

Before

UTTARAKHAND ELECTRICITY REGULATORY COMMISSION

In the matter of:

Non-compliance of the Commission's directions for not submitting the investigation report on damage of household appliances in Drona Vatika Gujrara, Sahastradhara, Dehradun and violation of Rule 61 of The Indian Electricity Rules, 1956 under Section 142 of Electricity Act, 2003

Coram

Shri V.J. Talwar

Chairman

Shri Anand Kumar

Member

Date of Order: 6th October 2010

ORDER

1. A Complaint dated 12.05.2010 was filed by Col Rakesh Tyagi, President & Shri H.S. Bhattacharya, Secretary, Residents Welfare Association, Drona Vatika, Gujrara, Sahastradhara, Dehradun, regarding the severe damage to number of household equipments/appliances namely electric motors, water heaters, refrigerators, voltage stabilizers, TV, computer and electric light etc. of the residents of the colony due to high voltage. Besides this, the complainant has informed that electric meter (installed by UPCL) and geyser water pipes of houses also got punctured due to sudden high voltage on 07.05.2010.
2. The complainant also submitted that the earthing at the transformer was not proper and the body part and neutral were connected with a very improper earthing arrangements at the transformer.

3. It has also been brought to the notice of the Commission that on 8-5-10 (one day after the incident) some labour had hurriedly done some earthing arrangement just to cover up the mistakes of the UPCL and hide the negligence on the part of UPCL.
4. The Commission vide its letter No. 385/UERC/10-11 dated 14.05.2010 had directed UPCL to investigate the matter and submit the report to the Commission within 15 days of this letter but no reply had been submitted by UPCL by that period. Again, a reminder was sent to UPCL vide Commission's letter No 510/UERC/10-11 dated 07.06.2010 for submitting the report latest by 18.06.2010. In spite of the above written communications and repeated telephonic reminders on the same, UPCL did not submit any reply. Taking a serious view over lackadaisical approach of the licensee, a show cause notice was issued to MD, UPCL on 06.08.2010 to explain by 16.08.2010 as to why appropriate action should not be taken in accordance with the provision of the Electricity Act, 2003 for non-compliance of the Indian Electricity rules and orders of the Commission on neutral grounding of transformers and was directed to appear before the Commission on 19.08.2010 at 11:00 AM..
5. A hearing on the above matter was held on 19.08.2010 at 11:00 AM at Commission's office in which GM (Garhwal Zone), DGM, Dehradun (Rural) and SDO Araghar Dehradun, were present. During the hearing UPCL submitted its written reply alongwith the inspection report on affidavit as follows:

“(i) The applicant company on receipt of complaint from the Hon'ble Commission, directed its Deputy General Manager, Electricity Distribution Circle (Rural), Dehradun to investigate the matter and to the submit the report, but the said investigation could not be completed within the time as directed by the Hon'ble Commission due to the reason that this Deputy General Manager (Shri R.S. Burfal) got severe heart problems in the month of June, 2010. Deputy General Manager has now completed the investigation and the said investigation report is enclosed herewith at Annexure-A. On the basis of investigation report, the contents of para-1 of the notice are agreed that equipments/appliances of the consumers were damaged due to high voltage in the area.

(ii) The contents of para-2 are agreed that the earthing at the transformers was not proper and the body part and neutral part were connected with a very improper earthing arrangements. This has been got corrected now.

(iii) As regards, contents of para-3, it is submitted that as pre investigation report LT protection was not available in the transformer.

(iv) As regards, contents of para-4 it is submitted that compensation shall be paid to the affected consumers as per the provisions of UERC (Standards of Performance) Regulations, 2007.

(v) As regards, contents of para-5 regarding delay in submission of investigation report, it is submitted that such delay was due to the reasons as mentioned at para-2(i) above.

(vi) As regards, contents of para-6 7 & 8 , it is submitted that on receipt of direction from the Hon'ble Commission, the applicant company immediately took steps to comply with the said directions regarding proper neutral grounding of the Distribution Transformers as per the direction of Hon'ble Commission. Out of 7119 such indentified transformers, the applicant company have completed the proper neutral grounding of 3356 Distribution Transformers and the work of neutral grounding in respect of remaining transformers is in progress. A copy of division-wise progress report in the matter is enclosed herewith at Annexure-B."

6. The Electrical Inspector also submitted the investigation report on the matter which he sent through Fax on dated 19.08.2010. The report submitted by Electrical Inspector states that there is a clear violation of Rules 29, 50(1), 61,67,90(1) of Indian Electricity Rules and recommends that:

“यह दुर्घटना उत्तराखण्ड पावर कारपोरेशन लि० के त्रुटिपूर्ण अधिष्ठापन के कारण घटित हुई है। अतः पावर कारपोरेशन लि० सम्बन्धितों को इस दुर्घटना से हुई क्षति की पूर्ति करे साथ ही जिन उपभोक्ताओं के घरों में विद्युत उपकरण जलकर खराब हो गये हैं, उनके खराब उपकरणों की जानकारी के साथ-साथ उनके विद्युत भार की जानकारी अवश्य प्राप्त कर ली जाये तथा यह सुनिश्चित कर लिया जाये कि क्या स्वीकृत भार से ज्यादा विद्युत भार उपयोग तो नहीं किया जा रहा था।”

7. UPCL, in its reply has accepted that the earthing of the transformer was not properly done due to which the incident had happened and the same has been corrected now. The Commission has taken a serious note of the slow progress on neutral grounding of the transformers by the licensee despite Commission having passed orders in this regard almost two years back i.e. on 23.10.2008 and subsequent order dated 18.02.2010

8. The Commission has taken cognizance of the reply submitted by the licensee and Electrical Inspector's report in the matter and has concluded that there was violation of IE Rules with regard to the neutral grounding of the transformer despite specific orders of the Commission in this regard.
9. In the light of the above the Commission hereby orders that :
- i. The Compensation shall be paid by the licensee to the affected consumers of Resident Welfare Association, Drona Vatika, Gujrara, Sahastradhara, Dehradun as per Regulations 9.6 of UERC (Standard of Performance) Regulations, 2007 on or before 30.10.2010 and compliance alongwith details of compensation paid should be reported to Commission by 11.11.2010. The amount of compensation is payable to the affected consumers subject to a maximum of Rs. 500/- per apparatus as repair charges against the damage to consumers' apparatus due to voltage fluctuations.
 - ii. The licensee shall form an independent committee with at least two members to assess the damage who will list out the number of apparatus damaged/burnt of each affected consumer in Drona Vatika locality and recommend the compensation payable as per above regulation s.t. a ceiling of cost of apparatus or Rs. 500/- whichever is lower. The Committee should be constituted within a week's time and its report should be submitted within 15 days thereafter with a copy to the Commission.
 - iii. DGM, Rural circle, Dehradun shall submit the test reports of transformers installed and earthing arrangements at this sub-station during past two years alongwith the Electrical Inspector's certificates issued at the time of energisation of transformers. Besides this, he shall also submit the test reports of the other transformers in the circle by 30.10.2010.

Sd-
(Anand Kumar)
Member

Sd-
(V.J. Talwar)
Chairman