

Consumer Grievance Redressal Forum
Maharashtra State Electricity Distribution Co. Ltd.
Bhandup Urban Zone, Bhandup

Ref. No. Secretary/MSEDCL/CGRF/BNDUZ/

Date:

Case No.54

The consumer Dr.satyanand R. Khade, being termed as petitioner put his grievance to this forum on dated 10/01/06, which is registered at sr.No.54 dt 10/01/06, but hearing date could not be fixed due to non-availability of chairman, member to this forum. However hearing date is fixed immediately on the joining of member. The hearing is conducted on dated 12/04/06 in presence of chairman, member & member secretary.

The representation from consumer side & utility are as below:

- | | | |
|--------------------------------|-------|------------|
| 1. Shri Dr. satyanand R.Khade | ----- | Appellant |
| 2. Shri B.R.choudhary, Jr.Engr | ----- | Respondent |

The appellant Dr. Shri satyanand R. Khade narrated as below:

In Bhiwandi area, a load shedding of 6 hrs. is being done, we have no objection for the load shedding as it is to meet the gap between the generation & utilization of power to make the system stable for 24 hrs. However, there is several types of interruption in power supply due to various reasons for abnormal period, which are beyond the tolerance. It should not be there so as to get uninterrupted supply other than the load shedding. I have also provided solar system to meet our demand in addition to inverter but still facing a lot of problem.

There are a large number of double feeding supplies available to so consumers which are causing great inconvenience to avail electricity supply at satisfactory voltage to run our electric appliances in house & dispensary. I should also be provided with double feeding system to meet our demand.

Compliance of order/suggestion issued by ICGRU, Bhiwandi.

Transformer failures due to poor maintenance, overloading & double feeding are highly alarming. The transformer feeding supply to my residence at ranjanoli failed 8 times within a year & duration of 20 days required to replace it for each occasion.

Forum to consumer: How do you face the interruption of supply during the period other than load shedding !

Consumer: The area of dispensary is fed supply from 3 feeders and during the load shedding on one feeder, most of the consumers are provided with a facility to divert the load on the other feeder which results into over loading of feeder & transformer, resulting frequent fuse failure, DTC failure & breakdown of the feeder ect. Breakdown of the feeders are not attended for a longer period. There are large numbers of illegal connection which are very trouble some to all the honest consumer.

Representative of the utility of the utility stated as under:-

There are 3 Nos. 22kv feeders passing through the nearby area of the dispensary of the complainant.

Bharat compound emanating from 220/20 kv Temghar S/stn. With max. load reaching on 360 A with conductor size 0.1, 0.2, & 0.06 ACSR also, for few spans it needs to the reconductoring immediately.

New MIDC feeder emanating from 220/20 KV Temghar S/stn.with max. load of 260-270 A.

Old MIDC feeder emanating from 100/22kv Bhiwandi s/stn.which is over loaded sub stn.

Load of one feeder can be diverted to other feeder. There are a large number of illegal connections having facility to switch on/divert the load of one to another feeder resulting into over loading of 22 kv feeders & transformers, resulting in to frequent DTC failure & break down of feeders. Some times cascade failure of DTC are also experienced. Any legal connection is not released by MSEDCL Ltd. Of R&C category so far, having double feeding arrangement with double feeding system, but it is true that there are a large number of illegal connections existing in that area & can feed supply from one feeder to the other feeder in case of load shedding of either feeders. During acute shortage of powers, a heavy load shedding is implemented throughout the maharashtra any connection for R&C category with double feeding arrangement will worsen the situation & load shedding purpose will be defeated hence we object to any connection to be released with double feeding arrangement in that area for the time being.

Forum to utility: What action has been taken by you to overcome the grievance of the consumer!

Utility: We are often operating special drive to remove such illegal connection with the help of police and get momentary relief but not a permanent solution as political interference is there to support such illegal consumer. We also do not get co-operation from the local police.

Forum to utility: What is the alternative arrangement!

Respondent: If all the three feeders are kept off for L.S simultaneously, there will be complete solution of the problem of consumer. There will be reduction in line loss & damage of the equipment will also be prevented but there is strong opposition from the public by agitation & some times manhandling also.

Forum: What action have been taken by you in response to compliance of ICGRU suggestion made vide order No.27/10/05 !

