

Assessing TANGEDCO's Compliance to Distribution Standards of Performance (DSOP): An Analysis of RTI Data for the Year 2016 (Part-13)

The [previous issue](#) explained TANGEDCO's level of performance with respect to pending service requests from electricity consumers. This section of the editorial will capture major findings from the analysis and highlight recommendations to the discom in maintaining its level of performance.

TANGEDCO should maintain the level of performance around providing new service connections: TNERC Distribution standards of performance regulations (DSOP), 2004 outlines the standards of performance i.e the standards of service that TANGEDCO should perform within specified timelines, to achieve the targeted performance for the service areas, to compensate for non-adherence of standards and to publish the level of performance. One of the key standards outlined by TNERC is that TANGEDCO should process 95% of service requests within the stipulated time, failing which the discom will have to compensate consumers for the same.

The periodical statements released by TANGEDCO on its level of performance present that the targeted performance for providing new service connections was achieved within the stipulated time. i.e. 95% of requests for new service connections were processed within the time stipulated in the DSOP. On the contrary, the data collected through RTI for the year 2016 across 43 distribution circles reveals that only 86.67% of new service connections were processed within the prescribed time. Such inconsistency indicates a mismatch between the figures presented by the head office and circle offices in publishing the discoms performance. It further suggests that there is a need for TANGEDCO to improve the line of communication and data sharing while improving its level of performance in processing requests for new service connections.

TANGEDCO should ensure that applicants are duly compensated if their applications are not processed in time:

During 2016, TANGEDCO received 3,72,410 applications for the five service areas. 26,963 applications which were not processed in time and 10,236 applications which were kept pending should have been compensated. Therefore, a total of 37,199 consumers should have received compensation of anywhere between Rs.100 and Rs.1000, based on their respective cases. Assuming that each consumer received the minimum compensation, a sum of Rs.37,19,900 should have been the aggregated compensation paid by the discom. Whereas, the statements released by TANGEDCO highlight that no compensation was paid to consumers during the said period. The discom should ensure that consumers are duly compensated in instances where their service requests are not processed in time.

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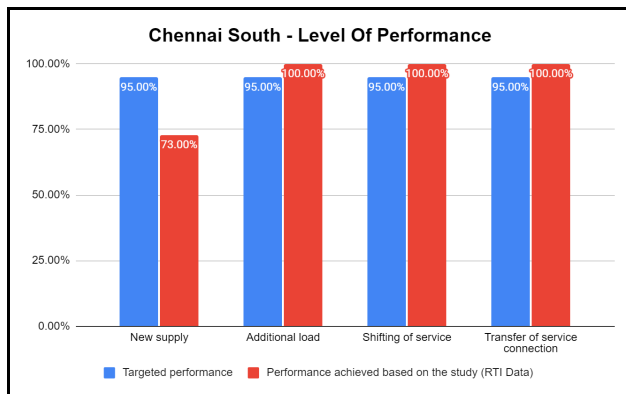
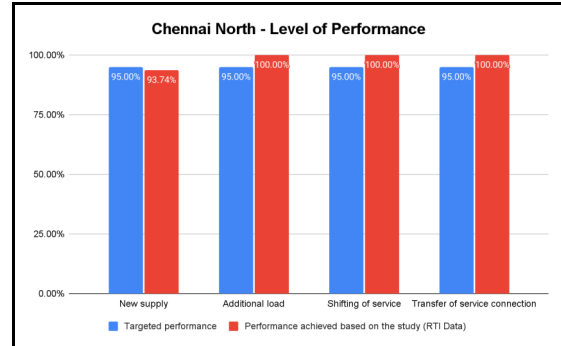
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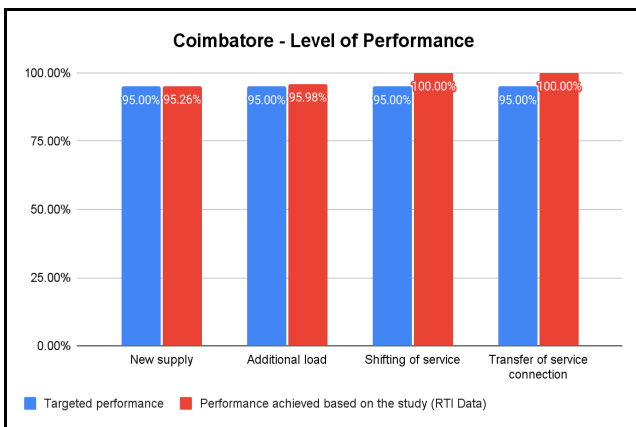
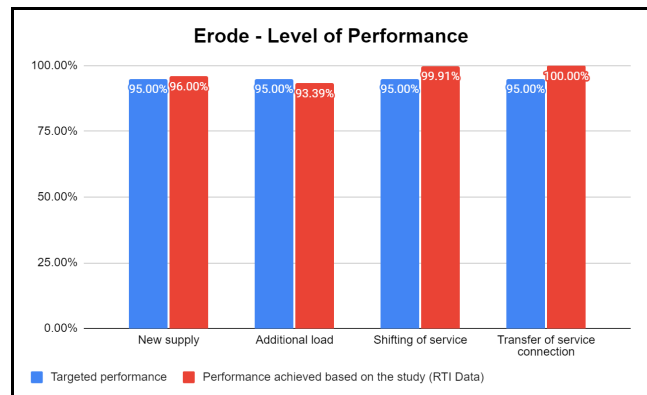
TANGEDCO should publish detailed region specific information around the applications processed, on a regular basis: As per DSOP Regulations, 2004, Regulation 24, "Information on Standards of Performance", indicates TANGEDCO publishes six month statements on the discom's overall level of performance. These statements do not provide information around the level of performance specific to regions/distribution circles. Studying the RTI data collected across 43 distribution circles reveals that there is a significant difference in level of performance between the regions. This difference is striking, especially in handling consumer requests to provide new service connections .

When comparing regions on assessing the level of performance for the five service areas where TANGEDCO should have achieved 95% as the targeted performance, in Chennai North region, 93.74% applications were completed within the time period for providing new service connections, which is less compared to the targeted performance. In the other four service areas, TANGEDCO has surpassed the targeted performance.



In Chennai South region, TANGEDCO's performance was achieved i.e. 100% of the applications were completed in the prescribed time for providing the additional load, shifting of service connection and transfer of service connection. On the other hand, TANGEDCO was able to achieve only 73% in providing the new supply connections for the consumers which is lower than the targeted performance.

In the Erode region, TANGEDCO was able to achieve the targeted performance for new service connection, shifting of service connection and transfer of service connection. But, the performance achieved for providing additional load was 93.39 %, which is lower than the targeted performance.



When compared to Chennai North, Chennai South and Erode regions, TANGEDCO was able to achieve the targeted performance (i.e 95%) for all the service areas in Coimbatore region. When comparing the service areas in Coimbatore region, TANGEDCO had surpassed the targete performance (95%). All the applications received for shifting of service connections and transfer of service connections were duly completed in the time.

The data presented above highlights the difference in level of performance across regions in handling consumer requests. This is not captured in the periodic statements published by TANGEDCO. Alternatively, if such detailed region specific information is published regularly, it will aid the discom in developing a targeted approach to enhance the level of performance.

(Concluded)

Tamil Nadu News

Disruptions likely as EB plans 10-day State-wide maintenance work

Admitting that there were complaints regarding power cuts were reported across the State, Minister V Senthilbalaji said it was due to the previous government's failure in carrying out monthly maintenance works for nine months. "We are going to carry out the maintenance works across the State," he said. He added that maintenance works would commence on June 19 and would be completed in 10 days. "District-wise action plans and schedules have been prepared so that the public will get prior information about power cuts due to maintenance works. Materials and equipment were procured and kept ready."

As per data, the department would repair more than 62,000 electric posts, 30,000 low-level cables, 1,023 junction boxes apart from removing more than 83,000 tree branches in those 10 days. "There will be no power cut in any area for more than 2 or 3 hours. Once the maintenance works are completed, there will be no power cut in the State unless there is any maintenance work," he assured.

Responding to questions, Senthilbalaji said the department was looking into more than 10 lakh complaints pertaining to high power bills. He assured the issues would be rectified soon. "We will not cut power supply to the houses for one or two days after the last date for making payments ends," he added.

Source: [DTNext](#), June 18, 2021

India News

Power consumption grows 12.6% in first week of June

According to experts, the recovery in power consumption and demand was slow in the first week of June due to the low base of last year. Power consumption in the country grew at 12.6 per cent in the first week of June to 25.36 billion units (BU), indicating a slow recovery in commercial and industrial electricity demand, as per the government data. Power consumption was recorded at 22.53 BU in the first week of June last year, the power ministry data showed. According to experts, the recovery in power consumption and demand was slow in the first week of June due to the low base of last year. In the entire June last year, power consumption slumped by nearly 11 per cent to 105.08 BU from 117.98 BU in the same month in 2019, mainly due to fewer economic activities amid lockdown restrictions. In the first week of May this year, the power consumption was 26.24 BU despite lockdown restrictions imposed by many states amid the second wave of COVID-19. Thus the month-on-month comparison indicates that power consumption has dipped by 3.35 per cent in the first week of June compared to the same period in May 2021. Peak power demand met or the highest supply in a day witnessed a growth of over 15 per cent in the first week of June at 168.72 GW (recorded on June 7), compared to 146.53 GW on June 6 last year. Peak power demand met in the first week of June 2019 was 181.52 (recorded on June 4).

The peak demand in the entire June (2020) slumped to 164.98 GW from 182.45 GW in the same month last year. Therefore, the recovery in industrial power consumption and demand is slow in the first week of June despite recording double-digit growth on the back of a low base a year ago. The experts hope that the commercial and industrial power consumption as well as demand would rise again from June onwards as many states are easing local restrictions imposed to curb the second wave of coronavirus, as the number of daily new positive cases of COVID-19 is in decline. Last year, the government had imposed a lockdown on March 25 to contain the spread of coronavirus. The lockdown was eased in a phased manner, but had hit the economic and commercial activities and resulted in lower commercial and industrial demand for electricity in the country. In November 2020, the power consumption growth slowed to 3.12 per cent, mainly due to the early onset of winters. In December 2020, it grew by 4.5 per cent, while this was 4.4 per cent higher in January 2021.

Source: [Financial Express](#), June 08, 2021

Consumer Focus

The petitioner's husband, an agricultural consumer, had applied for the free electricity for agricultural connection in the year 1997 with the registration number 194/17.07.1997. Following the passing of her husband in 2002, the petitioner received no further information about the application. The petitioner wrote several letters to the Executive Engineer and Superintending Engineer, requesting updates. Receiving none, her son (on her behalf) attended the monthly grievance meeting at the collectorate office on 06.08.2019 and submitted a complaint. The officials then advised him to get a new service connection by applying under the horticulture service connection.

The petitioner then approached the [Consumer Grievance Redressal Forum \(CGRF\)](#) on 23.09.2019. The petitioner attended the CGRF hearing on 13.02.2020. During the hearing, the TANGEDCO Officials stated that they had sent a notice on 03.11.2010 to submit a readiness report for effecting the free agricultural service connection and also submitted the photocopy of the same. If the applicant failed to submit the readiness report within the notice period of 90 days ie., 08.02.2011 and maximum extension period of 5 years ie., 08.02.2016 from the notice period, then his or her application will be considered as rejected. In this case, the applicant died on 20.03.2002 and their legal heirs also did not raise any request for the service connection during this period. On hearing this, CGRF ordered that since all protocols were followed and the requisite 5 years had passed, the petitioner was no longer eligible for a free agricultural service connection under normal seniority. Hence CGRF dismissed the case. Aggrieved by the order, the petitioner appealed to the [Electricity Ombudsman](#).

During the Ombudsman hearing, the TANGEDCO officials mentioned that following the petitioner's complaint to the CGRF, the Junior Engineer wrote to her on 25.10.2019 stating that they could no longer process the application as the petitioner or/and the legal heirs had failed to register the readiness within the approved time frame. The letter also mentioned that during a consultative meeting at TANGEDCO headquarters on 11.01.2011, the Director, Distribution had ordered that all applications registered before 01.04.2000 were to be cancelled if they failed to submit the readiness report even after the extension period of 5 years. Hence the petition was cancelled, the letter read. On hearing arguments from both parties, the Ombudsman stated the following: while TANGEDCO officials claimed to have sent a notice for registering the readiness report, they were unable to submit proof of (i) despatch seal from their office or (ii) sent through the post office or (iii) the acknowledgement card stating that the petitioner received the notice. Considering these, the Ombudsman, giving the benefit of doubt to the consumer, concluded that a notice was not sent to the petitioner. Also, the Ombudsman applied the internal circular given by Chief Engineer/Planning, which states that if the applicant failed to submit the readiness report, he/she must be given a further notice within 90 days. Therefore, it was incumbent upon TANGEDCO to follow up with the petitioner which was not adhered to in this case. Similarly, TANGEDCO also failed to inform the applicant about the cancellation of the application after the maximum extension period of five years. Hence the Ombudsman gave another chance for the petitioner to submit the readiness report with necessary documents and ordered to effect the free service connection.

Source - [Ombudsman case, TNERC](#)

ECC VOICE

கடலூர் மாவட்டம், சிதம்பரம் வட்டம், லால்புரம் பகுதியில் வசிக்கும் திருமதி. கலாவதி என்பவர், தனது வீட்டின் மின் இணைப்பு கட்டணம் சராசரியாக வரும் தொகையை (ரூபாய் 650) விட அதிகமாக (ரூபாய் 3,300) வந்ததைக் கண்டு அதிருப்தி அடைந்தார். அவர் மின் இணைப்பு ஆகஸ்ட் 2020 அன்று தான் பெறப்பட்டது. கொரோனா ஊரடங்கு காரணமாக மின் கணக்கீடு செய்ய முடியாத நிலையில் தனது மின் கட்டணம் எவ்வாறு கணக்கிடப்பட்டுள்ளது என்று லால்புரம் இளமின் பொறியாளர் அவர்களிடம் விளக்கம் கேட்டு புகார் அளித்துள்ளார். ஆனால், அவரின் புகாருக்கு எந்தவித நடவடிக்கையும் மேற்கொள்ளப்படவில்லை. எனவே, அவர், தனது நண்பர் மூலம் கடலூர் மின் நுகர்வோர் மையத்தை பற்றி அறிந்து, மின் ஆலோசகர் திரு.சிவபாலன் அவர்களைத் தொடர்பு கொண்டு அவரது பிரச்சனையைக் கூறி புகாராக அளித்தார். புகாரினை பெற்றுக்கொண்ட மின் ஆலோசகர் திரு. சிவபாலன், சிதம்பரம் செயற் பொறியாளர் அவர்களுக்கு மனு அனுப்புமாறு அறிவுறுத்தினார். பின்னர் செயற் பொறியாளரை தொலைபேசி மூலம் தொடர்பு கொண்டு புகாரினை விவரித்தார். புகாரின் முக்கியத்துவத்தை எடுத்துக் கூறி விரைவில் சரி செய்து கொடுக்குமாறு வேண்டியுள்ளார். செயற் பொறியாளர் புகாரினை பரிசீலனை செய்து, திருமதி. கலாவதி அவர்களின் மூன்று பில்லிங் சுழற்சியின் மின் பயனீட்டின் சராசரியை கணக்கிட்டு அவற்றிக்கான தொகையாகிய ரூபாய் 750 செலுத்துமாறு தெரிவித்தார். தனது மின் கணக்கீட்டு பிரச்சனைக்கு தக்க நடவடிக்கை எடுத்து உதவிய கடலூர் மின் நுகர்வோர் மையத்திற்கும், மின் ஆலோசகர் திரு.சிவபாலன் அவர்களுக்கும் திருமதி. கலாவதி தனது நன்றியினை தெரிவித்தார்.

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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

U.S. solar capacity passes 100 gigawatts after strong first quarter, but Covid challenges persist

The United States is now home to over 100 gigawatts of solar photovoltaic capacity, according to a new report, although rising costs could pose challenges to the sector. The figures come from the latest U.S. Solar Market Insight report, released on Tuesday by the Solar Energy Industries Association and Wood Mackenzie.

It found that America's solar industry installed slightly more than 5 GW of photovoltaic capacity in the first three months of 2021. This represents a record for the first quarter and is 46% higher than the same period in 2020. On a state by state level, Texas came out on top, installing more than 1.52 GW of capacity, followed by California and Florida, where 563 and 525 megawatts were installed. Looking at the bigger picture, the report states that solar made up "58% of all new electricity-generating capacity added" in the United States during the first quarter. Wind, it says, was responsible for "most of the remainder."

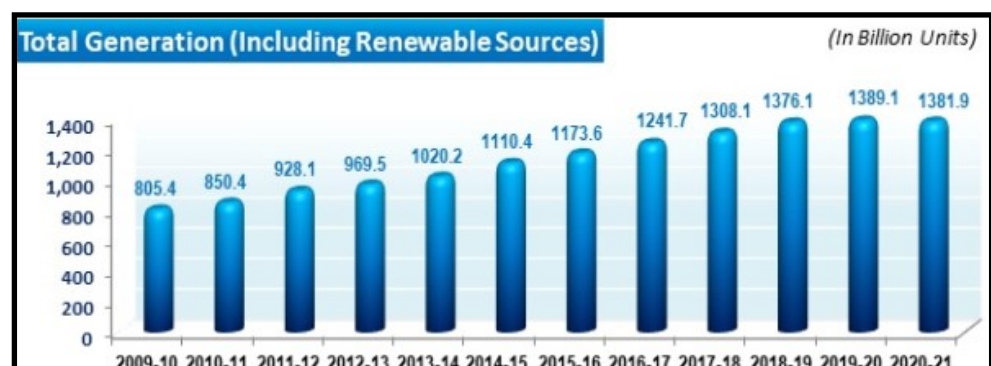
While the U.S. solar industry has now surpassed 100 GW of capacity, other markets have already reached that milestone. Toward the end of 2020, SolarPower Europe said capacity in the European Union stood at more than 137 GW. The above figures relate to direct current, or DC, ratings as opposed to alternating current. Capacity is the maximum amount that installations can produce, not necessarily what they are currently generating, while photovoltaic refers to a way of directly converting light from the sun into electricity. In the U.S., preliminary figures from the U.S. Energy Information Administration show that natural gas and coal's shares of utility-scale electricity generation in 2020 were 40.3% and 19.3%, respectively.

Source: [CNBC](https://www.cnbc.com), June 17, 2021

Publications / Regulations

- Tracking the Impacts of Innovation: Offshore wind as a case study, [IRENA](https://www.irena.org), 2021.
- Time extension in Scheduled Commissioning Date (SCD) of Renewable Energy (RE) projects considering disruption due to second surge of covid 19, [MNRE](https://www.mnre.gov.in), 2021
- Energy statistics India - 2021, [MoSPI](https://www.mospi.gov.in), 2021

Total generation (including renewable energy), 2020-2021



Source: [Ministry Of Power](https://www.mospi.gov.in)