

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 27th DAY OF DECEMBER 2021

CONSUMER CASE No.109/2021

R. Sundaramurthy,
No.11, Third Cross Street,
Thavamani Nagar,
Muthialpet,
Puducherry-605003

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Complainant

Vs.

- 1) The Executive Engineer, Urban O&M
Electricity Department,
Puducherry.
- 2) The Assistant Engineer –Town-II,
Electricity Department,
Puducherry.
- 3) The Junior Engineer – Muthialpet,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.109/2021 came up before this Forum for final hearing on 22/12/2021. 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 R. Sundaramurthy during the CGRF camp hearing held on 23/11/2021 at Muthialpet, Puducherry. In the complaint, the Complainant had informed that, there is no three phase line in the second and third cross of Thavamani Nagar. Hence they are facing low voltage problem in their area. Hence the complaint.
2. The complaint has been registered as C.C. No.109/2021 on 23/11/2021 and the copy of the complaint was handed over to the Executive Engineer, Urban and others to furnish reply by 03/12/2021. Reply from the Respondents were received on 08/12/2021 and the same was forwarded to the Complainant. Hearing was posted on 22/12/2021.
3. In the Affidavit dated 08/12/2021, the Assistant Engineer-Town-II/Respondent No.2 on behalf of Respondent 1 and 3 had stated that, no complaint has been received from other consumers about the low voltage in that area. Based on the present complaint, a scheme was prepared to convert single phase to three phase line and sent for sanction and the work will be taken up subject to availability of materials.
4. During the hearing, the Complainant had informed that in his third cross single phase has been converted in to three phase and only in second cross the work has to be done. The Junior Engineer had informed that in third cross the conversion work is completed on 22/12/2021 and in second cross the work will be completed within 7 days. The Forum had directed the Respondent to check the voltage during peak hours after completing the work and ensure that the consumers in that area are not suffering from any low voltage.

ORDER

- i. As committed above, the Respondent should complete balance work within 7 days and furnish a compliance report within 15 days. The Compliance report should also contain the voltage in the house of the Complainant.
- ii. Thus, the complaint is allowed.
- iii. 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 27th day of December, 2021

Sd/-
(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-
(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-
(T. GOPALAKRISHNAN)
CHAIRMAN