

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

WEDNESDAY, THE 7TH DAY OF OCTOBER 2021

CONSUMER CASE No.54/2021

Palepu Arjuna Rao,
Besawada Gardens,
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.54/2021 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 Palepu Arjuna Rao during the camp of this Forum held at Yanam on 26/08/2021. In the complaint, the Complainant had stated that, the entire Besawada Garden area in Yanam is suffering from High and Low voltage fluctuation resulting in electrical equipments failure and requested CGRF to issue appropriate Orders to rectify the problem. Hence, the Complaint.

2. The complaint has been registered as C.C. No.54/2021 on 26/08/2021 and copy of the complaint was handed over 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 informed that due to the load enhancement in domestic service line installation of Air conditioners units etc, the load of the Transformer had increased. There is no voltage fluctuation / low voltage in the area. The voltage recordings taken in the area are furnished below:

Time of recording	Policy No.	Name of the Consumer	Voltage
18-30 hours	13181/A2	Savaram Sarojini	240V
18-40 hours	12599/A2	Vimala Ram	238V
18-50 hours	15186/A2	K. Barani Jarad	247V
18-55 hours	14502/A2	A. Srisatya Sudha	226V
19-05 hours	14804/A2	Palepu Arjuna Rao	229V

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 the parties appeared. During the hearing the Complainant informed that he is satisfied with the action taken by the Respondent to correct the voltage fluctuation. The Complainant has also agreed to give a letter of satisfaction to the Assistant Engineer, Yanam.

6. The Assistant Engineer, Yanam has informed that the Transformer at Besawada Garden SS. 200 KV is facing over load condition during summer. In order to rectify the overloading condition, a scheme for erection of another transformer is being sent to higher authorities for sanction by the end of October 2021.

7. The Forum has directed the Respondents to erect and commission the transformer within 180 days as provided in the Standards of Performance of JERC. The Respondents have agreed to.

Observation: The grievances of the Complainant has been attended to by the Respondents by rectification of the LT jumper and service connection, wire connection etc.

ORDER

- i. Since the grievances of the Complainant has been addressed to the satisfaction of the Complainant , the Complaint is treated as closed.
- ii. The Respondent is directed to mark a copy of the correspondence in connection with the sanction, erection and commissioning of transformer to this Forum for monitoring the progress.
- iii. 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 7th day of October 2021.

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN