

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

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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

THURSDAY, THE 17<sup>th</sup> DAY OF AUGUST 2023

**CONSUMER CASE No.107/2023**

A. Sedhumadhavan,  
Karthika, Manikkoth House,  
East Palloor,  
Mahe-670672.

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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.107/2023 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 A. Sedhumadhavan during the public interaction programme of this Forum held at Palloor section of Mahe on 24/06/2023.

In the complaint, the Complainant had stated that he had applied for three phase service connection, but the Department had given single phase service connection. Therefore, the Complainant prayed this Forum to issue necessary directions to the Respondents to give three phase service connection. Hence, the Complaint.

2. The complaint was registered as C.C. No.107/2023 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 consumer has not applied for three phase electricity service connection. Single phase line to be converted into three phase ACSR lines under system improvement, on receipt of the service connection application.

4. Though reply was received earlier, hearing could not be conducted due to heavy rain at Mahe and all the officials are involved in power restoration. Hearing was held on 10/08/2023 at Puducherry through video conferencing. The Complainant not appeared and the Respondents were present. During the hearing this Forum asked why three phase service connection was not given initially. The Respondent No.2 informed that the total connected load of the service at that time was less than 5 KW. Hence single phase was given. Since the Complainant has now put up Air-conditioner and other gadgets and the total load exceeds 5 KW, the Complainant taken has an application for enhancement of load and conversion of single phase to three phase. On receipt of the same further action will be taken.

#### ORDER

i. The Complainant is directed to submit the application along with required documents at the earliest for availing three phase service.

- ii. On receipt of the application, the Department is directed to complete work of conversion of single phase service connection to three phase service connection within the time frame provided in the Supply Code for such work and a compliance report shall be sent to this Forum within a week thereafter.
- 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](mailto:ombudsman.jercuts@gov.in) within 30 days from the date of this Order under intimation to this Forum and the Respondents.
- 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 17<sup>th</sup> day of August, 2023

**Sd/-**

**(R. KRISHNAMURTHY)**  
**JERC NOMINATED MEMBER**

**Sd/-**

**(A.S. JITENDRA RAO)**  
**LICENSEE MEMBER**

**Sd/-**

**(T. GOPALAKRISHNAN)**  
**CHAIRMAN**