

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 14TH DAY OF FEBRUARY 2022

CONSUMER CASE No.03/2022

J. Adhikrishnan,
No.95, Fourth Cross,
Mookambigai Nagar,
Reddiarpalayam,
Puducherry.

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Complainant

Vs.

- 1) The Executive Engineer Rural (North) O&M,
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.03/2022 came up before this Forum for final hearing on 03/02/2022. After 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. Adhikrishnan during the public interaction programme conducted by CGRF at Boomianpet O&M on 06/01/2022. In the complaint, the Complainant had requested for shifting of transformer to avoid low voltage in his area and providing new LED street lights in Kanagan Eri Street. Hence, the Complaint.
2. The complaint has been registered as C.C. No.03/2022 on 06/01/2022 and the copy of the complaint was handed over to the Executive Engineer, Rural (North) and others to furnish reply by 17.01.2022. Reply from the Respondents was received on 18/01/2022.
3. In the Affidavit dated 13/01/2022, the Assistant Engineer, Boomianpet / Respondent No.2 had stated that, in this regard Sri Moogambigai Nagar Welfare Association had already been given a representation to shift the existing Moogambigai Nagar S.S. II 315 KVA due to low voltage problem in the Moogambigai Nagar area. In this connection it is to be submitted that the existing Moogambigai Nagar SS II was erected very long back near the Erikarai and over the period of time lot of houses / buildings have been constructed. However, based on the representation the Respondent (2) and (3) conducted survey at Moogambigai Nagar area and identified suitable location which would address the low voltage problem at Moogambigai Nagar Reddiarpalayam. As such, an estimate was prepared for an amount of Rs.4,20,000/- under 'Maintenance' Head of Account and sent for sanction vide No.1521/ED/AE/BMPT/F.34/21-22 dated 06/01/2022. Upon receipt of sanction from the competent authority, the above said work would be taken up after collecting the required materials.
4. The Assistant Engineer, Boomianpet further stated that the Complainant has requested to provide street lights at Kanagan Eri Street. In this regard, there is no Resolution / FSC received from the Oulgaret Municipality and the LAD, Puducherry for provision of street lights. Necessary action would be taken after getting Resolution and FSC and other Departmental approval.

4. The case was posted for hearing on 03/02/2022. During the hearing the Complainant was not present. The Department, had informed that they have submitted the estimate for sanction and will take action on receipt of sanction from the appropriate Authority. The Forum directed the Respondents to follow up the case and complete the shifting of transformer by 31/03/2022.

ORDER

- i. As directed, the Respondents should complete the shifting of Transformer by 31/03/2022 and furnish a compliance report to this Forum. Till such time the Respondent should also ensure that low voltage problem in the area is mitigated by taking appropriate measures.
- ii. The Complainant is directed to approach the Commissioner, Oulgaret Municipality for sending necessary Resolution and consent letter to the Department for providing new street lights at Kanagan Lake Street.
- iii. The Department shall take action on receipt of necessary Resolution and sanction to provide new street lights.
- iv. Thus, the Complaint is partially allowed.
- v. The Complainant is at liberty to prefer an appeal against this Order before the Ombudsman, Joint Electricity Regulatory Commission for the state of Goa and Union Territories, 3rd Floor, Plot No. 55-56, Pathkind Lab Building, Service Lane, Udyog Vihar, Phase IV, Sector -18 Gurugram, Haryana-122015 within 30 days from the date of this Order under intimation to this Forum and the Respondents.
- vi. 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 14th day of February, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN