

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 29TH DAY OF NOVEMBER 2021

CONSUMER CASE No.80/2021

J. Chandiran and 7 others
No.9,Melapadugai,
Nallathur & Post,
Nedungadu,
Karaikal - 609 603.

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Complainant

Vs.

- 1) The Executive Engineer,
Electricity Department,
Karaikal.
- 2) The Assistant Engineer –Rural,
Electricity Department,
Karaikal.
- 3) The Junior Engineer –Nedungadu,
Electricity Department,
Karaikal.

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Respondents

This case in C.C. No.80/2021 came up before this Forum for final hearing on 17/11/2021. 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 was received from J. Chandiran on behalf of 7 villagers of Melapadugai, Nedungadu during the CGRF camp hearing held on 21/10/2021 at Karaikal. In the complaint, the Complainant has informed that they are at the tail end of the distribution transformer less than 135 voltage is being received resulting in damages to the Television, Grinder, Mixie and other electrical gadgets. Apart from this, children could not attend online classes due to interruption of power supply. There are about 55 houses living for more than 60 years in the same area. Some of the LT lines are in deteriorated condition and are in sagging condition in some places. Hence, requested for orders early rectification before any untoward incident and request also for erection of transformer in that area on war footing. Hence, the Complaint.

2. The complaint has been registered as C.C. No.80/2021 on 21/10/2021 and the copy of the complaint was handed over to the Executive Engineer Karaikal and others to furnish reply by 02.11.2021. Reply from the Respondents was received on 03/11/2021.

3. In the Affidavit dated 29/10/2021, the Assistant Engineer, Rural / Respondent No.2 had stated that, the LT is supply is fed by Nallathur SS III 200 KVA with LT feeder length of 1.2 kms out of which 0.5 km length of LT line is 3 phase 5 wire line and 0.700 km length of line is 1 phase 3 wire line. The Complainants are residing at the tail end of the LT distribution system where 1 phase 3 wire line are existing. Voltage in the meters to the tail end service connection are checked and noted as following:

Central water commissioning JE, Nalla NR 26/A2 – 232 V (Northern side)

J. Chandiran, Melapadugai NR 47/A2 192 V (Southern side)

Anthuvan Melapadugai NR 219 / A2 190V (Southern side)

To improve tail end voltage, it is proposed to convert the existing 1 phase 3 wire line into 3 phase 5 wire line for a length of 0.700 km which will be completed by one

month period obtaining necessary sanction. The LT line over sag noticed have been restrained and tree clearance has been done.

4. Hearing of the case was posted on 17/11/2021 at Karaikal. During hearing, the Junior Engineer, Nedungadu informed that they have taken voltage mentioned day time about 10 am morning. But the Complainant had produced a photograph taken in his mobile which shows that the voltage is 170V in the evening peak hours. The Complainant had also complained that the Department had restrained the existing LT line. The Department has been directed to complete the work of 3 phase line within 30 days as committed by them and distribute the services among all the 3 phases. The Department is also directed to prepare a scheme for erection of distribution transformer for the said area.

Observation: i. In the Department Affidavit the voltage is shown as 192V and 190V for which the voltage regulation works out to (-)16.52% and (-)17.59% respectively which is more than the limit permitted by the Supply Code i.e., (-)6% if we consider voltage shown by the Complainant, the Voltage regulation is 26.08% which is not acceptable by any standard.

ii. As per Section 5.8 of Supply Code 2018 when the load of the Transformer exceeds 70% capacity the Department shall propose new transformer, to take care of future load. The area under question is fed by Nallathur SS3 200 KVA which has connected load of 160 hp which shows that the load had exceeded the prescribed limit.

ORDER

i. As pointed out in the observation, the Department directed to:

- a. To complete the 3 phase line and redistribution of services within 30 days of this Order and a compliance report should be sent within 7 days after that.
- b. The Department shall erect and commission a distribution transformer within 180 days time as prescribed in Standards of Performance of JERC.

The Department is also directed to send a copy of the scheme sent for approval, Sanction received, work order issued for erection of transformer, to this Forum in order to monitor the progress.

- ii. Thus the complaint is allowed.
- 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 29th day of November, 2021

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN