

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

WEDNESDAY, THE 23RD DAY OF AUGUST 2023

CONSUMER CASE No.108/2023

Residents of Edathikady Parambu
Represented by A. Anilkumar,
Sri Kailasam,
Ooruthummal Temple area,
Pandakkal,
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.104/2023 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 residents of Edathikady Parambu Represented by A. Anilkumar 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 they are facing difficulties due to continued voltage fluctuation. Therefore, the Complainant prayed this Forum to issue necessary directions to the Respondents to set right the voltage fluctuation at the earliest. Hence, the Complaint.
2. The complaint was registered as C.C. No.108/2023 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 voltage fluctuation was rectified on 27/06/2023 and the voltage measured at consumer's premises is 226 volts.
4. Eventhough reply was received from the Respondents in time, hearing could not be conducted due to engagement of the Department officials in the restoration of power supply due to adverse monsoon season. Hence, hearing was conducted on 10/08/2023 at Puducherry through video conferencing. The Complainant not appeared and the Respondents were present. Respondent No.1 was also present at the time of video conferencing in the Forum. The Respondent No.2 stated that the voltage fluctuation was rectified. The Respondents are directed to obtain and forward a letter of satisfaction from the Complainant to this Forum within a week.

ORDER

- i. Since the grievance of the Complainant is redressed, the complaint is treated as closed.

ii. 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 23rd day of August, 2023

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN