

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 3RD DAY OF MARCH 2023

CONSUMER CASE No.19/2023

K. Vazhumuni,
S/o Krishnan,
No.38, Koil Street,
Soriyankuppam,
Kuruvinatham Post, Bahour,
Puducherry -607 402

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Complainant

Vs.

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

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Respondents

This case in C.C. No.19/2023 came up before this Forum for final hearing on 27/02/2023. After 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. Vazhumuni S/o Krishnan during the Public Interaction Programme of this Forum held at Bahour on 25/01/2023. In the complaint, the Complainant had stated that, a Punjai land in R.S. No.200/2 belonging to his family where a 5HP electrical motor is available with agricultural service connection No.65330. Power supply to the above said motor was given through 3 phase LT line. Due to power fluctuation, he is not in a position to operate the motor which affected the cultivation. Therefore, the Complainant prayed this Forum for issue of necessary directions for rectification of voltage problem. Hence, the Complaint.

2. The complaint was registered as C.C. No.19/2023 on 25/01/2023 and copy of the complaint was handed over to the Executive Engineer, Rural (South) and others to furnish reply by 06/02/2023. Reply from the Assistant Engineer, Bahour/ Respondent No.2 was received on 15/02/2023 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 27/02/2023.

3. In the Affidavit dated 06/02/2023, the Assistant Engineer- Bahour/ Respondent No.2 filed for himself and on behalf of Respondent 1 and 3 had stated that, the location was inspected on 10/02/2023 alongwith the Complainant. It is noticed that the agricultural service connection is at tail end of the feeding transformer Soriyankuppam SS-III 315KVA. Further LT lines passing through trees. Frequent fallen of tree / tree branches, the existing lines were snapping and became weaken. At present, voltage was measured in the consumer's service connection as 370 V phase to phase and the motor is running in good condition. The bore well is 50mts away from the point of supply. Further, the Complainant electrical wiring is not in proper condition. The Complainant was advised to rewire the electrical installation for re-measuring voltage and checking motor performance. The weaken / deteriorated conductor are replaced after getting the approval from Department.

4. Hearing was held on 27/02/2023. The Complainant called absent. The Respondents were present. During the hearing, the Respondents have submitted that the Complainant had not initiated rewiring work as advised. Therefore, this Forum directed the Respondents to issue notice to the Complainant to complete the rewiring to proceed further.

5. On perusal of the Affidavit filed by the Respondents it is seen that the voltage measured at the consumer service connection is 370V which is not as per the standards prescribed. Therefore, the Respondents are directed to improve the voltage as per the standards i.e., $\pm 6\%$ of standard LT phase to phase voltage of 440V.

ORDER

- i. The Respondents are directed to complete the work of rectifying the voltage fluctuation within 15 days from the date of this Order and measure the voltage at point of supply of agricultural service connection an additional Affidavit to be filed to that effect within 7 days thereafter.
- ii. The Complainant is directed to initiate the re-wiring work within the stipulated time mentioned in the notice to be issued by the Respondents to proceed further.
- iii. The Complaint is allowed to the extent indicated.
- 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.

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 3rd day of March, 2023

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN