

ELECTRICITY CGRF
(Under The Electricity Act, 2003)
ANDAMAN & NICOBAR ISLANDS
SRI VIJAYA PURAM

Before:

Shri. R. Ravichandar, Chairman.
Shri. Narayan Chandra Baroi, Member (Licensee).
Smt. Biji Thomas, Independent Member (JERC Nominated).

In the matter of:

Shri. Aboobacker, R/o Chouldari, Sri Vijaya Puram, South Andaman.

.....Complainant

Versus

The Electricity Department, A & N Administration, Sri Vijaya Puram.

.....Respondent

Complaint No. : ANI/CG No. 42/2024 dated 11/11/2024
Complaint : General (Quality of Service)
Date of Hearing : 05/12/2024
Date of Order : /6/12/2024



ORDER

Background

The complainant Shri. Aboobacker, R/o Chouldari, Sri Vijaya Puram, South Andaman filed a complaint vide R.D. No. 868 dated 11/11/2024 in the matter of settlement of grievances of electric energy consumers of A&N Islands frequent and continued power interruptions.

The complaint was forwarded on 12/11/2024 to the Assistant Engineer (Workshop), Nodal Officer for CGRF, Executive Engineer(HQ), Executive Engineer(PG), Electricity Department who represents the Respondent/Licensee(ED) for submitting reply/comments and for attending the Hearing fixed on 27/11/2024 at 10:30 a.m. in the Hearing Hall of the Electricity CGRF, A&N Islands, Horticulture Road, Haddo, Sri Vijaya Puram with relevant documents to depose before the Forum. A copy of this letter was also endorsed to the complainant for attending the Hearing on 27/11/2024 at 10.30 a.m. The hearing was postponed due to requests from EE(PG) and Shri. Aboobacker for extension and hence finally it was fixed on 05/12/2024 at 10:30 a.m. in the Hearing Hall of the Electricity CGRF, A&N Islands, Horticulture Road, Haddo, Sri Vijaya Puram.

The Respondent on behalf of Licensee (ED) i.e., EE (PG), Electricity Department filed his letter No. EL/PG/Tech/24-25/7-6/2916 dated 30/11/2024, forwarded through AE(W/Shop) vide his letter No.

EL/AE(W/Shop)/2-16/2024/609 dated 30/11/2024, which was received by the Forum on 02/12/2024, which is kept in case file **(Exbt. -1)**.

Hearing on 05/12/2024

The Hearing was held on 05/12/2024 in the Hearing Hall, Electricity CGRF at 10:30 a.m. The following were present: -

- (i) Shri. Aboobacker K.P, Complainant.
- (ii) Shri. Sanjit Das, Asst. Complainant.
- (iii) Shri. K. Nageshwar Rao, EE(PG), Elect. Dept.

The Nodal officer has informed through phone regarding inability to attend the hearing due to some urgent works at site. The Forum expressed the deep concerned about no representative from the EE (HQ) to present the issues related to other than Generation.

Statement of the Complainant

Complainant Shri. Aboobacker stated in his complaint letter dated 11/11/2024 that:

1. *"That, the frequent interruptions of power supply to the consumers in these islands, South Andaman District in particular for long intervals*
2. *That, the un-notified power breaks for complete day and nights most often apart from the notified power cuts on all weekends (Saturdays) and thereby problems being faced by the consumers, families and students.*
3. *That, damages of house hold electrical appliances due to sudden decrease of voltage in power supply to domestic consumers.*
4. *That, to ensure and protect the rights of consumers under the prevailing rules, 2020.*
5. *That, it is the accountability of the agency/department to provide un-interrupted power supply to the bonafide power consumers.*
6. *That, apart from the above it is also a matter of concern that in many locations/areas for viable connectivity of internets is depends on power supply. At present many of the public services the banking and transactions, function of ATMs and Common Service Centers are required regular power supply and due to the unexpected power breaks for long time the indenting stake holders are being compelled to hang around in the quos for long time to complete their urgent needs."*

That, on receipt of the letter referred to above your good self/the forum have been pleased to forward it to the Superintending Engineer, Electricity Department , Sri Vijaya Puram vide CGRF's letter No.ANI/CGRF/10-0/528/dated 24.10.2024with a copy to us with the directives to submit Para-wise comments along with a necessary action taken report within 15 days from



the receipt of the letter of the forum and copy of which is to be endorsed to the complainant.

That, the time specified in the letter was 15 days which has been over on 07-11-2024, but nothing has been heard from the authorities so far, apart from this the numbers of frequent power breaks and interruptions have been increased since last one week (i.e., between 04-11-2024 and 09-11-2024) and the bonafide power consumers are facing difficulties. It is well known that the indispensable needs of the people are light, water and paths/ways (Bijli, pani and rastha) and it is the primary responsibility of the competent authorities to provide and fulfil these essential requirements of the people. The regular and uninterrupted electric energy supply is of the department of electricity and regular supply of drinking water is of the Andaman public works department and Port Blair Municipal council and other items are by the respective district administration of these inlands. Therefore, it is prayed that the respondents no. 1 and 2 may kindly be summoned for a hearing before CGRF to find a permanent solution in this matter and opportunity may also be given to us being the complainant on behalf of the energy consumers of Andaman and Nicobar to be part of the hearing please.

Reply of the Respondent/Licensee (ED)

The Executive Engineer (PG), Electricity Department on behalf of the Respondent/Licensee (ED) in his written submission vide letter No. EL/PG/Tech/24-25/7-6/2916 dated 30/11/2024 has stated that:-

1. "Issues raised - That the frequent interruptions of power supply to the consumers in these islands, South Andaman District in particular for long intervals.

Reply - Long interval interruptions are being done for major reasons viz

a) **Due to shortage of power:** Shortage of Power occurs due to non availability of DG sets, at time hiring power plants not able to declare COD due to constructional and technical deficiencies, the time gap is managed by exercising rotational load shedding in evening hours for a time ranging from 45 minutes to 1 hrs with regular press release for consumer awareness and preparedness.

Remedial measures

New upcoming power plants in pipeline

Tender for 5 MW DG plants at Bambooflat under PPA floated with bid opened date on 12.09.2024.

- Tender for 5 MW DG plants at Ograbraj under PPA floated with bid opened date on 23.09.2024.

- The single bid for 10 MW DG plant under PPA to be installed at CPH has been approved by MHA and Letter of Award has been issued to the firm.

Tender for 4.8 MW Prime Mover at Phoenix Bay Power House floated with bid opening dated on 14.09.2024.



• Augmentation of Chatham & Phoenix bay Power House with a total of 11 MW, the proposal has been approved by CEA. Capital Projects -

1. Interconnection of grid North Middle and south under RDSS
2. 50 MW LNG reconsidered by A&N Administration with the Consent of Ministry of Power.
3. HVDC under-sea cable laying to connect with ALL INDIA grid taken up by Ministry of Power.

b) **Due to Complete Shut downs**-Complete shut down occurs in the grid - from the data recorded for the month of October 2024 the reasons for shut down are detailed as below-

Reason	No. of Shutdown	%
Complete shutdown due to solar	11	20.00
Complete shutdown due to station fault	17	30.91
Complete shutdown due to Line fault	27	49.09
	55	

From the above table it can be seen that major reasons are solar drop, station fault and line fault.

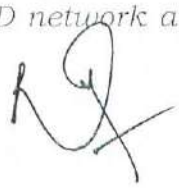
Remedial measures

a) Solar Drop- (11 times complete shutdown) Due to cloudy atmosphere intermittency of Solar is very high in these Islands due to which grid is not stable and for which battery bank is required. Initially during the installation of Solar Power plants along-with battery bank was turned down by the administration due to huge cost, and later was taken up separately with the Ministry of power. Tender for Battery bank of a capacity 20MWhr and approved by Ministry tender taken up by SECI for installation commissioning for NLC power plant. Under JICA scheme a 15 MW/hr battery SCADA (battery bank) is expected by 2026.

b) Station fault- During number of times it has been found that the hiring power stations becomes out of grid due to some discrepancies in relay setting or other technical reasons for which necessary directions have been issued to all the hiring power plant to rectify these issues and subsequently in new upcoming PPA the exclusive clause for grid operation with stability and consistency has been incorporated.

At times due to flash in 33 KV Bus of Chatham the whole grid is affected for longer duration which is inevitable as these bus bar have outlived its life. Necessary proposal for augmentation is with CEA for approval as a long-time measure and as a short time measure intensive bus maintenance was carried out on 19.10.2024.

c) T&D Line fault The department has identified multiple reasons for occurrence of these line faults, by the ageing of T&D network and overhead lines passing



through thick vegetation in such mixed grid , and addition of number of hiring power plants with a mixed grid are one of the major factors. Some key strategies have been prepared by the department to arrest these faults. These faults are being tackled in two ways locally and centrally.

Local strategies are being carried out in phase manner by massive cutting of trees, increasing cut points, installation and reallocation of auto re-closures and other routine maintenance activities which are being monitored at higher levels on weekly basis.

Central Strategies- A proposal was under consideration for revamping of entire T&D system in south Andaman under DDUGJY and IPDS scheme which run for a stretch of 2015 to 2019 but due to huge capital investments and privatization of the department the proposal was confined to only installation of 76000 Smart meters.

2. Issues raised -That, the un-notified power breaks for complete day and nights most often apart from the notified power cuts on all weekends (Saturdays) and thereby problems being faced by the consumers, families and students.

Reply- The un-notified power breaks are only during inevitable faults occurring in feeders and due to breakdown of DG sets in any of the hiring/ departmental power plants.

Remedial measures -

a) maintaining ROW- Most of the T&D lines in South Andaman areas are passing through thick vegetation wherein tree/ branch felling, bird faults, snake faults, other symmetrical and unsymmetrical faults are inevitable, for this short-term measure is being carried out by outsourcing massive tree cutting for maintaining ROW, also sectionalisation of load feeders has been carried out in approximately seven places in South Andaman areas in recent six to eight months, and for long term measure revamping the overhead lines with covered conductors are being taken up in RDSS scheme considering huge capital cost.

b) Further it is submitted that since most of the T&D lines are naked aluminium conductors unlike T&D lines in city areas, two standalone Power plants to feed these 33 KV fault prone and even loaded feeders are being taken up one at Ograbranj and another at Bambooflat, so that the transient fault, occurring in these feeders should not travel to the main grid leading to the whole grid failure. The tenders is already approved and floated for the same.

c) Another reasons are aged equipments. No such major revamping has been done since the inception of T&D infrastructures, Only breakdown maintenance are being carried out. Most of the T&D infrastructures are outdated causing failures which are proposed under RDSS schemes due to lack of fund, considering huge capital cost. New RMU have been sanctioned and ordered which are in place shortly to restrict faults locally. Notified power cuts are being published at wider range through The daily telegrams (sample enclosed). And recently the un-notified power breaks due to some breakdowns are being taken up for publicity through SMS pushing by our IT department.



3. Issues raised - That, damages of house hold electrical appliances due to sudden decrease of voltage in power supply to domestic consumers .

Reply- In this issue no such complain of damage occurred in electrical appliances due to sudden drop of voltage has been recorded and registered yet for inspection. However this division is bound to maintain bus voltage and frequency within the specified limit which is maintained without doubt otherwise the grid itself will not stand. Perhaps the transient voltage drop during day time is most commonly due to solar generation drop which has got multiple reasons and the department is on it in stage wise as submitted in above paragraphs.

Further kind attention is invited to the fact that as per Ministry of Power guidelines, Solar Power plants are to be run on top priority for delivering their generation in the grid once the plant is established, hence 50% of the total load sharing is through Solar generation during day, and therefore the transient voltage ups and high due to cloud movements and the typical weather conditions affecting the solar generation graph is inevitable (the graph showing sudden dip and rise of solar generations resulting in cascading shut down is enclosed. But as submitted measures are being taken up by the department for storage of power as a battery back-up arrangements.

4. Issues raised- That, to ensure and protect the rights of consumers under the prevailing rules, 2020.

Reply - As per the GSR 818 (E) for Electricity (Rights to Consumers)

Rules 2020

"It is the duty of every distribution licensee to supply electricity on request made by the owner or occupier of any premises in line with the provisions of Act. It is the right of the consumer to have minimum standards of service for supply of electricity from the distribution licensee in accordance with the provisions made in these rules.

In the above context of Consumer rights it is to submit that there are two parts where the regulations / Acts as notified by JERC has to be followed for maintaining minimum standards

1) Transmission and distribution system wherein for example -standards and timelines has to be followed to with respect to releasing of new connection, billing and modification in the existing system, maintaining voltage level as specified at the consumer end, which are maintained by the distribution section.

2) Secondly standard of performance in generating side wherein for example - maintaining standard of voltage and frequency in the power output to be delivered to the transmission lines which are well maintained within the specified limit, however transient drop/raise in the voltage levels which are inevitable due to faults in the grid and other technical problems developed over the period of time to non-equal distribution of grid mainly due to hiring power plants, the Power generation division has taken various steps to minimise the causes these are-

a) Relay coordination in all power stations and sub stations.

b) Standard of operating procedures (SOP) taking into consideration the capacity and delivery output location of the hiring power plants has been issued.



c) Plans are in line to upgrade the Tie lines.

5. Issues raised- That, it is the accountability of the agency/department to provide un-interrupted power supply to the bona-fide power consumers.

Reply- Concern of PG Division is confined to deliver power to the grid at the standard permitted Voltage and frequency level which are being rendered successfully. As per these guidelines Reliability of Supply as per consumer rights 2020, "the distribution licensee shall put in place a mechanism, preferably with automated tools to the extent possible for monitoring and restoring outages." In this regard a semi automatic mechanism has been developed for monitoring and recording the reason for the outages in first stage . In the second stage restoring outages are kept in provision through automated system in EMC which can be implemented for auto restoration when our system is also near to automation, but it shall take considerable time as the infrastructure of both T&D and Generation is not fully automated.

Call Centre for Consumer services - A Centralized toll free call Centre have already been established for registering the complains of general consumers of electricity department in case of no supply and subsequently making a connection between the general public case and concerned engineers for early redressal

Grievance redressal mechanism -As per the electricity consumer rights 2020 the distribution licensee shall establish Consumer Grievance Redressal Forum which has been successfully established and rendering their service at adequate levels.

Setting up of Energy Management Centre- With the help of Ministry of Power the Energy management Centre (a common point of automaton for all the generating stations and T&D system) which is like Load despatchcentre in other states of India has been established in phoenix Bay power house complex , which shall help in Centralization of operation and monitoring of all the grid components including forecasting of requirements of power as per typical weather conditions of these islands , which in turn shall help in preventing power outages due to sudden peak demands in the upcoming future. A lot more features are there in EMC which shall come into effect after proper training and placement of officials at EMC. Recently, capacity building training for EMC has been completed for first batch in Bangalore as a good initiative. Further as notified by the Hon'ble Commission all the regulations are being taken care by the department time to time.

6. Issues raised -That, apart from the above it is also a matter of concern that in many locations/ areas for viable connectivity of internets is depends on power supply. At present many of the public services the banking and transactions, function of ATMs and Common Service Centres are required regular power supply and due to the unexpected power breaks for long time the intending stake holders are being compelled to hand around in the quos for long time to complete their urgent needs Reply- The main duty and responsibility of the Power generation department is to provide 24 x 7 power supply to all the consumers mainly to the domestic consumers, in case of the commercial and hotel establishments who are registered under the industrial category they have to maintain their own stand-by DG sets in case main supply power outages, the same in case of banking and telecommunication department is applicable.



Concluding para -Hence it is hereby submitted that- It is a fact that South Andaman Region covering Sri VijayaPuram and its adjacent areas has a complex electricity grid with tie lines connecting numerous power plants (solar and diesel) situated at distant locations, lengthy feeders emanated from various sub stations on fragile infrastructures transmitting power to the last corner, distribution transformer networks providing electric supply to the end consumer.

Electricity Department is a distribution licensee obligated to regulate the distribution of power supply in A&N Islands. In addition, the Electricity Department also looks after the generation of electricity unlike other parts of India where the Generating companies particularly Central Public Sector Enterprises are entrusted with the responsibility to ensure adequate power availability in National Grid.

Nevertheless, with the available resources, Electricity Departments strives to maintain & provide uninterrupted reliable supply to all consumers. It is apparent that power sector in India is going through a transitional shift as renewable power is being given prominence over the conventional fossil fuel based electricity generation. Aligning with Govt. directives, there has been a substantial addition of mega watt sized solar power plant taking up installed capacity to 30 MW and even further more than 100 MW solar power projects are under pipeline for implementation alone in South Andaman. Accordingly, augmentation of power in commensurate with growing demand is planned through setting up of Hiring based power plants rather than own generation plant. As discussed, the entire power system is considerable huge with many complexities, still there is no deliberate intent of frequent interruption as alleged in the complaint letter. There are several events of incidents taking place in 24 Hours which ended up with compounding effect on the consumer as explained above.

It is therefore requested that the matter may be disposed off considering the above facts and submissions."

The Respondent/Licensee (ED) has submitted copies of 2*10 MW Solar PV Plant data, Load shedding data for November, Feeder Interruption details, Press releases copies of various load sheddings, rectification and maintenance works etc, which is kept in the case file(Exbt. -3).

Submission of the Complainant

The complainant has reported frequent interruptions in the power supply in the South Andaman District, with power cuts lasting for extended periods and affecting the daily lives of residents. These interruptions occur both during the day and night, with no prior notifications. As a result, families, students, and other consumers are facing significant inconvenience. Additionally, there have been reports of damage to household electrical appliances due to voltage drops in the power supply. The complainant also mentions that the current state of consumer rights protection under the prevailing Electricity Rules, 2020 is inadequate. They further state that the public services like banking, ATMs, and Common Service Centers, which are highly dependent on consistent power supply, are severely impacted due to these power issues. The complainant also highlights the lack of



accommodation for Junior Engineers (JEs) at site offices, the non-functionality of landline phones in many site offices, and the insufficient manpower during night shifts to attend consumer complaints. The complainant has requested the replacement of bare conductors with covered conductors in areas affected by vegetation-related faults, especially in jungle areas.

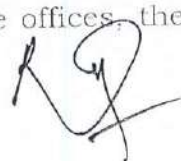
Submission of the Respondent (Licensee)

The respondent has acknowledged the challenges in meeting the power demand due to increased usage arising from developmental activities and tourism in the region. The respondent further mentioned the delayed monsoons and the rise in power demand with the growing usage of power-intensive appliances. In response, the department has been meeting the demand by utilizing both in-house and hired power plants and is also planning to augment the power supply infrastructure. The respondent mentioned various measures being implemented to enhance the Transmission and Distribution (T&D) system, such as replacing outdated equipment, upgrading conductors, and undertaking line clearance operations. They also referred to expert recommendations that have been incorporated to stabilize the grid, including relay setting adjustments and modifications to solar plant operations. Furthermore, the respondent pointed out that SMS notifications and press releases are regularly issued to inform consumers about planned maintenance, thereby minimizing consumer inconvenience. Regarding the recent power cut in Chouldhari, the respondent explained that it was caused by a fault in the HT line, leading to delays. However, prompt action was taken against the responsible Junior Engineer (JE).

Forum's Observation

The complaint was lodged by a consumer in the South Andaman District regarding frequent and unnotified power cuts, voltage fluctuations, and issues with electrical appliances being damaged due to irregularities in the power supply. The complainant also raised concerns about the lack of consumer rights protection under current regulations and the absence of proper infrastructure, including accommodation for Junior Engineers at site offices, non-functional landline phones, and insufficient manpower. The complainant further mentioned the need for improvements in the electricity supply infrastructure, particularly in areas affected by vegetation-related faults, and emphasized the importance of raising awareness about renewable energy, especially rooftop solar installations.

The complainant has expressed dissatisfaction over the regular and unexplained power cuts affecting the South Andaman District. These power cuts, occurring without prior notice, have disrupted daily activities, especially for students and working families. Additionally, residents have suffered damages to electrical appliances due to frequent voltage fluctuations in the power supply. The complainant has highlighted the inadequacy of consumer protection mechanisms under the current Electricity Rules, 2020, and pointed out that power supply interruptions impact essential services such as banking and internet access. They have also raised concerns about the lack of proper facilities for Junior Engineers at site offices, the non-functionality of landline



telephones, and the absence of adequate staffs to handle complaints during night shifts. The complainant is requesting improvements in the power supply infrastructure, particularly in vegetation-prone areas, and suggests that the department increase efforts to promote rooftop solar panel installations.

In response, the respondent has acknowledged the challenges posed by the growing demand for electricity in South Andaman due to factors such as tourism and increased developmental activities. They also cited delays in monsoon seasons, which have impacted power generation. The respondent emphasized that despite these challenges, the department has been managing demand by relying on both in-house and rented power plants. The respondent also mentioned that efforts are underway to improve the Transmission and Distribution system, including replacing outdated equipment and addressing line clearance issues. They noted that expert recommendations, including changes to relay settings and solar plant modifications, have been implemented to stabilize the grid. Furthermore, the respondent explained that communication efforts have been made through press releases and SMS alerts to inform consumers about planned maintenance, though unplanned interruptions continue to affect consumers. The recent power outage in Chouldhari was attributed to a fault in the HT line, but the department took prompt action by addressing the issue with the concerned Junior Engineer.

The forum has observed that the complainant's concerns regarding the lack of accommodation for Junior Engineers, non-functional landlines, and insufficient manpower during night shifts are valid. It is evident that these issues are in need of urgent attention for better consumer service. The respondent's measures to address power interruptions, low voltage issues, voltage fluctuations and quality of power to be maintained through execution of central aided projects like RDSS and for meeting the demand growth by introducing hired power plants through PPA mode on time bound manner. Additionally, the forum agrees with the complainant's suggestion regarding the importance of raising awareness about rooftop solar installations. The forum also acknowledges the actions taken by the respondent to rectify issues related to power cuts and billing complaints. However, it emphasizes that a more proactive approach is required to ensure long-term stability and consumer satisfaction.

The respondent should ensure that adequate accommodation for Junior Engineers (JEs) is provided at site offices to enhance their operational efficiency. The Forum also observed that during inspections at various locations that HT line and LT line draws in the same pole without any proper adequate protection like guarding may cause damage to the equipment's in the consumer premises. The Forum directs the respondent to avoid such situations; the respondent may take immediate steps to identify such locations and suitable protective works to be carried out on war foot basis.

The meter related issues like excess billing and accuracy problem a portable meter testing lab to be established in the islands to avoid future litigation on the above issues. The Forum also noted that the initiative taken by the respondent to update the connected load of the consumers, through wide publicity on newspapers was not materialized due to lack of definite time period. Hence the Forum once again directs the respondent to update the connected load by giving specific time period for self-disclosure by the consumer or do a door-to-door survey by the field staff to update the

connected load, hence the timely collection of government revenue in terms of fixed charge calculated based on the connected load. ~~and~~

The Forum also noticed that the initiative taken by the department to promote solar roof top projects are not up to the mark, and the vendors engaged for the execution of the projects are in slow phase, hence the Forum directs the NRSE division to empanel more good vendors to expediate the execution of the roof top solar power plants in a full-fledged manner and give more awareness to the general public through circulating pamphlets, newspapers, radio and other social media. As per the directive of JERC in the retail tariff order for the FY 2024-25, the commission directed the Electricity Department of Andaman Nicobar to comply the renewable purchase obligation (RPO) on solar and non-solar and prepare the action plan to meet the short fall from the last few years.

The Forum also observed that the quality of the power and grid discipline is not maintained due to non-functional of state load dispatch center (SLDC). The commission also directs the Electricity Department to establish a separate SLDC at the earliest.

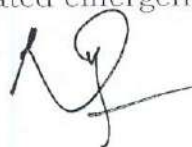
The respondent should immediately repair and make functional the landline telephones in site offices for prompt communication in case of power-related emergencies. The respondent should deploy additional manpower during night shifts to ensure the timely resolution of consumer complaints.

