

BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM
(Under the Electricity Act, 2003)
PUDUCHERRY

PRESENT:

THIRU T. GOPALAKRISHNAN, B.E.,
CHAIRMAN

THIRU R. KRISHNAMURTHY, B.Com., LLB., PGDFL.,
JERC NOMINATED MEMBER

THURSDAY, THE 20TH DAY OF JULY 2023

CONSUMER CASE No. 90/2023

P. Pazhani – Represented by
Sakthi Nagar Residents,
No.10 Second Cross,
Sakthi Nagar,
Marie Oulgaret,
Puducherry- 605010.

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Complainant

Vs.

- 1) The Executive Engineer-Rural(North),
Electricity Department,
Puducherry.
- 2) The Assistant Engineer –Boomianpet,
Electricity Department,
Puducherry.
- 3) The Junior Engineer- Boomianpet,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.90/2023 came up before this Forum for final hearing on 14/07/2023. 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.

A Complaint was received from P. Pazhani on behalf of the Residents of the Sakthi Nagar on 12/06/2023. In the complaint, the Complainant had stated that the residents of the Sakthi Nagar are facing low voltage problems during summer for the past 10 years. Due to low voltage the electrical gadgets got damaged. In this regard a representation was given to the Department 5 years back, but no action was taken. Another representation was also given on 27/03/2023 with a copy enclosed. Therefore, the Complainant prayed this Forum to issue necessary directions to the Respondents to solve the low voltage problem in Sakthi Nagar by erecting a new transformer. Hence the complaint.

2. The complaint has been registered as C.C. No.90/2023 on 12/06/2023 and copy of the complaint was sent to the Executive Engineer –Rural (North) and others for giving reply by 22/06/2023. Reply from the Respondents was received on 23/06/2023 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 14/07/2023.

3. In the Affidavit dated 22/06/2023, the Assistant Engineer, Boomianpet / Respondent No.2 for himself and on behalf of Respondent No.1 and 3 has stated that the Junior Engineer, Boomianpet reported that the Sakthi Nagar, area is under the feeding of existing Oulgaret SS-IV 315KVA and furnished the tail end / transformer end voltage of Oulgaret SSIV-315KVA taken on the following days.

20/06/2023 at 10-43hours

	<u>Transformer end</u>	<u>Tail end</u>
RN	246	230
YN	247	229
BN	248	231

21/06/2023 at 22-33hours

	<u>Transformer end</u>	<u>Tail end</u>
RN	249	229
YN	250	214
BN	251	205
<u>Load in AMPs</u>	R-273A Y-278A	B-292A

From the above it seems that the tail end voltages of Y and B phases in the night peak hours become low due to AC loads / peak summer. An estimate for erection of additional distribution transformer namely Johnkumar Nagar SS22/0.433 KV, 200KVA in Marie Oulgaret, Boomianpet O&M area Puducherry for an amount of Rs.11,72,248/- was sanctioned vide Order dated 11/06/2021. Johnkumar Nagar 200 KVA has been proposed to be provided to the vicinity of the existing Oulgared SSIV-315KVA. Therefore the low voltage complaint prevailing in Sakthi Nagar will be resolved after commissioning of sanctioned JohnKumar Nagar SS.200KVA and transfer of partial load from the existing oulgaret SSIV.315KVA to Johnkumar Nagar SS 200KVA.

4. Hearing was held on 14/07/2023. Both the Complainant and the Respondents were present. During the hearing the Respondents submitted that they have measured the voltage at the consumer's premises also in the presence of the Complainant on 21/06/2023 after load balancing work and on the same day at 22-33 hours, the voltage was measured as 228V, 233V and 232V were within the permissible limits and the same was admitted by the Complainant. The Complainant prayed this Forum for solving the low voltage issue permanently. The Respondents stated that already they got a sanction for the above on 11/06/2021 itself and assured that they will erect additional distribution transformer within 3 months i.e., by 31/10/2023 to solve the low voltage issue permanently.

ORDER

- i. As committed above, the Respondents are directed to complete the work by the end of 31/10/2023.
- ii. The Respondents are also directed to send a monthly progress report to this Forum to that effect for follow-up.
- iii. Thus, the complaint is allowed.

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.

Dated at Puducherry on this the 20th day of July, 2023

Sd/-
(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-
(T. GOPALAKRISHNAN)
CHAIRMAN