

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

TUESDAY, THE 20TH DAY OF JUNE 2023

CONSUMER CASE No.84/2023

R. Vijayakumar,
No.23, Second Cross Street,
Kennedy Nagar,
Ariyankuppam,
Puducherry 605 004.

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Complainant

Vs.

- 1) The Executive Engineer, Rural-South O&M,
Electricity Department,
Puducherry
- 2) The Assistant Executive Engineer –, Rural-South
Electricity Department,
Puducherry.
- 3) The Junior Engineer-Ariyankuppam,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.84/2023 came up before this Forum for final hearing on 16/06/2023. 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 was received from R. Vijayakumar on 15/05/2023. In the complaint, the Complainant had stated that there are 30 houses in 3 cross streets in Kennedy Nagar, Ariyankuppam. During the night hours they are facing low voltage issues as the voltage received is in the range of 165 to 190V. A written complaint was also given to the Department on 06/04/2023 by the Residents of Kennedy Nagar and also enclosed a copy of the same. Based on the complaint the Department officials inspected during the day time and told that there is no issue. The Complainant stated that the issue is in night hours and they are afraid that due to low voltage issue, the electrical gadgets may get damaged. The Complainant therefore prayed this Forum to issue necessary directions to the Respondents to resolve the low voltage issue. Hence, the Complaint.

2. The complaint was registered as C.C. No.84/2023 on 17/05/2023 and copy of the complaint was sent to the Executive Engineer, Rural (South) and others to furnish reply by 29/05/2023. Reply from the Respondent No.3 was received on 02/06/2023 and copy of the same was communicated to the Complainant. The case was posted for hearing on 07/06/2023.

3. In the Affidavit dated 01/06/2023, the Assistant Executive Engineer, Rural-South/ Respondent No.2 filed for himself and on behalf of Respondent 1 and 3 had stated that, the area was inspected and voltage was checked in some of the houses and found normal i.e., 224 volt during the day time. And also found that there was no voltage fluctuation during the night peak hours. In this connection a detailed study was carried out and found that the above area is feeding from Ariyankuppam SS-XI-315KVA and situated at the tail end of the Pooranankuppam road and hence a part of the load, the load of the Pooranankuppam Road was bifurcated from the Ariyankuppam SSXI-315KVA and added to the neighbouring transformer Uzhavar Sandhai SS 315KVA and the voltage was measured at the residents of Kennady

Nagar and Complainant house at night hours 10.00PM and found to be normal i.e., 230V and 234 V.

4. Hearing held on 07/06/2023 was attended by the Complainant and a message was received from the Respondents that due to summer rain and requested to reschedule the hearing. Hearing was re-scheduled on 16/06/2023. In the second hearing, the Complainant stated that voltage had improved in the first and second cross, however during the night in the third cross, still experiencing low voltage. The Respondents stated that a scheme for strengthening LT conductors from ACSR/2.5mm with ACSR/ 3.35mm has already been prepared and on receipt of the sanction, the work will be completed in one month. In addition to this separate distribution transformer is to be erected near Guruduwara of Kennady Nagar in view of the load growth and on receipt of the sanction, the work will be completed by November 2023.

ORDER

i. As committed by the Respondents the work of strengthening of LT conductor should be completed within one month from the date of this Order. New distribution transformer should be erected by November 2023 and the low voltage should be eliminated permanently. A compliance report should be sent to this Forum within a week after completion on both the occasion.

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 20th day of June, 2023

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN