

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

MONDAY, THE 11TH DAY OF OCTOBER 2021

CONSUMER CASE No.53/2021

V.S.N. Murthy
(The Residents of Santhosh Nagar),
Yanam-533464

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Complainant

Vs.

- 1) The Executive Engineer, Cables & TTC,
Electricity Department,
Puducherry.
- 2) The Assistant Engineer-(O&M),
Electricity Department,
Yanam.
- 3) The Junior Engineer, Yanam
Electricity Department,
Yanam.

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Respondents

This case in C.C. No.53/2021 came up before this Forum for final hearing on 04/10/2021. 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.S.N. Murthy representing the residents of Santhosh Nagar, Yanam during the camp of this Forum held at Yanam on 26/08/2021. In the complaint, the Complainant had stated that, the entire Santhosh Nagar where he is residing is having only single phase LT line resulting low voltage complaint. Because of the low voltage electrical equipments, air-conditioners are getting damaged. The area is not provided with street lights. Since the area is adjacent to agricultural land, they are facing snakes problem and requested for appropriate orders to solve the problem. Hence, the Complaint.

2. The complaint has been registered as C.C. No.53/2021 on 26/08/2021 and copy of the complaint was handed over to the Respondents for giving reply by 10/09/2021. The reply of the Respondent No.2 was received on 13/09/2021.

3. The Respondent No.2 in his reply stated that the Santhosh Nagar area is having three phase LT line and there is no low voltage complaint. The voltage recordings taken during the peak hours in the area are furnished below:

Time of recording	Policy No.	Name of the Consumer	Voltage
20-00hours	13284/A2	Palanki Subbalaxmi	240V
20-05hours	14483/A2	Seelam Venkatalaxmi	240V
20-10hours	12867/A2	Ch. Jegiraju	240V
20-15hours	15054/A2	Kulu Nageswari	235V

The Assistant Engineer, Yanam further informed that the Santhosh Nagar area is not having low voltage complaint but the demand is to have street lights. Since no resolution is received from Yanam Municipality for providing street lights, the Department is not in a position to take decision on this issue. The street lights will be provided for residents on receipt of necessary resolution from Yanam Municipality.

4. The case was to be heard on 27/09/2021. But due to heavy rain at Yanam on account of cyclone 'Gulab' the Assistant Engineer, Yanam requested for postponement of hearing and it was rescheduled on 04/10/2021.

5. The hearing was held through video conferencing on 04/10/2021. Both parties appeared. During the hearing the Complainant informed that the Department has provided the area with three phase and satisfied with the action taken and agreed to give a letter to the Department expressing satisfaction for the work done. He reiterated the demand for erection of new street lights and solve their issue.

Observation: The street light can be provided after getting resolution from local municipality as per Regulations 5.59 of the Supply Code 2018 of JERC. In the present case, Yanam Municipality has not sent any such resolution.

ORDER

- i. The low voltage problem has been rectified by the Respondents by providing three phase line. The Respondents have agreed to take up the matter for providing street lights at the earliest on fulfilment of the conditions stipulated in the Supply Code 2018. Hence the complaint is treated as closed.
- ii. The Respondent is directed to inform CGRF on the progress in provision of street light to Santhosh Nagar.

Dated at Puducherry on this the 11th day of October 2021.

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN