

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 28TH DAY OF MAY 2021

CONSUMER CASE No.28/2021

V. Vasantharaj,
S/o Varadharaj,
No.9, Mamber Street,
Katterikuppam,
Puducherry 607 402

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Complainant

Vs.

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

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Respondents

This case in C.C. No.28/2021 came up before this Forum for final hearing on 18/05/2021. 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 has been received from V. Vasantharaj on 21/04/2021. In the Complaint, the Complainant had informed that, there are 19 numbers of agricultural service connections connected to Katterikuppam SS-I and if all the motors are functioning at the same time the voltage drops cause damage to the windings of the motor. This causes higher maintenance costs and they are not able to do agricultural activities from the agriculture service bearing Policy No.147520, on regular basis. Earlier the Complainant has obtained an Order from CGRF on the same grievances for erection of additional distribution transformer to improve the voltage profile. But till date no action has been taken to implement that Order by the Department. Hence, the Complaint.
2. The complaint has been registered as case in C.C. No.28/2021 on 21/04/2021 and notice was issued to the Respondents for giving reply by 30/04/2021. The Respondents have sought for additional time till 07/05/2021. The reply from the Respondent was received on 07/05/2021.
3. The Respondent No.2 in the Affidavit submitted that, no scheme could be evolved for erection of new transformer to improve voltage profile as per the earlier Orders of the CGRF due to administrative reasons. In order to improve the voltage profile on immediate priority to the agricultural services of the Complainant a minor extension scheme for erection of LT line works for bifurcation and feeding of 5 numbers of agricultural services (115HP) fed by Kuppam SS-I 315KVA to Kuppam SS-VI 200KVA is in progress. The Respondent expressed difficulty that due to pandemic lockdown, man power for executing the work is not available and work is delayed.

4. During the hearing held on 18/05/2021, the Respondents were directed to erect the ongoing LT line by 22/05/2021 so as to improve voltage profile to run the agricultural service connection of the Complainant in the first phase. The Respondents were also directed to erect new transformer within two months as a permanent measure to solve the voltage issue as per the earlier Order of this Forum. The Respondents were directed to file additional Affidavit by 24/05/2021 after completing the load bifurcation work, on 21/05/2021.

5. The Respondent No.2 in his additional affidavit dated 24/05/2021 has stated that bifurcation of 5 Nos. of tail end agricultural services fed from Kuppam SS-I 315KVA to Kuppam SS-VI 200 KVA has been carried out on 19/05/2021. But the voltage profile has not improved and measured voltage at the complainant agricultural service is: RY350V; YB349V and RB351V. Further while carrying out further bifurcating works of one more agricultural service from Kuppam SS-I to Kuppam SS-VI, the agricultural consumers connected to the KUppam SS-I agitated vigorously and stopped the work. The Police protection was requested to carry out the work. But the consumers agitated and stopped the work. Hence the work was stopped abruptly. The scheme for erection of additional transformer is under process.

6. Complainant also stated in his letter dated 24/05/2021 the voltage in his agricultural service is only 200 to 220V when connected to the nearby distribution transformer SS-VI 200KVA, much less than the earlier voltage level of 260 V.

Observation: The Respondent has not taken any serious steps to erect additional Distribution transformer as per the earlier Order of this Forum dated 04/12/2018 in Consumer Case No.31/2018 abdicating one's responsibility under the pretext of administrative reasons which shows utter disregard to the Orders of this Forum. The Complainant had waited more than two years patiently without seeing any light at the end of the day. When another Complaint was made by the Consumer, the

Respondent without applying any engineering knowledge i.e., working out voltage regulation before and after bifurcation of the load in the first instance had taken up the works on trial and error basis resulting wastage of manpower and time.

ORDER

- i. The Respondents are directed to erect additional Distribution Transformer within 2 months from the date of this Order to redress the low voltage complaint of the Complainant. In case, if the same is not erected within the time schedule as per S.No.24 of Schedule III-Compensation of the JERC Standard of Performance Regulations, then the Licensee is directed to pay Rs.250/- to the Complainant for each day of default from 04/05/2019 to date of energisation of the new Distribution Transformer as per the earlier Order dated 04/12/2018 issued by this Forum in the Consumer Case No.31/2018. A compliance report should be sent to this Forum within 60 days.
- ii. The Complainant is requested to inform the status after 60 days from the date of Order.
- iii. Thus the Complaint is allowed.
- iv. The Complainant is at liberty to prefer an appeal against this Order before the Ombudsman, Joint Electricity Regulatory Commission for the state of Goa and Union Territories, 3rd Floor, Plot No. 55-56, Pathkind Lab Building, Service Lane, Udyog Vihar, Phase IV, Sector -18 Gurugram, Haryana-122015 within 30 days from the date of this Order under intimation to this Forum and the Respondents.
- v. 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 28th day of May 2021.

Sd/-

Sd/-

Sd/-

**(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER**

**(A.S. JITENDRA RAO)
LICENSEE MEMBER**

**(T. GOPALAKRISHNAN)
CHAIRMAN**