Utility: We have done the compliance of the order of ICGRU as mentioned below:

1) Removal of double feeding supply – frequently we are taking drive of removal of double feeding arrangement on 22 kv line and DTC with the help of local police. The persons involved in such activities are caught and cases are lodged with Thane court (267 Nos). The photocopies of the drive taken are also to the forum for compliance on demand during the hearing.

2) Load shedding is strictly carried out as per the programmer issued by circle office.

3) Failure of DTC – preventive maintained are intensified to reduce the failure, over loaded DTC are attended by removing unauthorized connected load by the consumer. For example DTC at ranjanoli feeding supply to the residence of the compliant failed eight times within one year, a drive was exercised in that area & removed all the heaters etc. of all the consumer using illegally & unauthorisingly. Now there is no failure since last six months of that location. Additional DTC augmentation of DTC etc are also proposed in overloaded area to reduce the over loading of DTC. Three DTC are provided in different part of Bhiwandi.

4) Reduction of interruption – maintenance of HT lines & LT lines are carried out thoroughly and regular patrolling is carried out to reduce the breakdown. Any break down of major nature is attended max. Within 8 hrs as OH lines are passing through the forest area, crimping of lugs etc. at various location are in are in progress to avoid damage of equipment & reduction of line loss.

Observations of the Forum:

During the hearing heard from both the sides, it is confirmed that main grievance of the consumer & utility also is the illegal connection taken by the residents creating nuisance in the city with the support of political leaders. IT removal is not so easy they are again & again using power by illegal way though utility has made many efforts to remove it even though by lodging complaints regarding theft of energy with the Thane court. The matter was also discussed by location Chief Engineer, Buz by arranging the meeting with him and instruction are passed by him to impose the fine of Rs. 1000/- on utility officials for each location of illegal double feeding activity whwn ever such situation is observed. The immediate remedy over ti is implement the load shedding on all the three feeders simultaneously which will control the situation of double feeding supply taking activity. Accordingly, load distribution network should be

re-arranged to avoid over load & under load of sub-station. If required, reconductoring should also be done. It will help the reduction in failure of DTC due to over loading. Low voltage problem line loss reduction damages of costly equipments of the network.

Programmed for removal of double feeding system should be intensified & instruction of the chief Engineer, BUZ should be followed up strictly.

Preventive maintenance of DTC augmentation of over loaded DCT commissioning of new DTC in overloaded area to provide satisfactory service to all the eligible consumers should be done.

Preventive maintenance of HT & LT should nbe done to avoid the break down. Thorough patrolling of LT & HT network should be done once in three months. Priority be given on the feeders having a large number of interruption & breakdowns on it.

Flying squad already formed at each division level as per H.O instructions should be instructed to intensify the checking of installation programmer to have a control on illegal connection, theft of energy, unauthorized use of power to reduce the over loading of the system & reduction of line loss.

All efforts are to be taken to provide uninterrupted supply excluding load shedding period and assigned S.O.P in all respect should be maintained to provide better service to the consumers.

It is informed by respondent that the local police is not co-operating during the drive to handle the situation. Hence top officials of the company even the govt. be requested for police protection in theft cases.

The achievement regarding the above matter should be reported monthly to the chief engineer, Bhandup Urban Zone, Bhandup till normalization of the situation.

ORDER

In the instant case, to avoid disparity in load shedding and frequent power failures, the utility officials should implement uniform/ simultaneous load shedding as mentioned in the observations.

The order is issued under the seal of consumer Grievance Redressal Forum M.S.E.D.C.L. Bhandup Urban Zone 29th of April 2006.

Note:1) If Consumer is not satisfied with the decision, he may go in appeal within 60 days on receipt of this order to Ombudsman in attached " Form B".

Address of the ombudsman

The Electricity ombudsman
Maharashtra Electricity Regulatory Commission
606, Kashav Building,
Bandra-Kurla complex, Bandra(E),
Mumbai-400 051.

2) If utility is not satisfied with order, it may go in appeal with Hon. High Court within 60 days from receipt of the order.

MRS. M.P. DATAR
MEMBER
CGRF, BHANDUP

S.L. KULKARNI
CHAIRMAN
CGRF, BHANDUP

G. B. SINGH
MEMBER SECRETARY
CGRF, BHANDUP