

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

FRIDAY, THE 23RD DAY OF DECEMBER 2022

CONSUMER CASE No.177/2022

S. Shanmugaperumal,
No.202, Main Road,
Vizhidiyur,
Karaikal.

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Complainant

Vs.

- 1) The Executive Engineer,
Electricity Department,
Karaikal.
- 2) The Assistant Engineer –Town-I,
Electricity Department,
Karaikal.
- 3) The Junior Engineer-Neravy,
Electricity Department,
Karaikal.

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Respondents

This case in C.C. No.177/2022 came up before this Forum for final hearing on 14/12/2022. After hearing both sides and having stood over till this date for consideration this Forum has delivered the following:

The case of the Complainant is as follows:

1. A Complaint was received from S. Shanmugaperumal, during the public interaction programme of this Forum held at Civil Station, Karaikal on 15/11/2022.

In the complaint, the Complainant had stated that the villages Vizhidiyur and Manampettai normally get power through Vizhidiyur feeder. When the power supply feeder is stopped for maintenance work or break down they use to get power from industrial feeder by double contact switch at Thirunallar feeder. But on 30/10/2022 the braek down of power supply took more than 8 hours time for restoration of power. When checked it is found that the double contact switch is in open condition and one of the wire connected to double contact switch is also removed. This has resulted in more interruption of power supply. The Complainant therefore prayed this Forum to issue necessary directions to the Respondents to arrange to extend power supply from the industrial feeder in the event of power brake down in Agalancannu feeder. Hence, the Complaint.

2. The complaint was registered as C.C. No.177/2022 on 15/11/2022 and copy of the complaint was handed over to the Executive Engineer, Karaikal and others to furnish reply by 25/11/2022. Reply received from the Respondents on 01/12/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 14/12/2022 at Karaikal.

3. In the Affidavit dated 23/11/2022, the Assistant Engineer, Town-I/ Respondent No.2 for himself and on behalf of Respondent No.1 and 3 had stated that, the HT power supply to Vizhidiyur village is extended from Agalancannu feeder emanating from 110/11V Surakudy SS. In case of any HT fault in Agalancannu feeder the HT power supply is being extended from Tirunallar feeder breaker through Sankaranthoppu Double contact AB switch with co-operation of Thirunallar O&M and Neravy O&M. Further, it is stated that Thirunallar feeder breaker is in break down condition since February 2022 and HT power supply to Thirunallar feeder extended from industrial feeder. In the above circumstances, the additional load of Vizhidiyur has not been included in the 11KV industrial feeder.

4. Further, it is stated that during any break down in Agalancannu feeder the Vizhidiyur villagers extended the power supply through Thirunallar feeder by closing Sankaranthoppu double contact AB switch without the knowledge of Neravy O&M and Thirunallar O&M. This kind of operation cause untoward incident to the staff who is working in the field. In order to avoid this problem Jumper in double contact AB switch of Sankaranthoppu has been kept in open condition. On 30/10/2022, the 11 KV power supply fed from Surakudy sub-station was interrupted due to relay problem in power Transformer-III from 00-38 hours to 7-44 hours. Power supply could not be extended to all the 11 KV feeders and not only to Vizhidiyur area. Apart from the above, the power supply to Vizhidiyur village has been maintained properly.

5. Hearing was held on 15/11/2022 at Karaikal. Both the Complainant and the Respondents were present. During the hearing the Complainant reiterated that due to removal of switch there was major interruption of power. The Respondents explained that there was problem with power Transformer-III resulting in interruption of power to most part of the Karaikal region and not only to this Village. As one of the power transformer is already in repair, the remaining one cannot take the entire load of Karaikal region. Hence, there was interruption of 8 hours to all the areas.

6. The Forum asked them whether the Department informed the JERC about the failure of power transformer as required in the Standard of Performance regulations. The Respondents replied in negative. Also as per the reply of the Respondents it seems that the industrial feeder break down right from February 2022 and when asked on the action taken for replacing the breaker, the Respondents informed that work order has already been placed for replacement of failed breaker. The Forum directed the Respondents to complete the replacement work by December 2022. The Forum had informed the Complainant that based on the system condition, it is the decision of the Department to keep switches open or in closed condition and the

same cannot be questioned. The only thing that can be questioned by the Complainant is the number of hours of power interruption, since the Respondents informed that the power interruption is due to relay problem of power transformer, the reply of the Respondents is accepted as a special case.

7. The Complainant then raised some issues about the voltage fluctuation and Low voltage problems. The Forum had asked to file a separate complaint which will be investigated by the Department separately.

Observation: The Respondents have not informed the failure of power transformer and action taken to rectify the same to the JERC as required under Standard of Performances regulations. The Department ought to have taken quick action to replace the breaker at the earliest instead of taking 10 months time for completing the work. Due to inaction of the Respondents, power from the back-up source could not be effectively used.

ORDER

- i. The Respondents are directed to maintain transformer / breaker system in such a way that the interruption of power to the Consumer is within the limit specified by the JERC in the Standards of Performance regulations. Any failure of the Department to adhere to this time limit will be treated as non-compliance of regulations and referred to JERC for appropriate action.
- ii. The Department should inform JERC about the failure of power transformer and estimated date of rectification, within 10 days from the date of this Order and a copy of the same marked to this Forum for records. The rectification of industrial feeder breaker also to be completed by 31/12/2022 and a compliance report shall be sent to this Forum within 7 days afterwards.
- iii. Thus the Complaint is allowed.
- iv. The Complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF Order by the Licensee, may make an Appeal

in prescribed Annexure-IV to the Electricity Ombudsman, Joint Electricity Regulatory Commission for the state of Goa and Union Territories, 3rd Floor, Plot No. 55-56, Pathkind Lab Building, Service Road, Udyog Vihar, Phase IV, Sector -18 Gurugram, Haryana-122015; Phone 0124-4684708; email ombudsman.jercuts@gov.in within 30 days from the date of this Order under intimation to this Forum and the Respondents.

v. Non-compliance with the directions of Forum by the Licensee shall attract remedial action under Sections 142 and 146, of the Electricity Act 2003.

Dated at Puducherry on this the 23rd day of December, 2022

Sd/-
(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-
(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-
(T. GOPALAKRISHNAN)
CHAIRMAN