

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 28TH DAY OF JUNE 2022

CONSUMER CASE No.93/2022

E. Panneerselvam,
No.3, Subramanியar Koil Street,
Shanmugapuram,
Puducherry 605009.

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Complainant

Vs.

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

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Respondents

This case in C.C. No.93/2022 came up before this Forum for final hearing on 23/06/2022. 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 E. Panneerselvam, during the public interaction programme of this Forum held at Mutharaiyarpalayam on 24/05/2022. In the complaint, the Complainant had stated that low voltage problem persists for a long period in their area. He further stated that due to low voltage, electrical gadgets like TV, Refrigerator etc., got damaged. In this regard, they had given a representation to the Assistant Engineer, Kurumbapet on 10/05/2021, but till date no action was taken. The Complainant prays this Forum for necessary directions for rectification of the problem. Hence, the Complaint.
2. The complaint was registered as C.C. No.89/2022 on 24/05/2022 and copy of the complaint was handed over to the Executive Engineer, Rural (North) and others to furnish reply by 03/06/2022. Reply received from the Respondents on 13/06/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 23/06/2022.
3. In the Affidavit dated 10/06/2022, the Assistant Engineer, Kurumbapet/ Respondent No.2 filed on behalf of Respondent No.1 and 3 had stated that, inspection was carried out and voltage were measured in Subramania koil Street, and observed that there is low voltage, which is under distribution of Shanmugapuram SS-1-315KVA. The distribution of power supply to Subramania koil street has been changed from Shanmugapuram SS-1-315KVA to Shanmugapuram SS-VIII-315KVA and it has been observed that the low voltage problem is better after change of feeding. Now the tail end voltage at Subramania koil street is R-219V, Y-215V & B-220v.
4. Hearing was held on 23/06/2022. Both the Complainant and Respondents were present. In the hearing the Complainant produced photo evidence of low voltage problem still prevailing in their area, which shows 172 V. The Complainant further agreed to spare temple land to erect additional distribution transformer.

The Respondents submitted that additional distribution transformer will be energized within a period of 3 months.

ORDER

- i. The Respondents are directed to install additional distribution transformer as committed, within a period of three months from the date of this Order and a compliance report shall be sent to this Forum within 7 days after the completion of the work. The progress of work such as issue of sanction, issue of work order to be informed to CGRF to monitor progress.
- ii. The Complainant is directed to provide space for erection of Transformer.
- iii. The Respondents are also directed to mitigate the low voltage issue by strengthening distribution network within 5 days and obtain a letter of satisfaction from the Complainant.
- iv. Thus, the complaint is allowed.
- 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 28th day of June, 2022.

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN