

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

FRIDAY, THE 8TH DAY OF OCTOBER 2021

CONSUMER CASE No.55/2021

Pulapakuraj S. Jayaraju,
Door No.2-3-034,
Ambedkar 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.55/2021 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 Pulapakuraj S. Jayaraju during the camp of this Forum held at Yanam on 26/08/2021. In the complaint, the Complainant had stated that, the entire Ambedkar Nagar is facing low voltage problem for the last several years. Due to low voltage, people are not able to use fan, lights, air-conditioners etc., The matter was reported to the Assistant Engineer, Yanam, but no action has been taken so far. The Complainant requested for issue of Orders to rectify the problem. Hence, the Complaint.

2. The complaint has been registered as C.C. No.55/2021 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 20/09/2021.

3. The Respondent No.2 in his reply informed that there is no low voltage condition at present in Ambedkar Nagar area. The voltage recordings taken during the peak hours in the area are furnished below:

Time of recording	Policy No.	Name of the Consumer	Voltage
19-05 hours	9254/A2	B. Venkata Rao	239.34V
19-15 hours	1495/A2	K. Droupadi	223.85
19-20 hours	8719/A2	Nakla Venkatesan	224.15V
19-30 hours	642/A2	P. Venkateswaran	215.7V
19-40 hours	6855/A2	Sadamela Venkanna	228V
19-45 hours	10533/A2	Dasari Sakkubai	224V
19-50 hours	10791/A2	Gella Srinivasarao	227V
19-55 hours	3910/A2	Janaki Bai.B	235 V

The Assistant Engineer, Yanam further informed that the load in Ambedkar Nagar transformer increased due to additional load of air-conditioner units in domestic service connection and the Department is taking necessary action for rectification of the problem and to solve the problem during summer.

5. 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.

6. The hearing was held through video conferencing on 04/10/2021. Both parties appeared. During the hearing the Complainant has requested for erection of

new transformer for solving the low voltage problem at Ambedkar Nagar permanently. During the hearing the Assistant Engineer, Yanam informed that earlier they have erected the line and DP structure for erection of transformer at Ambedkar Nagar. The work could not be executed due to objection from the local people for erection of transformer in that area. Alternative area has been identified in agreement with the people of the Ambedkar Nagar and scheme will be prepared for erection of new transformer to solve low voltage problem. The Assistant Engineer, Yanam, however, informed that sufficient funds are available under "System Improvement Scheme in Yanam" for erection of transformer. The Assistant Engineer, Yanam has agreed to send proposal for sanction to higher authorities by the end of October 2021. The Assistant Engineer, Yanam had also agreed to erect and commission the transformer within the time frame of 180 days as provided in the Standards of Performance by JERC.

Observation: The Assistant Engineer, Yanam had assured to erect the transformer at Ambedkar Nagar area along with associated LT lines to solve the low voltage problems in that area.

ORDER

- i. Since the Respondents have has assured to erect the new transformer at Ambedkar Nagar within the time frame provided in the Standards of Performance of JERC, the Complaint is treated as closed.
- ii. The Department is directed to mark copy of all correspondences in respect of erection of transformer to this Forum for monitoring 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 8th day of October 2021.

Sd /-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd /-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd /-

(T. GOPALAKRISHNAN)
CHAIRMAN