



saying that they will replace/repair the defective Transformers only when 75% of the total dues of the consumers serviced by that Transformer is received by them.

On the other hand, it has been brought to the notice of the Commission by the consumers of Ranchi, Chandil, Palamau and Deoghar that at many places the Transformers have burnt or are lying defective for more than a fortnight and no action is being taken to replace the burnt or defective Transformers. As a result, the consumers of those localities are being forced to live without electricity.

It has also been brought to the notice of the Commission that at some places electricity connections to the consumers have been given through a less capacity Transformers due to which the consumers are facing low voltage problems. The consumers have also stated that despite several reminders, no action is being taken by the concerned officers of the licensee-JSEB for providing Transformers of higher capacity as per the load of electricity connections. On earlier occasions, the Commission had forwarded these complaints to the licensee-JSEB to look into the matter and to solve the problem of the consumers. But the licensee-JSEB has not informed the Commission of the action taken of these complaints.

The consumers of Urban areas viz. Sarjana Chowk and Lower Burdown Compound at Ranchi, Chandil area at Saraikela Kharsawan, Bompas Town at Deoghar etc. have sent complaints to the Commission and have referred to the provisions of the JSERC (Distribution Licensees' Standard of

Performance) Regulations, 2005 and have requested to take action in accordance with the said Regulations.

The Commission feels that before passing orders on the complaints received in the Commission from the consumers of the licensee-JSEB, an opportunity may be given to the licensee-JSEB to show-cause as to why appropriate orders in accordance with law may not be passed for non-compliance of Standard of Performance by the licensee-JSEB.

Let a case be registered and notice be issued to the licensee-JSEB to show-cause within fifteen days from the receipt of this order.

The licensee-JSEB is also directed to send a detailed report, within a fortnight, containing place/area, serial number, capacity and date of failure of the Transformers and the date of replacement of the failed Transformers. The report should also contain as to whether the capacity of the Transformers placed in the area are sufficient to cater the load of the consumers of those area.

Put up on **27.08.2011** at **11.30 AM** for further orders.

Sd/-  
Member (E)

Sd/-  
Chairperson