

Before
UTTARAKHAND ELECTRICITY REGULATORY COMMISSION
Petition No. 33 of 2017

In the Matter of:

Condonation for delay in implementation of online issuance of NoC to Open Access Customers and submission of Action Plan for implementation of same under the provisions of Regulation 10 of UERC (Conduct of Business) Regulation, 2014.

And

In the Matter of:

State Load Despatch Center,
Power Transmission Corporation of Uttarakhand Ltd. (PTCUL)
Saharanpur Road, Majra, Dehradun.

.....Petitioner

Coram

Shri Subhash Kumar Chairman

Date of Order: 21st August, 2017

ORDER

This Order relates to the Application filed by State Load Despatch Center, (hereinafter referred to as "SLDC" or "the Petitioner") vide letter No. 1451/MD/PTCUL/UERC dated 27.07.2017, seeking condonation for delay in implementation of online issuance of NoC to Open Access Customers and submission of Action Plan for implementation of same under the provision of the Regulation 10 of UERC (Conduct of Business) Regulations, 2014.

2. The Commission vide its Tariff Order for SLDC dated 29.03.2017 for FY 2017-18 directed that:

“... SLDC/PTCUL to implement on-line system of grant of NoC to open access customers in line with the system developed and operationalised by Telangana SLDC within one (1) month of issuance of this Order. Compliance report to the Commission be submitted within 15 days thereafter by the SLDC.”

3. The Petitioner submitted a Report on the visit to Telangana SLDC by its officers to study their on-line system of grant of NoC to open access customers vide letter dated 14.07.2017.
4. The Commission taking cognisance of non-implementation of on-line issuance of NoC to Open Access Customers by the stipulated date, directed Managing Director, PTCUL vide its letter No. UERC/7/CL/354/694 dated 21.07.2017 to file a Petition by 28.07.2017, in accordance with the provisions of the UERC (Conduct of Business) Regulations, 2014 seeking condonation for delay in implementation of online system and also submit an Action Plan therein as to how SLDC proposes to implement the said online system within a period of one month of filing the Petition.
5. In response to the above directives of the Commission, the Petitioner filed a Petition seeking condonation for delay in implementation of online issuance of NoC to open access customers. The Petitioner in the instant Petition stated that as there is shortage of IT Staff in SLDC for developing and implementing an indigenous IT solution for online issuance of NoC, the same could not be operationalised within the stipulated time frame of one month from issuance of the SLDC Tariff Order. The Petitioner further stated that efforts were made to develop such on-line system with the help of the existing web-developer of SLDC, however, desired results could not be obtained. The Petitioner stated that various other SLDCs were also contacted to make available ready to use software solution on payment basis but the same could not be obtained.
6. With regard to Action Plan for implementation of online NoC system in line with Telangana SLDC, the Petitioner submitted that this shall need outsourcing of work of software development on suitable platform to a specialized software

developing firm for which tender/EOI needs to be called. The tentative Action Plan and timelines for implementation of online NoC issuance system as submitted by the Petitioner is as given below:

Sl. No.	Particulars	Start Date	End Date
1.	Freezing of Scope of Work/Technical specification/cost estimation etc.	01.08.2017	07.08.2017
2.	Floating of NIT by C&P Wing of PTCUL	07.08.2017	14.08.2017
3.	Opening of Tender Technical bid (Part-1)		14.08.2017
4.	Evaluation of received technical bids & short listing of qualified bidders.	14.09.2017	21.09.2017
5.	Opening of price bid (part-2)	-	28.09.2017
6.	Issuance of LoA/ Agreement	28.09.2017	01.10.2017
7.	Development, testing and integration of software solution with existing SLDC website/service/ data base system	01.10.2017	01.11.2017

7. The Petitioner further requested to the Commission to allow 03 months time for implementation of a customized software solution (IT based system) at SLDC for issuance of online NoC.

Commission's observations, Views and Decision

8. The Commission has been receiving complaints during the Tariff proceedings and through comments/suggestions of the stakeholders that there is lot of delay in receiving NoC for Open Access. The Commission feels that this delay is mainly due to the lengthy procedure being adopted by the Petitioner and also due to manual intervention of the concerned officers of the Petitioner. The time for issuance of NoC can substantially be reduced by implementing on-line system for grant of NoC to open access customers. The Commission has taken note of the efforts put in by the Petitioner in implementation of online issuance of NoC and thereby taking a lenient view condones the delay in operationalisation of the same.
9. The Commission takes into cognisance the Action Plan submitted by the Petitioner and hereby directs the Petitioner to operationalise on-line issuance of NoC to the Open Access Customers within the submitted time frame and submit a compliance report by 15.11.2017.

Ordered accordingly.

(Subhash Kumar)
Chairman