

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

PRESENT:

THIRU A.S. JITENDRA RAO, B. Tech., M.B.A.,
CHAIRMAN I/C AND LICENSEE MEMBER

THIRU R. KRISHNAMURTHY, B.Com., LLB., PGDFL.,
JERC NOMINATED MEMBER

FRIDAY, THE 4TH DAY OF DECEMBER 2020

CONSUMER CASE No.48/2020

Nagalatchoumi Ammalle
Plot No.234, Fourth Main Road,
Mahaveer Nagar,
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 Accounts Officer – Rev.II
Electricity Department,
Puducherry.
- 4) The Junior Engineer, Lawspet
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.48/2020 came up before this Forum for final hearing on 02.12.2020. 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 has been received from Tmt. Nagalatchoumi Ammalle, on 28/10/2020. In the Complaint, the Complainant had informed that she had applied for a three phase service connection to the Junior Engineer, Lawspet. But she was given only single phase service connection and was asked to follow after one month in the Office of the Junior Engineer, Lawspet. Due to COVID-19 conditions she was not able to follow up the issue and after a period of one and half year she had applied for three phase connection for the same building on 17/07/2020 to the Office of the Assistant Engineer, Lawspet at Anandha Nagar. But the service is yet to be effected and request for orders to effect. Hence the Complaint.
2. The complaint has been registered as C.C. No.48/2020 and notices have been sent to the Respondents on 29/10/2020 to reply on or before 09/11/2020. The reply from the Respondent No.2 was received on 09/11/2020.
3. In the reply the Respondent No.2 stated that the Complainant initially submitted one service connection application for enhancement of load to the policy No.22-09-06-0592A/A2 and the enhancement of load from single phase to three phase was effected on 19/08/2019. Subsequently, the Complainant submitted two numbers of new service connection applications requesting 3 phase service connection on 05/09/2019. Since the feeding distribution transformer was loaded to the brim only single phase service connection with Policy No.,22-09-06-0592AA and 22-09-06-0592AB/A2 were effected on dated 31/10/2019.
4. The Respondent No.2 further stated that once again the Complainant has submitted the service connection application for enhancement of load for the single Policy No.22-09-06-0592AA on 14/09/2020 and the service connection application was forwarded to the Junior Engineer, Ashok Nagar on 15/09/2020.

5. The Respondent No.2 further stated that the connection bearing Policy No.22-09-06-0592AA was inspected by Junior Engineer, Ashok Nagar O&M and the Junior Engineer has reported that the enhancement of load could not be effected since the 22 KV Kumaran Nagar Water Tank SS 315KVA SS is loaded above the limit prescribed by the JERC Supply Code. The adjacent transformer is also not feasible. The Junior Engineer, Ashok Nagar has also been instructed to identify suitable location for the erection of a new Distribution transformer and for the preparation of necessary estimate.

6. Initially, the hearing was posted on 25/11/2020 but was postponed to 02/12/2020 due to 'Cyclone Nivar'. The hearing conducted on 02/12/2020. The Complainant had given additional remarks on the reply given by the Respondent. A copy of the same was given to the Respondent.

7. The date of acknowledgement of the application, as produced by the Complainant shows 17/07/2020, whereas the statement of Assistant Engineer, Lawspet (Respondent No.2) mentions the date of Acknowledgement as 14/09/2020. When asked for the reasons for the difference, the Assistant Engineer, Lawspet had also produced a copy of the acknowledgement given by him on 14/09/2020. Due to delay in getting transformer erection, the Assistant Engineer, Lawspet has agreed to provide three phase connection to the Complainant by 11/12/2020 and file a compliance report on 14/12/2020.

Observation: (i) The issue of two acknowledgements for one application is not in accordance with the Supply Code. As far as the consumer is concerned the application was submitted in the Office of the Assistant Engineer, Lawspet in 17/07/2020, but it was seen by the Assistant Engineer on 14/09/2020.

Whereabouts of the application for the two months period shall be investigated and action to be taken to correct the deficiency so that the consumer in future will not suffer with the same problem. The department shall file a report on the action taken in this matter at the earliest.

(ii) It was mentioned in the Affidavit of the Assistant Engineer, Lawspet, that the original application was given for three phase connection in 2019. But were effected only single phase connection due to loading in transformer. Para 5.52 of the JERC Supply Code prescribes that a new service connection which involves erection / incorporation of transformer has to be given within 45 days. The time stipulated had exceed much beyond the limit and the Department should take immediate action to erect the transformer and solve the issues pointed in the Affidavit of the Assistant Engineer(Lawspet)

ORDER

- (i) The Department shall probe the issue of two acknowledgements for one application as pointed out in the observation and take necessary immediate action to prevent recurring of such issues in future.
- (ii) As agreed by the Assistant Engineer Lawspet, the three phase service connection shall be provided to the Complainant by 11/12/2020 and submit compliance report to this Forum by 14/12/2020.
- (iii) Thus the Complaint is allowed.
- (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 4th day of December 2020.

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
CHAIRMAN I/C &
LICENSEE MEMBER