

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

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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 31<sup>ST</sup> DAY OF MARCH 2023

**CONSUMER CASE No.34/2023**

K. Baskaran,  
No.1, First Cross Street Extension,  
Krishna Nagar,  
Puducherry -605 008

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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.34/2023 came up before this Forum for final hearing on 13/03/2023. 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 K. Baskaran 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 Krishna Nagar First Cross Extension had requested for additional Transformer in their area to increase the voltage levels. A complaint had been made to the Department over phone and also in person, but no action was taken till date. The Complainant also enclosed a copy of the petition addressed to the Hon'ble Lt. Governor on 15/09/2022. Therefore, the Complainant prayed this Forum to issue directions to the Respondents for erection of additional Transformer in their area. Hence, the Complaint.

2. The complaint was registered as C.C. No.34/2023 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 23/02/2023 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 13/03/2023.

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, at Krishna Nagar extension is inspected along with field officials. The details of voltage measured at different location are mentioned below:

<u>Name &amp; Address</u>	<u>Policy No.</u>	<u>Voltage at consumer end</u>
a. B. Rajam, I cross ext.	190887/A2	R-Phase-236.9V Y-Phase-247.6V B-Phase-246.9V
b. S. Sathiyavani, I cross ext.	207365/A2	R-Phase-249.6V Y-Phase-250.7V B-Phase-225.7V
c. M Mohan, I cross ext.	281720/A2	R-Phase-243.4V Y-Phase-236.1V B-Phase-233.6V
d. P. Dalathiripurasundari I cross ext.	241546/A2	R-Phase-241.4V Y-Phase-236.5V B-Phase-233.9V

The Respondent further stated that the voltage measured at different location in presence of the consumer along with the photographs.

4. Hearing was held on 13/03/2023. Both the Complainant and the Respondent were present. The Complainant reiterated that during the summer, the voltage drops below the abnormal level, especially during the night time, when the air-conditioner units are switched on by all the consumers in the area. The Respondents stated that voltage prevailing at Krishna Nagar First cross is good and necessity for erection of additional transformer is not necessary. The Respondents also enclosed voltage taken from consumer point of supply. It is seen that the present voltage as reported is acceptable. The Respondents are directed to file additional Affidavit by 15/03/2023 to furnish details of the connected load of the Distribution Transformer and load flow.

5. Accordingly the Respondent No.2 had filed additional Affidavit on 30/03/2023 and the details of connected load and Tong tester readings are furnished.

Observation: Eventhough the voltage level are within the acceptable limit, the connected load given by the Respondents of the existing Distribution transformer is more than four times. Since the reading is taken before the onset of the summer season, the Respondents has to ensure and monitor at regular interval the voltage level does not drop below the acceptable level. The Respondents are directed to take regular load flow and voltage reading at the interval of 15 days, after 10PM atleast for 3 months upto June 2023. The report of the same should be sent to this Forum every month. Further the Respondents are also directed to carry out the line strengthening work as assured by the Respondent No.1 to the Complainant in his letter dated 02/11/2022 in response to the petition forwarded by the Hon'ble Lt. Governor dated 15/09/2022. The work should be completed within 3 months from the date of this Order.

ORDER

- i. As discussed above, the line strengthening work should be completed within 3 months and a compliance report shall be sent to this Forum within 10 days thereafter.
- ii. The Respondents should regularly monitor the load flow and voltage level at the interval of 15 days and a report be sent to this Forum every month on the same in the Complainant area.
- iii. In case the transformer loading in Krishna Nagar SS-IX 315 KVA exceeds 70% of its capacity, then the Respondents are directed to augment of such transformation capacity as per Regulation 5.89 of the Electricity Supply Code 2018 within 6 months from the date of this Order
- iv. The Complaint is allowed to the extent indicated.
- v. 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](mailto:ombudsman.jercuts@gov.in) within 30 days from the date of this Order under intimation to this Forum and the Respondents.
- vi. 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 31<sup>th</sup> day of March, 2023

**Sd/-**

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

**Sd/-**

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

**Sd/-**

**(T. GOPALAKRISHNAN)**  
**CHAIRMAN**