

BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM
(Under the Electricity Act, 2003)
PUDUCHERRY

PRESENT:

THIRU T. GOPALAKRISHNAN, B.E.,
CHAIRMAN

THIRU A.S. JITENDRA RAO, B. Tech., M.B.A.,
LICENSEE MEMBER

THIRU R. KRISHNAMURTHY, B.Com., LLB., PGDFL.,
JERC NOMINATED MEMBER

THURSDAY, THE 2ND DAY OF FEBRUARY 2023

CONSUMER CASE No.05/2023

**SUO MOTO PETITION taken on file based on the article published in Dina
Thanthi daily dated 11/01/2023**

- 1) The Executive Engineer –Rural-South O&M,
Electricity Department,
Puducherry.
- 2) The Assistant Engineer - Bahour,
Electricity Department,
Puducherry.
- 3) The Junior Engineer – Bahour,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.05/2023 came up before this Forum for final hearing on 25/01/2023. After having stood over till this date for consideration this Forum has delivered the following:

The case of the Complainant is as follows:

1. An Article was published in the tamil newspaper Dinathanthi dated 11/01/2023. In the complaint it has been stated that low voltage problem is persisting in Bahour area. Inspite of complaints from public, the Electricity

Department has not taken any action. Public are of the opinion that improper maintenance by the Electricity Department could be the reason for this. Under these circumstances, houses, commercial establishments have suffered from low voltage from day before yesterday to yesterday. Because of this, electrical appliances in houses were damaged and there was problem in operating computer system in Offices. When enquired with the Department, it was informed that a transformer had failed and as a result, low voltage is persisting and the transformer will be repaired at the earliest. Hence, the complaint.

2. A Suo Motto case has been registered as C.C. No.05/2023 on 11/01/2023 and notice was issued to the Executive Engineer – Rural-South and others to furnish reply by 23/01/2023. Reply from the Assistant Engineer, Bahour / Respondent No.2 on 23/01/2023. The case was posted for hearing on 25/01/2023.

3. In the Affidavit dated 20/01/2023, the Assistant Engineer- Bahour /Respondent No.2 on behalf of Respondent No.1 and 3 had stated that, on 10/01/2023 about 21.00hours balancing voltage complaint was received from residents of South Street, Bahour, the power supply feeding transformer namely Bahour Distribution Transformer XVIII was inspected, found that one of HT(R Phase) fuse was blown out condition, the same was renewed and supply extended in the areas. On the same day, after renewed of HT fuse same balancing voltage complaint was received from Marie Street, Bahour. Once again the Distribution Transformer was inspected and found that there is no HT /LT fuse blown out condition. Line patrolling were carried out, no fault was found out. To extend power supply to the consumer, on temporary measure back feeding was arranged from nearby Distribution Transformer, Bahour XXI. On 11/01/2023, it is noticed that the existing Bahour Distribution Transformer namely SS-X VIII 315KVA was failed (HV side R Phase open) on 10/01/2023 about 22-15 hours. To meet urgency, without availing of Rolling Stock Transformer back feeding were arranged to the affected

consumer and requested to run the industrial purpose in rotation basis. But the consumers are doing their activities in same manner, hence low voltage complaint had arisen. The defective transformer was rectified and the transformer was put into service on 13/01/2023 at 16-15 hours. The voltage was measured in Phase to Neutral on 13/01/2023 at 17-30 hours in Transformer end is 243V, middle part of feeding portion is 237V, Tail end is 230V. On 14/01/2023 voltage measured in Transformer end at 11.00 hours is 239V, middle part is 228V and tail end is 223V. So far, there is no low voltage complaint received from that complainant area except failure of Bahour Distribution Transformer XVIII.

4. Hearing was held on 25/01/2023. The Respondents were present. During the hearing, the Respondents have informed that back feeding to the affected area was extended in the night itself and the industries were asked to use power on rotation basis. But everyone used power normally resulting in low voltage condition. Since, there is no rolling stock transformer available in the Department, they arranged for repair of the failed transformer and re-erected after repair.

5. This Forum asked the Respondents, why no advance action was taken as per Section 5.8 of the JERC Supply Code 2018 to augment the transformer capacity, but the Respondents had no answer to offer.

ORDER

i. The Respondents are advised to take action as per Section 5.8 of the JERC Supply Code 2018 to strengthen the infrastructure and to avoid the problem like present one.

ii. Since the Transformer was re-erected, the petition is closed.

Dated at Puducherry on this the 2nd day of February 2023

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN