

BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM
(Under the Electricity Act, 2003)
PUDUCHERRY

PRESENT:

THIRU T. GOPALAKRISHNAN, B.E.,
CHAIRMAN

THIRU R. KRISHNAMURTHY, B.Com., LLB., PGDFL.,
JERC NOMINATED MEMBER

THURSDAY, THE 21ST DAY OF JULY 2022

CONSUMER CASE No.107/2022

K. Balamurugan,
Secretary, Fathima Nagar &
Kiruthiga Nagar Association,
No.1, First Cross, Fathima Nagar,
ONGC First Salai,
Neravy,
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-Neravy,
Electricity Department,
Karaikal.

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Respondents

This case in C.C. No.107/2022 came up before this Forum for final hearing on 15/07/2022. 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 K. Balamurugan, Secretary Fathima Nagar & Kiruthiga Nagar Association during the public interaction programme of this Forum held at Neravy Section at Karaikal on 15/06/2022. In the complaint, the Complainant had stated that power supply is being given to their area from the Transformer near ONGC public school. There are more than 100 consumers connected to the same distribution transformer. As such the voltage is not adequate during the peak hours especially from 2PM to 6PM and 10PM to 3AM. They have also given several representations to the Department, but no action was taken. Therefore, the Complainant prayed for passing Orders to the Respondents for erection of new distribution transformer to their area. Hence, the Complaint.

2. The complaint was registered as C.C. No.107/2022 on 15/06/2022 and copy of the complaint was handed over to the Executive Engineer, Karaikal and others to furnish reply by 27/06/2022. Reply received from the Respondents on 28/06/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 15/07/2022.

3. In the Affidavit dated 23/06/2022, the Assistant Engineer, Town -I/ Respondent No.2 for himself and on behalf of Respondent No.1 and 3 had stated that, the area was inspected and the LT supply is being fed from ONGC SS I 200KVA. The voltage has been measured and is around 220V during peak hours. The Complainant informed that the voltage become low during night hours. Estimate being evolved to provide one 200 KVA transformer near Fathima Nagar. After getting sanction, the work will be taken and completed within three months.

4. Hearing was held on 15/07/2022 at Karaikal. Both the Complainant and the Respondents were present. During the hearing, the Respondents submitted that they will require three months time to provide one number of distribution transformer at

Fathima Nagar. As committed, this Forum directed the Respondent to complete the work within 3 months considering the quantum of work.

ORDER

- i. The Respondents are directed to complete the erection of new Distribution Transformer within 3 months i.e., before 31/10/2022 and a compliance report be sent to this Forum within 10 days after completion.
- ii. Thus, the complaint is allowed.
- iii. 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.
- iv. 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 21st day of July, 2022

Sd/-
(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-
(T. GOPALAKRISHNAN)
CHAIRMAN