

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

THURSDAY, THE 24th DAY OF FEBRUARY 2022

CONSUMER CASE No.123/2021

K. Byju,
S/o Balan(late),
'Satvikam',
Thazhamangalath Road,
Pandakkal P.O
Mahe-673310

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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,
Electricity Department,
Mahe.

....

Respondents

This case in C.C. No.123/2021 came up before this Forum for final hearing on 08/02/2022. 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 has been received from K.Byju during the public hearing of this Forum held at Mahe on 15/12/2021. In the complaint, the Complainant had stated that, he is residing in above mentioned address. The above said location is facing fluctuation in electricity which is affecting the electric appliances adversely. He was facing the above issue for the last three years. Further, most of the time, voltage keeps on fluctuating and this is causing a problem to everyone. The Complainant had already complained about the issue, but no action has taken place yet. He has requested to look into the matter and take necessary steps to resolve the issue. Hence, the Complaint.

2. The complaint has been registered as C.C. No.123 /2021 on 15/12/2021 and copy of the complaint was handed over to the Respondents for giving reply by 26/12/2021. The reply of the Respondent No.2 was received on 13/01/2022.

3. The Assistant Engineer, Mahe / Respondent No.2 in his reply stated that Mangalath Road area is experiencing low voltage problem due to insufficient capacity of LT line. The LT line strengthening work will be completed within a month to improve the voltage in the area.

4. In the additional Affidavit dated 20/01/2022, filed by the Assistant Engineer, Mahe had stated that LT line strengthening work has been completed and voltage in Mangalath road area has been improved. The voltage measured at the energy meter of the Complainant is 234 volts.

5. The case was initially posted for hearing on 21/01/2022 which was postponed to 01/02/2022 and subsequently postponed to 08/02/2022. Hearing was conducted through video conferencing. The Complainant was absent. The Respondents are

directed to obtain a satisfactory letter from the Complainant and furnish to this Forum.

ORDER

- i. Since the complaint has been attended satisfactorily the complaint is closed.
- ii. As directed above the Respondents are directed to send a copy of the satisfactory letter to this Forum within 10 days from the date of receipt of this Order.
- 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 24th day of February 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN