

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

PRESENT:

THIRU T. GOPALAKRISHNAN, B.E.,
CHAIRMAN

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

THURSDAY, THE 30TH DAY OF SEPTEMBER 2021

CONSUMER CASE No.48/2021

S. Sozhan,
No.20, Ganapathy Nagar,
South Street,
Thirunallar
Karaikal – 609 605

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Complainant

Vs.

- 1) The Executive Engineer,
Electricity Department,
Karaikal.
- 2) The Assistant Engineer – Rural,
Electricity Department,
Karaikal.
- 3) The Junior Engineer, Thirunallar,
Electricity Department,
Karaikal.

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Respondents

This case in C.C. No.48/2021 came up before this Forum for final hearing on 15/09/2021 at Karaikal. After hearing 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 S. Sozhan, No.20 Ganapathy Nagar, South Street, Thirunallar during the Camp of this Forum held on 17/08/2021 at Thirunallar, Karaikal. In the complaint, the complainant had stated that in the South Street of Thirunallar Temple, opposite to VIP Guest House, low voltage problem persists. During summer season, VIP Guest House uses maximum load, due to which the consumers are experiencing low voltage in the range of 130 volts. Further, home appliances get affected. Hence, prayed for provision of a separate transformer to Ganapathy Nagar area where there are around fifty residences. Hence, the complaint.

2. The complaint has been registered as C.C. No.48/2021 on 17/08/2021 and copy of the Complaint has been handed over to the Executive Engineer, Karaikal for giving reply before 27.08.2021. The reply from the Respondent was received on 04/09/2021 and the case was posted for hearing on 15/09/2021 at Karaikal. A copy of the reply has been forwarded to the Complainant. The Complainant did not attend the hearing, only the Respondent were present.

3. In the affidavit dated 27.08.2021 filed by the Respondent No.2 for himself and on behalf of Respondent No.1, it is stated that in Ganapathy Nagar, Thirunallar, LT supply is fed by Thirunallar SS.X315 KVA with the feeder length of 1 Kms and at the tail end of the LT distribution, Complainant area is located. Apart from this, every week end in the interest of pilgrims of Sri Saneeswaran Temple, the surroundings of the VIP Guest House are illuminated extensively which leads to significant increase in the connected load which also results in low voltage complaints.

4. The Respondent No.2 further stated that, in order to rectify the above problems Minor Extension Scheme for provision of distribution transformer in South car street has been evolved and sent for sanction during the year 2021. The sanction of the scheme is under process. The erection work of new transformer will be completed on receipt of sanction.

ORDER

- i. The Respondent is directed to erect one additional distribution transformer before 15/12/2021 to overcome the low voltage problem in Ganapathy Nagar and a Compliance report shall be sent to this Forum within 15 days thereafter.
- ii. The Complaint is allowed.
- iii. 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.
- 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 30th day of September 2021.

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN