected that bifacial modules will account for 17.2 percent of the solar market share by 2024 and in addition extensive research is going on to make the bifacial solar panels affordable.

In Bifacial solar panels, the silicon array is sandwiched between a protective glass coating, and a transparent back sheet which allows the sunlight through it as well as protect the cells. Unlike monofacial panels, the sunlight reflected from the surface will not get bounced off by the transparent back sheet; rather, it will let in the reflected light to fall on solar cells which enables the electricity generation. Compared to the monofacial solar panels, bifacial panels generate more electricity since both faces of the panels are involved in generation.



### **Requirements needed**

#### (i) Tilt angle

- If the panel is mounted with a tilt angle of 20 degrees the reflected light can reach the back side of the panel easily
- Bifacial solar panels perform well if we mount them in an elevated manner i.e. <u>tilt angle</u> can be 20°-30° from the flat surface

#### (ii) Surface reflectivity

- Bifacial solar panels will be more effective if they are installed on the surface having high reflectivity e.g. concrete surfaces
- Usually concrete surfaces have greater reflectivity. In addition, generation can be increased by adding white reflective paints on the concrete surfaces.

### Advantages

- Bifacial solar panels increase the production by upto <u>30%</u> when compared to monofacial panels
- Due to the high strength of glass, the modules are safe from chemical corrosion. Strong glass makes the panels resistant to cracks. Since both sides of the cells can produce electricity it can produce more electricity in less space.

### Disadvantages

- Higher costs in terms of cost of equipment. The installation of a bifacial PV plant is approximately <u>5%</u> higher than a comparable monofacial plant
- Bifacial solar panel weighs heavier than a monofacial panel

### Tamil Nadu News

### Tamil Nadu to buy 12,000 buses including 2,000 electric

Moving towards clean and green fuel, Tamil Nadu will buy 12,000 new buses out of which 2,000 will be electric ones, said by the Deputy Chief Minister of Tamil Nadu.

"Tamil Nadu is the first state in India to sign the Global C40 Clean Bus Declaration indicating its strong commitment to migrate to clean and green fuel," Deputy chief Minister, who also holds the finance portfolio, said while presenting the interim Budget for 2021-22 for the poll-bound state.

He said over the next few years, 12,000 buses will be procured, of which 2,000 would be electric buses.

"In the first instance, with KfW financial assistance, 2,200 BS-VI buses and 500 electric buses at a cost of Rs 1,580 crore will be procured. In the Interim Budget Estimates for 2021-22, an amount of Rs 623.59 crore has been provided for the implementation of this project," he said.

On the performance of state transport undertakings (STU) during 2020-21, Deputy CM said the year was very difficult one for them and STUs have incurred revenue losses of Rs 3,717.36 crore upto January 2021.

"The government permitted the Transport Corporations to obtain loans based on government guarantee of Rs 3,739 crore to meet their ongoing commitments. In addition, Rs 2,914.44 crore has been released towards students' and other concessions subsidy and Rs 526.47 crore as short term loan and Rs 135.87 crore as diesel subsidy to enable the STUs to meet their salary, pension and operational commitments," he added.

Source: ET Auto, February 23, 2021

### India News

### Solar now the Leading Source of Renewable Energy in India: MNRE

The Ministry of New and Renewable Energy (MNRE) has issued a monthly summary for the Cabinet for the month of January 2021, detailing all the events and development that took place during the month. The most important development in the report was that solar, now with 38.79 GW installed capacity, is the leading source of renewable energy in India, leaving behind wind at 38.68 GW.

After shooting to over 30 GW in a quick span, wind energy growth has stagnated in India over the last couple of years. A period in which solar has become the renewable energy source of choice in the country, growing the fastest amongst all other sources of clean energy. And now, it has surpassed wind to finally take the lead in the Indian grid.

Considering recent trends in the wind segment, and with nothing holding solar back, we expect it to now build a considerable lead over wind in the coming months.

According to the MNRE monthly report, in January 2021, India's total renewable energy (RE) capacity was at 92.54 GW, with 1396.97 MW new capacity added during the first month of the year.

However, the ministry hasn't revealed the distribution between sources like wind, solar, etc. for the new capacity that was installed during the month. Instead, the Ministry has detailed that at the end of the month, wind made up 38.68 GW of the total, solar was at 38.79 GW and then 10.31 GW from Bio-power and finally 4.76 GW from small hydro projects. The ministry has revealed that projects of 49.3 GW capacity are at various stages of implementation and that 27.57 GW capacity currently under various stages of bidding.

The ministry has also revealed that an expenditure of Rs 2507.79 crore has been incurred up to January 31, 2021, which is around 69.78 percent of the total revised estimate for the ministry for the full fiscal of 2020-21.



### **Consumer Focus**

The petitioner, who is a domestic consumer, wanted to remove the electrical lines passing through his premises. These lines were connected to his neighbours' service connections. The lines were obstructing the new construction of a sunshade for his premises. He lodged a complaint with the Junior Engineer at the TANGEDCO's section office. As there was no response from the TANGEDCO's officials, the petitioner registered a complaint with the <u>Consumer Grievance Redressal Forum (CGRF)</u> on 07.08.2020 and again on 11.08.2020. However, the petitioner did not attend the CGRF hearing. The Forum therefore relied on Clause 7(5) of the Regulations for <u>Consumer Grievance Redressal Forum and Electricity Ombudsman</u> which states that, "*The licensee shall furnish the para-wise comments on the grievance to the forum and the complainant within 10 days of receipt of the letter from the forum, failing which the forum shall proceed on the basis of the material record available. The complainant can represent himself or through a representative of his choice.* Where the complainant or his representative fails to appear on the date of hearing before the forum, the forum may decide it on merits", and issued its order in the absence of the petitioner. The CGRF order took into account TANGEDCO's report which stated that electrical lines were in fact passing through public passage. If the petitioner still required it to be moved, he could submit an application along with respective charges for shifting/deviating the lines. Aggrieved by the order, the petitioner appealed to the <u>Electricity Ombudsman</u>.

During the Ombudsman hearing, TANGEDCO officials explained that the Junior Engineer had responded to the petitioner on 11.09.2020 (ie, after his complaint to the CGRF). They also explained that the petitioner's house was a new build which had been given a service connection only on 09.06.2020. On the other hand, the electrical lines supplying electricity to the neighbourhood service connections and which the petitioner complained of passing through his premises, pre-dated the petitioner's build, having been in existence since 2003 and 2005 respectively. Given that electrical lines did pass through public passage, that the petitioner's house was in fact just at the edge of this passage and that the electrical lines significantly pre-dated the petitioner's build, TANGEDCO invoked the <u>TNERC Supply Code</u> *Clause 5(6)- Service / line, structure and equipment shifting charge i.e. if the consumer wants to shift / deviate the electrical lines, they need to submit the application along with respective charges.* 

On hearing both sides, the Electricity Ombudsman concluded that the information provided by TANGEDCO was accurate. It also found that the recently constructed petitioner's house was built without allowing the required distance from the already existing electrical lines and public passages. Given this situation, the Electricity Ombudsman applied Section 164 of the Electricity Act, 2003 which confers the Exercise of power of Telegraph Authority to the Licensee. Based on that the Government of Tamil Nadu granted power to TANGEDCO for shifting or deviating electrical poles and electrical path via G.O (Ms) No. 16 Energy (C.3) Department, dated 23.02.2012. Hence, the Ombudsman upheld the decision of the CGRF i.e., the petitioner needs to pay appropriate charges for shifting the electrical lines, and disposed of the case.

Source - Ombudsman case from the TNERC

### ECC VOICE

சேலம் மாவட்டம், சின்ன திருப்பதி பகுதியில் வசிக்கும் திரு. ஆரிப் என்பவர், தனது வீட்டின் மின் இணைப்பு கட்டணம் சராசரியாக வரும் தொகையை விட அதிகமாக வந்ததைக் கண்டு அதிருப்தி அடைந்தார். இது குறித்து அஸ்தம்பட்டி உதவி பொறியாளர் அவர்களிடம் விளக்கம் கேட்டு புகார் அளித்துள்ளார். ஆனால், அவரின் புகாருக்கு எந்தவித நடவடிக்கையும் மேற்கொள்ளப்படவில்லை. எனவே, அவர், சேலம் மின் நுகர்வோர் மையத்தின் திரு.பூபதி அவர்களைத் தொடர்பு கொண்டு அவரது பிரச்சனையைக் கூறி புகாராக அளித்தார். புகாரினை பெற்றுக்கொண்டு, சேலம் மின் நுகர்வோர் மையத்தின் மின் ஆலோசகர் திரு. ஜெயராமன் அவர்களுடன் ஆலோசித்து, அஸ்தம்பட்டி உதவி பொறியாளர் அலுவலகத்திற்கு நுகர்வோருடன் நேரில் சென்று புகாரினை விவரித்தனர். புகாரின் முக்கியத்துவத்தை எடுத்துக் கூறி விரைவில் சரி செய்து கொடுக்குமாறு வேண்டியுள்ளனர்.

அதிகாரிகள் மீட்டரை ஆய்வு செய்த போது , கடந்த 6 மாத பில்லிங் சுழற்சியில் மின் கணக்கீட்டாளர் சரியான யூனிட்டை கணக்கிடாமல், தோராயமான யூனிட்களை பதிவு செய்தது கண்டறியப்பட்டுள்ளது. மேலும், TANGEDCO மென்பொருளில் கணக்கீடு பதிவேற்றம் செய்யப்பட்டதால், குறிப்பிடப்பட்ட தொகையை செலுத்துமாறு அறிவுறுத்தி, அதிகமாக வசூலிக்கப்பட்ட தொகை வரவாக வைக்கப்படும் என்று உறுதி அளித்தனர்.

அதன் அடிப்படையில், திரு. ஆரிப் சேலம் மின் நுகர்வோர் மையத்துடன் ஆலோசித்து தொகையை செலுத்தி, வரவு வைக்கப்பட்டதையும் உறுதிபடுத்திக் கொண்டார். தனது மின் கணக்கீட்டு பிரச்சனைக்கு தக்க நடவடிக்கை எடுத்து உதவிய சேலம் மின் நுகர்வோர் மையத்திற்கும், மின் ஆலோசகர் திரு.ஜெயராமன் அவர்களுக்கும் திரு. ஆரிப் தனது நன்றியினை தெரிவித்தார்.

#### Page 5

Citizen consumer and civic Action Group (CAG) New #246 (Old #277B), TTK Road (J.J. Road ), Alwarpet, Chennai 600 018 INDIA

Phone: 91-44-24660387 Telefax: 044-24994458 Email: ecc@cag.org.in



#### Initiative of



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.

# World News



### South Africa plans 2.6GW renewables drive

The government of South Africa will shortly open a request for proposals for up to 2600MW of new wind and solar projects.

President Cyril Ramaphosa made the announcement in his 2021 State of the Nation Address (SONA) on 11 February.

A second bid window will be opened in August, Ramaphosa said.

The South African Wind Energy Association (SAWEA) welcomed the announcement saying the president had "actively prioritised the role of increasing new power generation over the next five years, in order to close the current capacity gap".

SAWEA chief executive Ntombifuthi Ntuli said: "The industry is reassured to receive such strong support from the president for a second year running, as he acknowledged the key role that the country's renewable industry has to play in delivering power and supporting economic recovery, by closing the ever increasing electricity supply capacity gap.

"We would like to commend the President for following through with all the commitments he made in the 2020 SONA, all the work that was done in the policy and regulatory space makes it possible for him to confidently announce the next bidding windows for renewables.

"Policy certainty and transparent decision-making cannot be overstated as the value of the leadership will drive the return of investor confidence, both foreign and domestic at a time that the country desperately needs to accelerate its economic recovery."

Source: <u>reNEWS</u>, February 12, 2021

## **Publications / Regulations**

- Provisions for renewable energy sector in Budget 2021-22, MNRE, 2021
- Discontinuation of the benefit of Concessional Customs Duty in respect of items imported for initial setting up of solar power projects, <u>MNRE</u>, 2021
- Central Electricity Regulatory Commission (Terms and Conditions of Tariff) (Second Amendment) Regulations, <u>CERC</u>, 2021
- International oil companies and the energy transition, <u>IRENA</u>, 2021

### **Indian Power Sector Performance - February 2021**



Editorial Team

K. Vishnu Mohan Rao

Balaji M K

Bharath Ram G N

Jeya Kumar R

Pavithra R