Hence,

It is Ordered:

After detailed deliberations, submissions and documents produced before the Forum, and on the basis of the observation so reached, the following Order is passed: -

1. The Complaint No. ANI/CG No. 42/2024 is hereby closed with specific directions to the Respondent/Licensee (ED).
2. The Forum directs the respondent to complete the 5 MW DG plant at Ograbraj under PPA mode and to be completed as agreed within six months.
3. The Respondent/ Licensee (ED) is directed to update the connected load by giving specific time period for self-disclosure by the consumer or do a door-to-door survey by the field staff to update the connected load.
4. The Respondent/Licensee (ED) should ensure that adequate accommodation for Junior Engineers (JEs) be provided at site offices to enhance their operational efficiency.
5. The Respondent/Licensee (ED) should immediately repair and make functional the landline telephones in site offices for prompt communication in case of power-related emergencies.



6. The Respondent/Licensee (ED) should deploy additional manpower during night shifts to ensure the timely resolution of consumer complaints.
7. The Respondent/Licensee (ED) should expedite the process of replacing bare conductors with covered conductors in areas prone to vegetation, especially in jungle areas.
8. The Forum directs the respondent to establish portable meter testing equipment's to be provided to all sites.
9. The Respondent/ Licensee (ED) is directed to empanel more good vendors to expedite the execution of the roof top solar power plants in a full-fledged manner and give more awareness to the general public through circulating pamphlets, newspapers, radio and other social media.
10. The Respondent/Licensee (ED) should submit a report detailing the actions taken to prevent voltage fluctuations and appliance damage.
11. The Respondent/Licensee (ED) should enhance consumer awareness programs regarding the installation of rooftop solar panels.
12. The Respondent/Licensee (ED) should issue regular updates via SMS or other means to inform consumers about planned maintenance, ensuring greater transparency and minimizing inconvenience.
13. The Respondent/Licensee (ED) should explore options for increasing power generation capacity by investing in renewable energy sources like solar and wind.
14. The Respondent/Licensee (ED) must submit a timeline for addressing all pending power outages, voltage issues, and complaints regarding excessive billing under RDSS and PPA schemes.
15. The Respondent/Licensee (ED) is directed to submit **compliance report within 15 days** from the date of receipt of this order as per JERC Regulation No. 31/2024.
16. As per JERC Regulation No. 31/2024 under Chapter-III of 30, non-compliance of the Forum Order shall be treated as violation of the Regulations of the Commission and accordingly liable for action under Section 142 of the Electricity Act 2003.

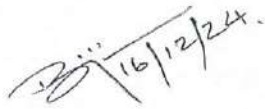


17. The complainant shall not be harassed overtly or covertly in any manner whatsoever in future for exercising his right by availing the redressal within his jurisdiction.

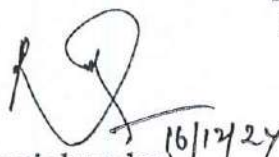
"The complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF order by the Licensee, may make an Appeal prescribed Annexure-IV, to the **Electricity Ombudsman, Joint Electricity Regulatory Commission for the State of Goa and UTs**, 3rd Floor, Plot No. 55-56, Service Road, Udyog Vihar, Phase-IV, Sector-18, Gurugram - 122015 (Haryana). Phone - 0124-4684708, E-mail: ombudsman.jercuts@gov.in **within one month from the date of receipt of this order**".

[Annexure – IV Appeal Form can be collected from the office of the Form any of the working days].

A certified copy of this Order be sent to the Superintending Engineer (Licensee/Respondent), Executive Engineer (HQ), Executive Engineer (PG), **EE(NRSG)**, Nodal Officer (CGRF), Complainant and the Electricity Ombudsman, JERC for the State of Goa & UTs, Gurugram, (Haryana).


(Biji Thomas)
Independent Member
Electricity CGRF


(Narayan Chandra Baroi) 16/12/2021
Member (Licensee)
Electricity CGRF


(R. Ravichandar) 16/12/21
Chairman
Electricity CGRF

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