

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 1ST DAY OF MARCH 2022

CONSUMER CASE No.05/2022

G. Ganesan,
No.93, Saraswathi Nagar,
Patchoor,
Karaikal.

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Complainant

Vs.

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

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Respondents

This case in C.C. No.05/2022 came up before this Forum for final hearing on 15/02/2022. 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 V. Ganesan during the camp sitting of this Forum conducted at Karaikal on 11/01/2022. In the complaint, the Complainant

had stated that low voltage problem existing in Saraswathy Nagar, resulting in frequent repair of electrical equipment such as Water Heater, Refrigerator, Air-conditioners. Hence, it is requested for provision of new Transformer to Saraswathy Nagar for the benefit of the consumers and to protect the equipment from low voltage. Hence, the Complaint.

2. The complaint was registered as C.C. No.05/2022 on 11/01/2022 and the copy of the complaint was handed over to the Executive Engineer, Karaikal to furnish reply by 20.01.2022. Reply from the Respondents was received on 24/01/2022.

3. In the Affidavit dated 20/01/2022, the Assistant Engineer, Town-1/ Respondent No.2 on behalf of Respondent No.1 & 3 had stated that, it was an individual fault and the same attended and the Complainant has given a letter dated 20/01/2022 to the effect and enclosed herewith.

4. The case was posted for hearing on 15/02/2022. During the hearing the both the Complainant and the Respondents were present. The Respondent stated that the low voltage fault has been rectified and voltage improved. The Complainant had also given letter on 20/01/2022 that the low voltage problem has been solved satisfactorily.

ORDER

i. Since the complaint had been attended by the Respondent to the satisfaction of the Complainant, the complaint is closed.

Dated at Puducherry on this the 01st day of March, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN