

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

MONDAY, THE 18TH DAY OF JULY 2022

CONSUMER CASE No.120/2022

R. Balamurugan,
S/o Ramesh,
No.6, Manjalai Nagar,
Second Street,
Ramanathapuram,
Puducherry.

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Complainant

Vs.

- 1) The Executive Engineer, Rural-North,
Electricity Department,
Puducherry
- 2) The Assistant Engineer –Sedharapet, O&M,
Electricity Department,
Puducherry.
- 3) The Junior Engineer- Ramanathapuram,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.120/2022 came up before this Forum for final hearing on 14/07/2022. 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 R. Balamurugan, S/o Ramesh during the public interaction programme of this Forum held at Ramanathapuram on 21/06/2022. In the complaint, the Complainant had stated that there are 30 numbers of residents in the Manjalai Street. The power supply is fed through weather proof wire, due to which low voltage is being experienced. The Complainant prayed for replacement of weather proof wire by base conductors. Hence, the Complaint.
2. The complaint was registered as C.C. No.120/2022 on 21/06/2022 and copy of the complaint was handed over to the Executive Engineer, Rural (North) and others to furnish reply by 01/07/2022. Reply received from the Respondents on 01/07/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 14/07/2022.
3. In the Affidavit dated 01/07/2022, the Assistant Engineer, Sedharapet / Respondent No.2 for himself and on behalf of Respondent No.1 and 3 had stated that, the existing two span of weather proof two wire LT line have been replaced with ACSR 7/2.59 size conductor at Manjalai Street, Second Cross, Ramanathapuram on 23/04/2022.
4. Hearing was held on 14/07/2022. The Respondents were present and the Complainants were called absent. During the hearing, the Respondents stated that after replacement of weather proof wire, the present voltage is within the limits. The Respondent is advised to obtain satisfactory letter on the action taken on the complaint and file additional Affidavit.

ORDER

- i. Since the grievances has been addressed to the satisfaction of the Complainant, 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 18th day of July, 2022

Sd/-
(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-
(T. GOPALAKRISHNAN)
CHAIRMAN