

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 JUNE 2023

CONSUMER CASE No.74/2023

P.C. Satyanarayanan,
D.No.6-1-65,
Fourth Cross Road,
Subadra 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.

....

Respondents

This case in C.C. No.74/2023 came up before this Forum for final hearing on 26/05/2023. After 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.C. Satyanarayanan during the camp of this Forum held at Yanam on 18/04/2023. In the complaint, the Complainant had stated that, for the last one year facing low voltage problem at Subadra Nagar area and Air-conditioners, Refrigerators are not working. Earlier there are only few houses and now more number of houses are constructed. The Complainant also requested for three phase line in the 5th cross and also requested for street lights in the entire Subadhra Nagar. Therefore, the Complainant prayed this Forum to issue directions to the Respondents to rectify the low voltage problem at Subadhra Nagar. Hence, the Complaint.

2. The complaint has been registered as C.C. No.74/2023 on 18/04/2023 and copy of the complaint was handed over to the Respondents for giving reply by 02/05/2023. The reply of the Respondent No.2 was received on 24/05/2023 a copy of the same was communicated to the Complainant and the case was posted for hearing on 26/05/2023 through video conferencing.

3. In the Affidavit dated 08/05/2023 the Assistant Engineer, Yanam / Respondent No.2 stated that the area Subhadra Nagar is located nearly 4.5KM from 33/11KV Adavipolam Sub-Station. The area is being fed from Seaguls SS-315KVA (it is very last DTR connected under 11 KV Kurasampeta feeder) which is also located nearer to the entrance of the Subhadra Nagar. The voltage has been measured during peak hour at various locations in Subhadra Nagar as detailed below:

At DTR -245V; at Subhadra Nagar entrance (Street light timer) – 243V

At the middle of Subhadra Nagar – 236V

At the end of main road Subhadra Nagar i.e., at Temple 231V

At the tail end of 1 phase line at Subhadra Nagar -226V(policy No.14735/A2)

The above voltage recordings clearly show that there is no low voltage problem. From 13/04/2023 to 21/04/2023, the voltage recorded at 132 KV SS is found to be 122KV and sometimes it has comes down to 120 KV also. Due to this reason, the corresponding voltage on 11KV and 33KV gone down to 10.4KV and 30KV though tap raised at maximum to maintain the voltage availability at consumer end. The matter

has taken to AP Transco authorities at Kakinada they informed that they getting very low voltage from Bommuru 400KV Sub-station. Ultimately, this has been resulted in to low voltage at consumer end. This situation has been normalized after the above mentioned period. However, the Complainants are requesting for provision of 3 phase lines in 5th Cross Road of Subhadra Nagar. At present, the LT 3 phase lines with ACSR 6/1/3.35 conductor is existing along the main street of Subhadra Nagar and the entire four cross roads are provided with 3 phase lines with ACSR 6/1/2.59 conductor. Hence, as requested by the Complainant, this Department will prepare necessary estimates for conversion of 1 phase lines to 3 phase line along 5th cross road and obtain sanction from competent authority and execute the works and intimate to the Forum in due course. Regarding the provision of street lights at this colony, it requires 18 Nos. of street lights. Hence, this Department will send a proposal to Yanam Municipality for issuing resolutions of the local body as it is mandatory as per 5.59(2) of JERC Supply Code Regulations 2018. On receipt of the resolution from Yanam Municipality, this Department will prepare necessary scheme for provision of lights.

4. Hearing was held on 26/05/2023 at Puducherry through video conferencing. The Complainant has not attended and the Respondents appeared. During the hearing the Respondent No.2 stated that, during the last week, only 115 KV was recorded in the grid as against 130 KV. On enquiry, it was stated that the Power transformer was set at 12 or 13 tap position at the time of hearing. On that day, the voltage recorded is 127KV. The Respondent No.1 was directed to furnish Grid voltage in April 2023 from the system control centre. Further, the matter be taken up through SRLDC for getting better voltage to the interstate outlying region of Yanam. The Respondent No.3 was directed to furnish snap shot from the Complainant's energy meter to ensure the voltage is within the limit. Further, the Respondents

sought time till 30/06/2023 for conversion of single phase to 3 phase, as major materials are to be collected from the Central Stores at Puducherry.

ORDER

- i. As committed by the Respondents, the conversion of single phase to three phase line for a six span length in the 5th Cross of Subhadra Nagar should be completed before 30/06/2023 and a compliance report shall be sent to this Forum within a week there after.
- ii. Further the Respondents are directed to take up the low voltage in the grid to SRLDC for meeting Grid voltage within the accepted level.
- iii. Thus, the Complaint is allowed to the extent indicated.
- iv. 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.
- v. 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 07th day of June 2023.

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/

(T. GOPALAKRISHNAN)
CHAIRMAN