

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 2ND DAY OF JUNE 2023

CONSUMER CASE No.73/2023

P.Y. Raju,
D.No.1-6-031,
M.S.R. Nagar, Mettakur,
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.73/2023 came up before this Forum for final hearing on 26/05/2023. 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 P.Y. Raju during the camp of this Forum held at Yanam on 18/04/2023. In the complaint, the Complainant had stated that,

low voltage problem is existing in MSR Nagar and the same was not addressed by the Department for long time. Therefore, the Complainant prayed this Forum to issue directions to the Respondents to rectify the low voltage problem. Hence, the Complaint.

2. The complaint has been registered as C.C. No.73/2023 on 18/04/2023 and copy of the complaint was handed over to the Respondents for giving reply by 02/05/2022. The reply of the Respondent No.2 was received on 24/05/2022 a copy of the same was communicated to the Complainant and the case was posted for hearing on 26/05/2022 through video conferencing.

3. In the Affidavit dated 08/05/2022 the Assistant Engineer, Yanam / Respondent No.2 stated that on inspection of the location at MSR Nagar, it is observed that: (i) The area MSR Nagar is located nearly 0.5 km from 132 /33-11 KV Mettakur sub-station. The area is being fed from Kamaraj Nagar SS-200KVA which is also located nearer to the entrance of the MSR Nagar. Voltage has been measured at various locations during peak hours in MSR Nagar as detailed below:

Consumer code No.91-12-04-347M at the middle of MSR Nagar – 237V

During inspection it has been contacted over the above Complainant to record the voltage but the Complainant is in duty and the entrance grill gates are found locked and hence recorded the readings at the opposite house of the Complainant and the recordings are as follows

Consumer code No.91-12-04-347R at the middle of MSR Nagar – 231V

The above voltage recordings clearly show that there is no low voltage problem. At present 3 spans of LT 3 phase lines and 3 spans of LT 1 phase lines are available in this area. However, as requested by the residents, the existing 1 phase lines are now proposed for conversion into 3 phase lines. Necessary estimates will be prepared and obtained necessary sanction from competent authority and execute the works and intimate to CGRF in due course.

4. Hearing was held on 26/05/2023 at Puducherry through video conferencing. Both the Complainant and Respondents were appeared. During the hearing the Respondent No.3 stated that, to convert single phase to three phase it requires one month time to complete the work, since, necessary estimate to be prepared and to obtain sanction from the competent authority to execute the work, the time sought for by the Respondents is reasonable and justifiable as this outlying region is located away from Pondicherry and line materials are to be transported from the Central Stores to Yanam.

ORDER

- i. As agreed to, the Respondents are directed to complete the work within one month from the date of this Order and a compliance report to sent to this Forum within a week afterwards
- ii. Thus, the Complaint is allowed.
- iii. The Complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF Order by the Licensee, may make an Appeal in prescribed Annexure-IV to the Electricity Ombudsman, Joint Electricity Regulatory Commission for the state of Goa and Union Territories, 3rd Floor, Plot No. 55-56, Pathkind Lab Building, Service Road, Udyog Vihar, Phase IV, Sector -18 Gurugram, Haryana-122015; Phone 0124-4684708; email ombudsman.jercuts@gov.in 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 02nd day of June 2023.

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/

(T. GOPALAKRISHNAN)
CHAIRMAN

C.C. No.73/ 2023
Date:02.06.2023

ORDER

Order Pronounced

i. As agreed to, the Respondents are directed to complete the work within one month from the date of this Order and a compliance report be sent to this Forum within a week afterwards

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iii. The Complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF Order by the Licensee, may make an Appeal in prescribed Annexure-IV to the Electricity Ombudsman, Joint Electricity Regulatory Commission for the state of Goa and Union Territories, 3rd Floor, Plot No. 55-56, Pathkind Lab Building, Service Road, Udyog Vihar, Phase IV, Sector -18 Gurugram, Haryana-122015; Phone 0124-4684708; email ombudsman.jercuts@gov.in 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 02nd day of June 2023.

(T. GOPALAKRISHNAN)
CHAIRMAN