

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.112/2022

S. Noorjahan Beevi,
No.15, Eden Town,
Akkaraivattam,
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.

....

Respondents

This case in C.C. No.112/2022 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 S. Noorjahan Beevi, 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 she is residing in the above mentioned address and her Policy code No.65-51-05-0392AD. There exists low voltage in their area. Due to low voltage, electrical gadgets gets damaged. The ceiling fan are working at low speed during the summer days. The Complainant prayed for passing necessary Orders to the Respondents to set right the low voltage problem. Hence, the Complaint.

2. The complaint was registered as C.C. No.112/2022 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 above house is provided with single phase supply and also the above Eden Town area is provided with single phase supply. Necessary estimate being evolved to convert single phase line into 3 phase line. The work will be taken up and completed after getting sanction by two months.

4. Hearing was held on 15/07/2022 at Karaikal. Both the Complainant and the Respondents were present. During the hearing, the Complainant stated that she emphasised early completion of work by the Respondents. However, the Respondents were directed to get things expedited as sanctioning of the estimate is vested in the powers of the Executive Engineer, Karaikal.

ORDER

i. The Respondents are directed to complete the work of conversion of single phase to three phase in the Akkaraivattam area within 2 months as committed and a compliance report be sent to this Forum within 10 days after completion.

- ii. Thus, the complaint is allowed.
- 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.
- 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