

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 31ST DAY OF MARCH 2023

CONSUMER CASE No.30/2023

R. Kalyanasundaram,
President, Jeeva Rukmani Nagar
Residents welfare Association,
Pakkamudayanpet,
Lawspet,
Puducherry

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Complainant

Vs.

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

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Respondents

This case in C.C. No.30/2023 came up before this Forum for final hearing on 09/03/2023. 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 R. Kalyanasundaram, President, Jeeva Rukmani Nagar Residents Welfare Association during the Public Interaction Programme of this Forum held at Lawspet on 02/02/2023. In the complaint, the Complainant on behalf of the residents of the Jeeva Rukmani Nagar stated that one LED light at the end of main street is not burning for the past one month. Because of the vacant plots adjacent to that, the residents are facing difficulties. The Department asked to enter into the complaint register maintained in the Office. Whenever, they approached, they are always getting the reply 'no stock'. There are 30 houses in that area. During the summer, they are experiencing voltage problems resulting in failure of electrical equipments. Hence the Complainant requested for a separate transformer in that area. The Complainant also stated that the tariff rates are very high and requested for reduction of tariff. Hence, the Complaint.

2. The complaint was registered as C.C. No.30/2023 on 02/02/2023 and copy of the complaint was handed over to the Executive Engineer, Rural (North) and others to furnish reply by 13/02/2023. The Respondent No.2 requested additional time to furnish reply till 17/02/2023. Reply from the Respondents were received on 27/02/2023 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 09/03/2023.

3. In the Affidavit dated 17/02/2023, the Assistant Engineer, Lawspet, / Respondent No.2 for himself and on behalf of Respondent 1 and 3 had stated that, the area was inspected along with field officials on 16/02/2023. The details of voltage measured at different location which was also witnessed by the Complainant are mentioned below:

| Name & Address | Policy No. | Voltage at consumer end |
|-------------------------------------|------------|--|
| a. Gomathi JR Nagar. | 108102/A2 | R-Phase-223.8V Y-Phase-237.9V B-Phase-221.2V |
| b. Chitra Arivazhagan . JR Nagar | 126019/A2 | R-Phase-227.2V Y-Phase-221.8V B-Phase-244.9V |

The Respondent further stated that the present tariff order has been followed in tariff.

4. Hearing was held on 09/03/2023. Both the Complainant and the Respondent were present. The Complainant reiterated that during the summer peak when all the people started using air-conditioners frequently, power interruption in the nights. Because of this they are not able to sleep properly. The Forum had told the Respondents that the details furnished are not sufficient and directed to furnish details such as name of the Transformer, connected load details, load on the transformer after 10' O clock. The Respondent furnished the details on 30/03/2023. It is found that the area is fed by a Transformer of 315KVA capacity. The voltage levels mentioned are well within the permitted limits. The maximum load on the transformer is 165 A which is much less than the full capacity of the transformer of 315 KVA/400A. But the total connected load on the transformer is 1674 KW which is equivalent to 1970KVA and it is approximately 5.6 times more than the transformer capacity.

Observation: i. The Transformer actual load is well within the transformer capacity. Since the Supply Code specified that the Department should plan for additional transformer when 70% of the transformer capacity is reached, the Department should explore the possibility for erection of transformer in the near future.

ii. Since the Complainant mentioned about the voltage fluctuation, the Respondents are directed to watch whether the two industrial services connected in the Transformer are functioning in the night, causing voltage variation.

iii. The Respondents are directed to check the clearance of LT lines in that area and the load on the LT electrical circuit to ensure that there is no over loading of the system. The Respondents may also explore to have a separate LT circuit to the Complainant's area to avoid voltage fluctuation.

ORDER

- i. The Respondents are directed to check the points mentioned in the Observation and reply within 30 days from the date of this Order. The reply should also mention the action proposed to be taken by the Department.
- ii. The Complaint is allowed to the extent indicated.
- 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; 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 31th day of March, 2023

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN