

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

FRIDAY, THE 22ND DAY OF JULY 2022

CONSUMER CASE No.111/2022

V. Mariappan,
No.5, Ruby Garden,
ONGC 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.111/2022 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 V. Mariappan 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 he is residing in the above mentioned address having policy code No.65-52-01-0065JB/A2. There are more than 10 houses in the area. All the houses are having Air-conditioners. They are suffering due to low voltage problem and as there exist only single-phase line. The Complainant also requested for provision of three numbers of street lights in the area. Hence, the Complaint.

2. The complaint was registered as C.C. No.111/2022 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 has been inspected and the above area is being provided by single phase two wire line. Estimate is being evolved to convert single phase two wire line into 3 phase 4 wire line and after obtaining sanction, the work will be taken up and completed by two months. Regarding provision of street lights the estimate will be prepared after obtaining resolution from local body.

4. Hearing was held on 15/07/2022 at Karaikal. Both the Complainant and the Respondents were present. During the hearing, the Respondents requested for two months time for strengthening of 8 span of LT line from single phase to three phase. The time frame sought for by the Respondents is permitted by this Forum considering the quantum of the above work.

ORDER

- i. As committed, the Respondents are directed to complete the work within two months and a compliance report be sent to this Forum within 10 days afterwards.
- 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 22nd day of July, 2022

Sd/-
(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-
(T. GOPALAKRISHNAN)
CHAIRMAN