

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

PRESENT:

THIRU K. RAMASUBRAMANIAN, B.Sc. (Engg.),
CHAIRMAN

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

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

MONDAY, THE 9th DAY OF MARCH, 2020

CONSUMER CASE No.5/2020

S. Sivakumar,
No.56, Nagore Main Road,
Ammanchatharam,
Oduthurai,
Karaikal

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Complainant

Vs.

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

....

Respondents

This case in C.C. No.05/2020 came up before this Forum for final hearing on 26.02.2020. 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. Thiru S. Sivakumar, Karaikal has filed a complaint before this Forum on 29/01/2020 stating that low voltage is prevailing in the area Ammanchathram which damages home appliances and hence praying the Electricity Department to take necessary action to maintain the rated system voltage.
2. The Complainant has also alleged that the dip in voltage occurs whenever the welding machine put into operation in the nearby places and also prays to take necessary preventive action for maintaining proper voltage in the lines. Hence the complaint.
3. The complaint has been registered as C.C. No.05/2020 and notices have been sent to the Respondents to reply on or before 18/02/2020. On receipt of the reply received from the Respondents, the case has been posted for hearing on 26/02/2020.
4. The Respondents in their reply have submitted that inspection was carried out on 13/02/2020 at peak hours i.e., at 6-45 PM and the voltage was measured and the same was recorded 227 to 224 volts of phase voltage and the line voltage measured as 398,395 and 394 volts. The Respondents indicated that the connected volt was found to be around 7000 watts which is on the higher side comparing to the connected load at the time of obtaining the services. Therefore the consumer was instructed to convert the existing services from single phase to three phase.
5. The Respondents also indicated that necessary warning was issued to the welding workshops in the vicinity to stop work during the peak hours.
6. During the hearing the Complainant also informed this Forum that the voltage prevailing in the line are now satisfactory and the welding workshop is not working in the evening hours after giving the petition and has requested that the Department to maintain the same condition in future. To this effect he also endorsed in the petition.

ORDER

In view of the endorsement made by the Complainant indicating that he is satisfied on the action taken by the Electricity Department, no further action is required on the Complaint. Hence the Complaint is closed.

Dated at Puducherry on this the 9th day of March 2020.

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(K. RAMASUBRAMANIAN)
CHAIRMAN