

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 21ST DAY OF AUGUST 2023

CONSUMER CASE No.106/2023

K.K. Shajahan,
Shaaz,
PMT Shed,
Chalakkara,
Mahe.

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Complainant

Vs.

- 1) The Executive Engineer SPM & Buildings,
Electricity Department,
Puducherry
- 2) The Assistant Engineer – O&M,
Electricity Department,
Mahe.
- 3) The Junior Engineer-Palloor,
Electricity Department,
Mahe.

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Respondents

This case in C.C. No.106/2023 came up before this Forum for final hearing on 10/08/2023. 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 K.K. Shajahan during the public interaction programme of this Forum held at Palloor Section, Mahe on 24/06/2023. In the complaint, the Complainant had stated that due to low voltage in his house many electrical gadgets cannot be operated or if they are operated, gadgets go off immediately. There is a three phase line existing at some distance from his house. Therefore, the Complainant prayed this Forum to issue necessary directions to the Respondents for conversion of single phase line to three phase line. Hence, the Complaint.
2. The complaint was registered as C.C. No.106/2023 on 24/06/2023 and copy of the Complaint handed over to the Assistant Engineer, Mahe and others to furnish reply by 04/07/2023. Reply from the Assistant Engineer, Mahe / Respondent No.2 was received on 12/07/2023 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 10/08/2023.
3. In the Affidavit dated 03/07/2023, the Assistant Engineer-Mahe / Respondent No.2 on behalf of Respondent 1 and 3 had stated that, the damaged LT pole will be replaced before 31/08/2023. The Respondents stated that the consumer has not applied for three phase electrical service connection. Three spans of ACSR single phase line to be converted into three phase ACSR lines on receipt of service connection application. At present the voltage measured at consumers premises is 226 volts.
4. Though reply was received earlier, hearing could not be conducted due to heavy rain at Mahe and all the officials were involved in power restoration. Hence, hearing was conducted on 10/08/2023 at Puducherry through video conferencing. Both the Complainant and the Respondents were present. Respondent No.1 was also present at the time of video conferencing in the Forum. The Respondents have stated that the Complainant has not submitted any application of enhancement of power till

date. The Complainant has informed that he has completed the wiring work for enhancement of power.

ORDER

- i. The Complainant is directed to submit application for load enhancement by 14/08/2023.
- ii. The Respondents are directed to convert single phase line to 3 phase line and extend three phase service on or before 15/09/2023 as assured.
- 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 21th day of August, 2023

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN