

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 30TH DAY OF JUNE 2022

CONSUMER CASE No.92/2022

K. Velayutham,
President,
Pondicherry Chamber of Industries,
First Main Road, PIPDIC Industrial Estate,
Mettupalayam,
Puducherry 605009.

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Complainant

Vs.

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

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Respondents

This case in C.C. No.92/2022 came up before this Forum for final hearing on 27/06/2022. 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 K. Velayutham, President of Pondicherry Chamber of Industries, during the public interaction programme of this Forum held at Mutharaiyarpalayam on 24/05/2022. In the complaint, the Complainant had stated that there are frequent interruption of power supply. Due to this plastic industries are put into hardship. Further voltage fluctuation is also causing loss to the vital components and electronic items. The Complainant requested to segregate PIPDIC I and II feeder, as it is previously existed. He has also requested for regular maintenance of poles, jumpers, Transformers etc., as it was not done for a long time. He has requested to post separate Junior Engineer and other staff exclusively for Industrial estate as it was very difficult to get their assistance even for fuse calls. He also indicated that conductors, poles and transformers are very old and poles are badly damaged which requires to be replaced. The Complainant prayed this Forum to issue necessary directions to the Respondents to set right the above issues. Hence, the Complaint.

2. The complaint was registered as C.C. No.92/2022 on 24/05/2022 and copy of the complaint was handed over to the Executive Engineer, Rural (North) and others to furnish reply by 03/06/2022. Reply received from the Respondents on 13/06/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 23/06/2022.

3. In the Affidavit dated 10/06/2022, the Assistant Engineer, Kurumbapet/ Respondent No.2 filed on behalf of Respondent No.1 and 3 had stated that, due to OLTC problem in the power transformer-II, it has been advised to load the power transformer-II not more than 50% of its rated full load current. Hence, the PIPDIC-II is bunched with PIPDIC-I feeder which has resulted in outage of power supply to the total industrial area if any one of the feeder is subjected to fault. An estimate for strengthening of existing HT lines in the industrial area got sanctioned and quotation called for to award the work on labour contract. The estimate for releasing the bunch

of PIPDIC-I and II feeder, replacement of damaged transformer structures / poles have been prepared and sent for sanction to address the complaint of the Complainant. The Respondents assured that periodical maintenance of lines / transformers will be taken up hereafter.

4. Hearing was held on 23/06/2022. Both the Complainant and Respondents were present. During the hearing, the Complainant indicates the necessity that the de-bunching of feeder is most important step to reduce interruption. Further, he had furnished earlier, specific location where there are deteriorated poles and DP structure. The Respondents stated that action is being taken to replace the damaged poles and DP structure. Estimate has been sanctioned but the Respondent was not able to commit when the feeder de-bunching would happen, as there is contact resistance problem in the feeder breaker. This Forum directed Respondent No.1 to appear for the next hearing on 27/06/2022.

5. In the hearing held on 27/06/2022, the Respondent No.1 appeared and committed that the servicing of defective feeder breaker is under way and the work will be completed by 30/06/2022. He also committed that the replacement of damaged poles and DP structure in the first phase will be completed within 3 months.

Observation: The Respondents stated that the power transformer-II, with defective OLTC mechanism, in the power transformer is not being loaded more than 50%. Due to this constraint, the feeder are kept bunched and the load, of the feeder are fed by one feeder. Eventhough the occurrence of the defect in OLTC mechanism is more than 2 years, the Respondents have not bothered to set right the Transformer by contacting authorised service personnel, which is highly condemned. Further, no technical opinion had also been obtained from experts of Power transformer in respect of loading of power transformer due to OLTC problem. This has caused immense hardship to the industrial consumers as there was frequent interruption in

the entire industrial estate. Had the Respondents taken timely steps to set right the defects in power transformer, this would not have disturbed the existing industrial consumers. The request of the industrial consumers is to restore the already existing facilities which was removed for more than 2 years. The request of the Complainant is found to be reasonable and the Respondents are directed to take steps on war footing basis to set right the problems. Periodical maintenance of feeder should be undertaken to minimise the interruption in the dedicated industrial feeder.

ORDER

- i. The Respondents are directed to restore feeder de-bunching in the industrial estate before 30/06/2022. The Respondents are also directed to replace the damaged DP structure, poles and transformers within 3 months and a copy of the compliance report be sent to this Forum within a week after the completion of the work.
- ii. Thus, the complaint is allowed.
- iii. 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 30th day of June, 2022.

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN