

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

WEDNESDAY, THE 29TH DAY OF MAY 2022

CONSUMER CASE No.101/2022

M. Muthukannu,
No.46, Vanidassan Street,
Kuyavarpalayam,
Nellithope,
Puducherry 605005.

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Complainant

Vs.

- 1) The Executive Engineer, Urban(O&M),
Electricity Department,
Puducherry
- 2) The Assistant Engineer – Town-II
Electricity Department,
Puducherry.
- 3) The Junior Engineer- Saram,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.101/2022 came up before this Forum for final hearing on 24/06/2022. 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 M. Muthukannu on 02/06/2022. In the complaint, the Complainant had stated that in Vanidasan Street of Kuyavarpalayam, power distribution during summer especially during night hours from 9-30PM to 11 PM is very low with fluctuation. Due to this, electrical gadgets have become defective which is causing damages to the consumer rights. It is prayed that the above defects may be set right on war footing basis. Further, compensation also to be paid for the damages to the electrical gadgets. The Complainant prayed this Forum for issue of necessary directions to the Respondents to set right the low voltage issues. Hence, the Complaint.

2. The complaint was registered as C.C. No.101/2022 on 03/06/2022 and notice sent to the Executive Engineer, Urban O&M and others to furnish reply by 14/06/2022. Reply from the Respondents were received on 14/06/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 24/06/2022.

3. In the Affidavit dated 14/06/2022, the Assistant Engineer- Town-II / Respondent No.2 on behalf of Respondent 1 and 3 had stated that, the voltages measured at source and tail end of Sathani-SS-I is given below:

Source:

R-N-222V Y-N-222V B-N-224V
R-Y-398V Y-B-399V B-R-398V

Tail end:

R-N-211V Y-N-211V B-N-213V
R-Y-388V Y-B-388V B-R-389V

From the above, it is observed that the tail end voltage is a little lower than the permissible Regulation. This developed because of the emergency situation of feeder breaker developing fault at Marapalam 110/22-11 KV sub-station and loads are shared by other feeder breakers. Same is programmed to be attended within 10 days. After normalizing the voltage will improve as specified in the Regulations.

Further, a scheme for strengthening of existing conductor and replacement of damaged poles and providing of additional feeding arrangement by laying LT UG cable of size 3 ½ x 300 sq.mm from the existing Sathani SS-I, 22/0.433KV 315KVA has been prepared at an estimate cost of Rs.3,95,442/- and sent for sanction and would be executed based on the availability of funds. The strengthening work at Vanidasan Street, Kosapalayam, will be completed as early as possible.

4. Hearing was held on 24/06/2022. Both the Complainant and Respondents were present. During the hearing, the Complainant stated that the voltage on the previous day was much better and it was made clear to the Complainant that there is no provision to pay compensation for damages to the electrical gadgets failed due to suspected low voltages as it could not be ascertained the reasons for failure of the same. Further, the Respondents stated that feeder breaker at Marapalam SS was bunched due to which the voltage is much better. The Respondents were directed to file additional Affidavit, stating whether the low voltage persists or whether it was fluctuation as raised by the Complainant.

5. The Respondents filed additional Affidavit wherein it is stated that there is no fluctuation and only low voltage problem which has been set right to a great extent. The Respondents have requested 3 months period to strengthen the LT distribution. Eventhough the time frame as per the Standard of Performance is 2 weeks, in view of the quantum of work stated by the Respondents, 3 months time is permitted for bifurcating load to ensure a permanent remedy to the Complainant.

ORDER

i. As committed above, the Respondents are directed to complete the work within 3 months from the date of this Order and send a compliance report to this Forum within 7 days after completion of the work

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 29th day of June, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN

