

Assessing TANGEDCO's Compliance to Distribution Standards of Performance (DSOP): An Analysis of RTI Data for the Year 2016 (Part-10)

The [previous issue](#) presented insights around TANGEDCO's level of performance in providing temporary supply to its electricity consumers. This section of the editorial will examine the distribution company (discom)'s level of performance in ensuring timely shifting of service connections.

IV. Shifting of Service Connection

As per TNERC [DSOP regulations](#) (page no 7), whenever consumers request for shifting of service connection, the discom is expected to process such requests between 25 to 90 days.

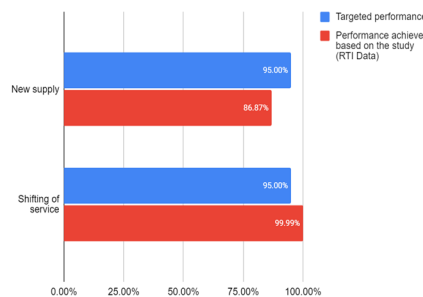
TANGEDCO completes requests to shift service connections in a timely fashion: In order to evaluate whether the discom adheres to the above prescribed timeline, data around shifting of service connections were collated via RTI requests filed across 43 distribution circles. Responses thus collated reflect a high level of expediency with 99.99% of requests related to shifting of service connections being processed within timelines. TNERC outlines that 95% of the total applications submitted across the above three categories should be completed within the corresponding timeline. It must be observed that on this account, TANGEDCO's level of performance surpasses the targeted performance set by the TNERC.

Data suggests that out of 36,140 applications from consumers to shift the service connections, only 4 applications were pending/not processed within the timeline recommended by the DSOP regulations. These 4 applications that remain pending belong to the distribution region of Erode.

There is a need to ensure that compensation is duly paid if DSOP standards are not adhered to: As per Clause 21, DSOP regulations, a compensation of Rs.100/- per day of delay subject to maximum of Rs.1000 is to be paid to the consumer for not adhering to the standards of performance. In this specific instance, it is for not completing requests to shift service connections within the prescribed timelines. Given that there were 4 consumer applications that were not processed within the stipulated time period, the aggregate amount of compensation paid as per DSOP should range anywhere between INR 400/- and INR 4,000/- But, data collated via RTI responses highlight that no compensation was paid for non-compliance of standards in shifting service connections.

There is adequate scope for TANGEDCO to expedite consumer requests for temporary supply: Comparing TANGEDCO's level of performance in shifting service connections with providing temporary supply, it is observed that there is a need to better the timeliness of service for the latter. Although the discom surpasses the target of performance set by TNERC in shifting service connections; it fails to meet the target in providing temporary supply to its consumers in a timely manner.

In conclusion, TANGEDCO's performance in processing consumer requests to shift service connections in an expedient manner should be commended.



Source: Author's analysis of RTI data

At the same time, there is a need to ensure that this translates in the discom's other essential services such as providing temporary supply.

(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

No. 23, Saraswathi Nagar, Thirupapuliur Cuddalore - 607 002
Phone: 8608615621
Email: ecccuddalore@gmail.com

Sadayanodai Iaignar 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 GribblesPet Arakkonam Vellore District - 631 002
Mobile : +91 98946 32302
Email id: eccvellore@gmail.com

People's Action Service Society (PASS)

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

Electrical Safety First!

- Let's get our homes grounded properly

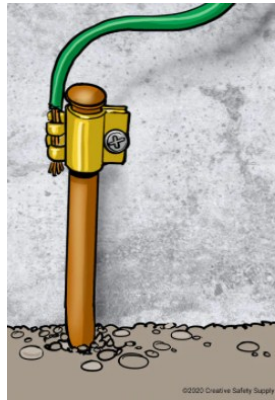
Every household has had to deal with the occasional faulty wire, broken plug point or damaged electrical fixture. In such instances, we have all received a fair share of warnings and instructions that emphasise on electrical safety. With the exception of such instances, how often do we concern ourselves with electrical safety? Answer: Maybe not as often as we should.

National Crime Records Bureau data reveals that "[Electrocution kills nearly 30 Indians a day!](#)" In 2019, over 1,000 deaths were recorded under accidents due to electrical short circuits. As everyday consumers of electricity, this makes electrical safety our first and foremost responsibility.

One of the important objectives of [electrical safety](#) is to ensure that there is no leakage of current from its intended path. To stop such leakages from occurring, consumers should focus on electrical grounding or earthing.

Grounding, the first step to electrical safety

[Grounding or earthing](#) as its name suggests connects the electrical system, electrical devices and its metallic parts to the ground/earth through a thick conductor wire.



Source: [Creative safety supply](#)

Every household's electricity system should include earthing/grounding wire (s) that runs parallel to the system's hot and neutral wires. This will act as an effective and safe pathway for excess electricity to flow back to the ground in case of wiring failures.

Grounding matters

If there is an electrical surge, a lightning strike or any kind of damage in the electrical system, the metal components of the appliance will act as a conductive surface. This means that the person who comes in contact with the appliance may experience an electrical shock due to the excess current flowing in the circuit. If the appliance is grounded, excess electricity is redirected to the ground thus ensuring electrical safety and avoiding accidents such as electrocution to the individual and electrical fires to the building.

The benefits of electrical grounding or earthing include:

- **Overload protection** - Appliances are protected from electrical surges and its consequences including overload, overheating and fault/failure.
- **Voltage stabilisation** - Grounding limits the voltage induced due to any accidental contact by higher-voltage lines and thereby stabilises the system.
- **Prevention of electrical fires** - Without proper grounding, household electronics and appliances could burn out and put consumers' lives at risk with electrical fires and potentially deadly electrical shocks.

Is your home grounded properly?

Well, this is a question only a qualified, licensed electrician can advise upon. Do not leave your safety and your appliances' longevity to chance. Schedule an inspection of your electrical system and make sure that your homes are grounded properly.

Tamil Nadu News

Electricity allowed to small traders sans completion document

The first bench comprising Chief Justice Sanjib Banerjee and Justice Senthilkumar Ramamoorthy set aside the petitioner's apprehension that the impugned circular would pave for power connection in unauthorised buildings contrary to the court order making building completion certificate mandatory for providing power, water and sewage connections.

However, pointing out that Tangedco was ultimately required to provide electricity in accordance with the rules, the bench directed the utility to modify its scheme to comply strictly with the Tamil Nadu Combined Development Regulations and Building Rules, 2019, wherein a completion certificate is required for all buildings, except residential building up to a height of 12 metres, while in the draft plan it has been indicated as not exceeding 18 metres.

It treated right to obtain electricity as right to life, the bench said, adding that the draft plan thus passed muster. It also recorded Additional Advocate General Arvindh Pandian's submission about the requisite safeguard that has been provided and that the property tax receipt was required before the application for service connections was considered. Also, the connection for unauthorised construction would be disconnected based on the order of municipal authorities, he added.

Coimbatore Consumer Cause, which had moved a PIL, claimed that it was not opposed to such a move as power connection have to be provided to a single room in a park and so on. But the rules in this regard should be issued by the Tamil Nadu Electricity Regulatory Authority as Tangedco was merely the licensee, it contended.

Source: [DT NEXT](#), March 18, 2021

India News

India electricity demand to be higher in fourth quarter

India's electricity demand is expected to be higher year-on-year in the fourth quarter of the current fiscal, India Ratings and Research said in a report. This assumes importance as energy consumption, especially that of electricity and refinery products, is typically linked to overall demand in the economy. This also comes at a time when India's gross domestic product (GDP) growth is estimate have been revised upwards by ratings agencies.

In its Global Economic Outlook, Fitch revised India's economic growth estimate to 12.8% for FY22, on the back of a stronger carryover effect, a looser fiscal stance and better virus containment. Also, Moody's Analytics has said India's GDP is projected to grow 12% in 2021.

"The all-India energy demand is expected to be higher in 4QFY21 on a yoy basis, despite partial lockdowns in some of the states on account of an increase in COVID 19 cases," the report said. Given a resurgence in covid-19 cases in several parts of the country, the central government on Wednesday asked states to impose local restrictions ahead of upcoming festivals in India.

"In February 2021, the all-India energy demand increased 0.2% yoy to 104.6 billion units (January 2021: up 5.0%; December 2020: up 4.9%)," the report said. This comes in the backdrop of India's electricity demand recording a new high of 189.6 gigawatts (GW) in January. The country has an installed power generation capacity of 373.43GW.

"The energy demand over April 2020-February 2021 was lower by 2.8% on a yoy basis (9MFY21: down 3.9% yoy; 1HFY21: down 8.7% yoy; 1QFY21: down 15.9% yoy)," the report added.

Source: [Livemint](#), March 27,2021

Consumer Focus

The petitioner is a domestic consumer. On 29.08.2020, he had applied for a temporary service connection, for a house that he had planned to construct. TANGEDCO's Assistant Engineer (AE) turned down the application, stating that a service connection had already been assigned to him, following an application made by him on 24.06.2017.

The petitioner wrote to the AE confirming that he did submit an application for temporary connection on 24.06.2017, along with the requisite amount of Rs. 7,400. However, there was no further communication from TANGEDCO and the supply was not effected at all. The petitioner added that he was given to understand that the previous temporary connection was valid only for two years, and so, he applied afresh online, for a new temporary connection. Later, on tracking the status of his application online, the petitioner found that the application was put on hold for the reason that the address had an old (existing) supply, since 03.10.2017. Stating these facts, the petitioner sought an explanation for withholding his application for a new service connection. The AE replied stating that the service connection was given on 26.07.2017 and disconnected on 03.10.2017 as the petitioner had not paid the bill amount of Rs. 2,101/-. Later, vide another letter dated 23.11.2020, the petitioner was informed that the arrears of CC charges added up to Rs. 17,460/-.

In the meantime, the petitioner had registered a complaint with the [Consumer Grievance Redressal Forum \(CGRF\)](#). Since the CGRF delayed in taking up the matter, the petitioner preferred an appeal before the [Electricity Ombudsman](#), requesting to pass necessary orders for effecting the temporary connection by revalidating the application dated 29.08.2020. He also appealed to the Ombudsman that the sum of Rs. 17,460/- be recovered from TANGEDCO officials who had not given him any services at all, and that he be refunded the amount of Rs 7,400, paid earlier, along with interest.

During the hearing, the TANGEDCO officials argued that the application was cancelled due to outstanding payments and requested the Ombudsman to dismiss the case.

On hearing both sides, the Electricity Ombudsman stated there was no record found to confirm that a temporary service connection was given to the petitioner. Based on [TNE Distribution Code, Regulation 31- Inspections, Testing and Effecting Supply](#), the Ombudsman concluded that the said service connection had not been effected at all. Hence the demand of the amount of Rs.17,460/- raised by the officials was dismissed.

Further, regarding the closing process, the Ombudsman applying [TN Supply code, Regulation 17 \(5\) - Agreement with respect to supply issues: Issues on Recovery charges](#), ordered refund of the initial payment of Rs 7,400 made by the petitioner. TANGEDCO was ordered to effect the temporary supply service connection after collecting the necessary charges within 30 days and to submit a compliance report within 45 days from the date of receiving the order.

Source - [Ombudsman case from TNERC](#)

ECC VOICE

திருநெல்வேலி மாவட்டம், பாளையங்கோட்டையில் உள்ள மூகாம்பிகை நகரில், மும் முனை (3-Phase) மின்னிணைப்பில் ஒரு முனையில் (1-Phase) மின்சாரம் கிடைக்காமல் இருந்து உள்ளது. இதனால் அப்பகுதியில் மின்சாரம் அடிக்கடி தடைபடுவதாகவும், மும் முனை (3-Phase) மின்னிணைப்பிலும் மின்சாரம் வழங்க வேண்டி மின்வாரிய அலுவலகத்தில் பொதுமக்கள் புகார் செய்துள்ளனர். ஆனால் அவர்களது புகாரின் மீது எந்தவித நடவடிக்கையும் மேற்கொள்ளப்படவில்லை.

அப்பகுதியில் வசிக்கும் திரு.கபிரியேல், திருநெல்வேலி மின் நுகர்வோர் மையத்தினை பற்றி அறிந்து, அதன் மின் ஆலோசகர் திரு.சண்முகம் அவர்களை தொலைபேசி மூலம் தொடர்பு கொண்டு, தங்களது பகுதி மக்கள் சார்பில் புகாரினை தெரிவித்தார்.

மின் ஆலோசகர், அப்பகுதி மின்வாரியத்தின் உதவி மின் பொறியாளர் அவர்களை தொடர்பு கொண்டு, இப்புகாரினை விவரித்தார். மேலும் மும் முனை (3-Phase) மின்னிணைப்பிலும் மின்சாரம் சீராக வழங்க வேண்டி கேட்டுக்கொண்டார். மின் ஆலோசகரின் வேண்டுகோளின்படி, சம்பந்தப்பட்ட அதிகாரிகள் மற்றும் பணியாளர்கள் அந்தப் பகுதியை பார்வையிட்டு, பராமரிப்பு பணிகளை மேற்கொண்டனர். மின் பாதை செல்லும் வழிகளில் உள்ள மரக்கிளைகளை அப்புறப்படுத்தி, மின் பாதையை ஒழுங்காகவும் மற்றும் மின் விநியோகம் சீராக இருக்கவும் தக்க நடவடிக்கை மேற்கொண்டனர். அதன் பிறகு அப்பகுதியில் மும் முனை (3-Phase) மின்னிணைப்பிலும் மின்சாரம் சீராக வழங்கப்பட்டது. நீண்ட காலமாக தொடர்ந்து வந்த இந்த பிரச்சனைக்கு தக்க நடவடிக்கை எடுத்து உதவிய திருநெல்வேலி மின் நுகர்வோர் மையத்திற்கும், மின் ஆலோசகர் திரு.சண்முகம் அவர்களுக்கும் திரு.கபிரியேல் அப்பகுதி பொதுமக்கள் சார்பில் நன்றியினை தெரிவித்தார்.

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

www.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.

Editorial Team

K. Vishnu Mohan Rao

Balaji M K

Bharath Ram G N

Jeya Kumar R

Pavithra R

World News

Italy sees sharpest fall in energy demand since World War Two due to pandemic

Italy's energy demand fell last year at the fastest rate since World War Two as a sharp drop in road and air traffic during the pandemic undercut oil consumption, a study showed. Italian energy and technology research centre ENEA said energy demand in the country slumped 10% last year, driven by a 60% fall in oil consumption.

"The fall in energy demand is the highest since 1943-44, when Italy was in the middle of World War Two," ENEA analyst Francesco Gracceva said.

At the time of the financial crisis in 2009 energy consumption fell by "only" 5.7%, he added. ENEA gave no forecasts for whether the decline in demand would continue this year. Severe coronavirus restrictions to contain surging infection rates weighed on energy demand across Europe last year as travel slowed to a trickle and industry cut back production. Italy has been one of the worst hit countries in Europe, with 98,635 deaths from COVID-19.

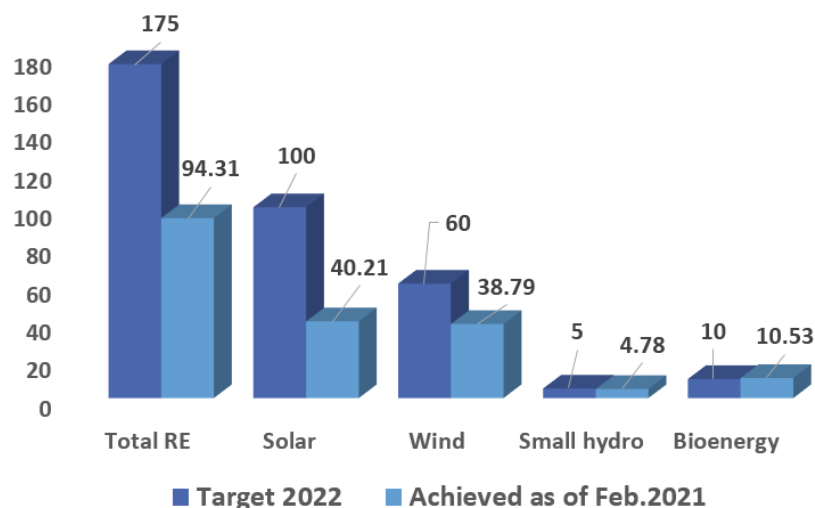
As energy demand fell, carbon emissions in Italy dropped by 12% last year to levels 40% below those of 2005, ENEA said, adding imports of low-carbon technology, especially electric and hybrid cars, jumped 27%. The sharp fall in oil demand pushed the share of fossil fuels in Italy's energy mix to their lowest level since 1961 while gas remained the main energy source.

Electricity demand fell 5.3% for the year while power prices fell 15% for companies and 10% for consumers, ENEA said. Thanks to the fall in overall energy consumption, the share of renewable energy rose to 20%, "data that Source: [Reuters](#), March 04, 2021

Publications / Regulations

- Imposition of Basic Customs Duty (BCD) on solar PV cells & modules/ panels, [MNRE](#), 2021
- World energy transitions outlook: 1.5°C pathway, [IRENA](#), 2021
- Renewables in cities - 2021 Global status report, [REN21](#), 2021

India RE Target 2022 Vs. Achievement (in GW)



Source: [MNRE](#)