

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 26TH DAY OF MAY 2022

CONSUMER CASE No.52/2022

M/s Shree Mother Plast India Private Ltd.,
Authorised Representative:
K. Kannappan
Plot No.A-44 to A-48, Electronic Park,
PIPDIC,
Thirubuvanaï,
Puducherry.

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Complainant

Vs.

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

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Respondents

This case in C.C. No.52/2022 came up before this Forum for final hearing on 20/05/2022. 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 M/s Shree Mother Plast India Private Ltd., represented by Authorised Representative K. Kannappan, during the public interaction programme of this Forum held at Thirubuvanaï Section on 19/04/2022. In the complaint, the Complainant had stated that due to frequent interruption, production and time are getting affected. During previous consumer grievances meeting the matter was represented, but till date the problem was not rectified. Earlier, incentive was given for power factor maintenance at 0.99 level. The above incentive was discontinued. The Complainant prayed this Forum to set right the problem of frequent power interruption and also to restore the incentive given for power factor. Hence, the Complaint.

2. The complaint was registered as C.C. No.52/2022 on 19/04/2022 and copy of the Complaint handed over to the Executive Engineer, Rural(South) and others to furnish reply by 29/04/2022. Reply from the Assistant Engineer, Thirubuvanaï/ Respondent No.2 was received on 09/05/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 20/05/2022.

3. In the Affidavit dated 05/05/2022, the Assistant Engineer-Thirubuvanaï / Respondent No.2 on behalf of Respondent 1 and 3 had stated that, the above location was inspected with Junior Engineer and noticed that the Complainant is an existing HT consumer at Electronic park, PIPDIC with HT service code 454 having CMD of 900KVA. The consumer is fed through 22KV Industrial feeder-II of 110/22KV Thirubuvanaï Sub-station. The HT feeder 22 KV industrial feeder-II has been exclusively feeding to HT/LT industries located in the Electronic Park. Periodical maintenance of the feeder has been carried out regularly for tree clearance, jumper renewal etc., All category consumers have been informed well in advance in case of scheduled shutdown works. In case of unscheduled interruption caused due to fault tripping of the feeder breaker and emergency hand tripping, pre-intimation to the Complainant could not be followed.

4. The Respondent further stated that they have taken best effort to minimize the interruption, particularly the unscheduled interruption. The Complainant is requesting incentive for maintaining Power Factor. As per the JERC Tariff Order 2021-22, all categories of HT consumers are being billed for KVAh unit consumption instead of KWh units and discontinued P.F incentives.

5. Hearing was held on 20/05/2022. Both the Complainant and Respondents present. During the hearing the Complainant stated that there was frequent interruption in the month of February 2022 and the situation was better in March 2022 and again in April 2022 the situation got worst. A detailed interruption report was given by the Authorised representative. It stated that for the month of February 2022 the power was interrupted eighteen times and the interruption duration was 9hrs 55 minutes; in March 2022 interrupted for three times totalling to 6hrs. 15 minutes; in April 2022 it was interrupted for fourteen times totalling to 4hrs 35minutes. The Respondents also furnished the details of interruption, report taken from the log book maintained at sub-station level, in which it was stated that, interruption in the month of February 2022 is 7 hours 49 minutes; March 2022 is 5 hours 55 minutes; and April 2022 is 8 hours 5 minutes. Eventhough there is a separate feeder running from the sub-station to the Industrial estate; frequent interruption is evident from the particulars furnished by the Complainant as well as by the Respondent. The Respondent were directed to undertake regular maintenance of the feeder to ensure minimum interruption. The Respondent is also directed to furnish SAIFI, SAIDI details worked out for the past 3 months before 23/05/2022, by way of filing additional Affidavit.

6. As directed by this Forum, additional Affidavit was filed by the Respondents. On perusal of the same it is seen that the power reliability index for February 2022 is 98.9135, for the month of April 2022 is 98.761. The detailed workingsheet of SAIFI SAIDI indices are also furnished, but it has to be compared by the Respondent with the benchmark level set by the Commission every year.

ORDER

- i. The Respondents are directed to maintain the Industrial feeder with minimum interruption by undertaking regular maintenance work and all the consumer should be intimated well in advance. The details of interruption for the upcoming months of June, July and August 2022 shall be furnished to this Forum so as to monitor the situation.
- ii. Thus, the complaint is allowed.
- iii. 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; email ombudsman.jercuts@gov.in within 30 days from the date of this Order under intimation to this Forum and the Respondents.
- iv. 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 26th day of May, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN