

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 20TH DAY OF DECEMBER 2021

CONSUMER CASE No.91/2021

G. Vaithinathan,
No.23, First Cross,
KMG Nagar,
Thalatheru
Karaikal.

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Complainant

Vs.

- 1) The Executive Engineer,
Electricity Department,
Karaikal.
- 2) The Assistant Engineer – Town-II,
Electricity Department,
Karaikal.
- 3) The Junior Engineer – Town-North,
Electricity Department,
Karaikal.

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Respondents

This case in C.C. No.91/2021 came up before this Forum for final hearing on 10/12/2021. 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 G. Vaithinathan during the CGRF camp hearing held on 17/11/2021 at Karaikal. In the complaint, the Complainant has informed that power supply in his policy No. 11846 / A2 with Policy code No.63-33-03-0293/A2 there is high voltage fluctuation, due to which electrical appliances are getting damaged frequently causing severe loss. The Complainant prayed to look into the matter and rectify the high voltage. Hence, the Complaint.
2. The complaint was registered as C.C. No.91/2021 on 17/11/2021 and the copy of the complaint was handed over to the Executive Engineer Karaikal and others to furnish reply by 29.11.2021. The case was posted for hearing on 10/12/2021.
3. In the Affidavit dated 29/11/2021, the Assistant Engineer, Town-II/ Respondent No.2 on behalf of Respondent 1 and 3 had stated that the power supply of the Complainant is fed by KMG Nagar SS 315KVA. The voltage details are mentioned below:

Consumer end

RN – 269V RY 441V

YN - 263V YB 440V

BN – 259V RB 444V

Transformer end

RN-270V RY-442V

YN-265V YB-442V

BN-259V RB-444V

4. The Respondent No.2 further stated that the tap position of the above transformer has been changed from 2 to 6 and service connection wire pertaining to Complainant premises were rebinded. After that, the voltage profile was taken in the presence of the Petitioner and acknowledged the same and informed that there is no voltage fluctuation problem inside the consumer premises. After rectification the voltage profile is mentioned below:

<u>Transformer end</u>	<u>Consumer end</u>
RN – 237V RY 410V	RN-227V RY-401V
YN - 238V YB 410V	YN-230V YB-401V
BN – 240V RB 409V	BN-225V RB-403V

5. Hearing of the case was attended by both parties at Karaikal. The Complainant expressed satisfaction for having attended voltage fluctuation and having rectified the higher voltage problem in his house.

Observation: The Respondents has not checked the voltage at the transformer end and taken remedial action before onset of raining and winter season which has caused high voltage to Complainant's premises. It is impressed upon the Respondents that Transformer end Voltage should be monitored regularly to avoid such complaints in future.

ORDER

i. Since the Complaint has been resolved satisfactorily, the Complaint is closed.

Dated at Puducherry on this the 20th day of December, 2021

Sd/-

Sd/-

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

(A.S. JITENDRA RAO)
LICENSEE MEMBER

(T. GOPALAKRISHNAN)
CHAIRMAN