

THE ELECTRICITY OMBUDSMAN, UTTARAKHAND

Shri S. B. Sharma
C/o Smt. Urmilla Sharma
20 Futi, Kheri Khurd, Near Sai Mandir,
Shyampur, Rishikesh, Uttarakhand

Vs

The Executive Engineer,
Electricity Distribution Division,
Uttarakhand Power Corporation Ltd.
Shail Vihar, Rishikesh,
Distt. Dehradun, Uttarakhand

Representation No. 17/2020

Order

Dated: 27.11.2020

Being aggrieved with Consumer Grievance Redressal Forum, Garhwal zone (hereinafter referred to as Forum) order dated 31.08.2020 in his complaint no. 09/2020 before the said Forum Shri S. B. Sharma C/o Smt. Urmilla Sharma R/o 20 Futi, Kheri Khurd, Near Sai Mandir, Shyampur, Rishikesh, a consumer of connection no. RK22223076771 has preferred this appeal for redressal of his grievance regarding poor supply conditions in the area.

2. The petitioner in his petition dated 09.09.2020 has submitted that breakdown in the power supply has not been rectified completely as claimed by the SDO. 40% problem of breakdown still exists. Installation of new 250 KVA transformer for rectification of the defects in the line as claimed by the SDO is not a solution to the problem. The problem has arisen due to heavy loading on the line. He has stated that on an average 5 to 6 times breakdowns happen on the line. He has requested that if the Hon'ble Ombudsman thinks it proper a committee may be formed for finding the real facts and rectification of the defects on the line.
3. The Forum have observed that even after bifurcation of the feeder the problem of frequent breakdown still exists and the opposite party should find out the reasons thereof and take remedial measures, however, they appreciated that the problem has

been resolved to a reasonable extent. They have suggested that long time shutdowns be pre notified in the newspaper and they have accordingly directed the opposite party for pre notification of shut downs to be taken for maintenance or for any other work.

4. The respondent Uttarakhand Power Corporation Ltd. through its Executive Engineer, Electricity Distribution Division, Rishikesh has submitted that supply to 20 Futi Kheri Khurd, near Sai Mandir Shyampur about which complaint had been made by the petitioner Shri S. B. Sharma is being given through 11 KV IMS Raiwala feeder emanated from 33/11 KV substation Veerbhadra, Rishikesh. This feeder feeds Garhi Shyampur, Kheri Khurd, Pandey plot, Nepali Farm, Bhatnagar Farm, Bhuttowala, 20 futi Chidrawala, Nawabwala, Chak Jogiwala, Shabnagar Bhalla, Farm no. 8,10,20 etc. The length of the feeder is 49 KM and average load on this feeder is 225 Amp. In view of heavy loading and lengthy feeder frequent breakdowns interrupting supply occur on the line. In order to overcome the problem a proposal for bifurcation of this feeder was submitted to the department and on receipt of sanction the feeder has been bifurcated and a new 11 KV feeder Chiddarwala of length about 7.5 KM has been constructed from 33/11 KV substation Laltappad which has duly been energized on 08.07.2020. Supply to Chiddarwala, Chak Jogiwala, Jogiwala, Asha plot etc. areas (about 40 nos. transformers) is being given through the newly constructed 11 KV feeder. 11 KV MES Raiwala Feeder has thus been separated due to which its length has been reduced and numbers of breakdowns have also been reduced considerably. It has also been submitted that a new transformer of 250 KVA capacity has been installed in 20 Futi, Kheri Khurd near Sai Temple. Due to the bifurcation of 11 KV MES Raiwala Feeder and reduction of length of the feeder and reduction of load supply to the area 20 futi, Ghari Shyampur, Kheri Khurd, Pandey Plot, Nepali Farm, Bhatnagar Farm, Bhuttowala etc. has become normal and complaint of the petitioner has been rectified permanently. He has further submitted that in compliance to Forum's order shutdowns for long time are being taken after pre notification in the newspaper. He has enclosed a copy of press note dated 26.09.2020 to corroborate his submission. Further he has stated that now on an average 23 hours per day supply is being given on the feeder. In support he has submitted statements showing date wise tripping, breakdowns and supply availability on the feeder for the months of July, August, September, October and November 2020 which indicates average supply availability on the feeder about 23 hours per day.

5. In his rejoinder dated 07.11.2020 the petitioner has submitted that ground reality is something different from what has been submitted by the respondent. He has stated that there was no power supply on 05.11.2020 from 10:00 am to 04:45 pm without prior notice. He has also submitted that a complaint was made by him to the department regarding damage to the meter some days back, which has still not been attended to.
6. Hearing in the case was fixed for 23.11.2020. The petitioner has sought exemption from personal appearance in view of his ill health being a senior citizen and has requested that the case be decided on the basis of documents already submitted by him. The respondent Executive Engineer did appear for arguments and submitted that the problems of frequent breakdowns has now been rectified w.e.f. 08.07.2020 by bifurcation of the feeder. He has submitted statements showing tripping breakdowns and supply availability for the month of July 2020 to November 2020 as mentioned above.
7. Since the petitioner was still not satisfied with the supply position, the executive engineer was directed to see him (petitioner) a senior citizen to know face to face his problems and take necessary action to redress them, if they still exists. The respondent Executive Engineer has submitted a compliance report vide his letter no. 4394 dated 25.11.2020 wherein he has informed that the complaint of the petitioner has since been rectified to his satisfaction. A copy of confirmation dated 25.11.2020 by the petitioner certifying that complaint has since been rectified. The respondent also informed today (26.11.2020) on telephone that his complaint regarding damage of his meter has also been attended to. In fact the meter was not damaged but its terminal plate had got damaged which had duly been replaced/corrected and hence as such no complaint either regarding his meter or supply in the area exists on date.
8. In view of respondent's submission and satisfaction of the petitioner the petition stand disposed off.

Dated: 27.11.2020

(Subhash Kumar)
Ombudsman