

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 17TH DAY OF FEBRUARY 2022

CONSUMER CASE No.127/2021

Sigesh Nherakkol
Nherakkol House,
Pandakkal,
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.127/2021 came up before this Forum for final hearing on 08/02/2022. 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 has been received from Sigesh Nherakkol during the public hearing of this Forum held at Mahe on 15/12/2021. In the complaint, the Complainant had stated that, there are 26 houses near Kunnummal Palam in Pandakkal area and are facing lot of difficulties in electrical voltage. They have represented through mass petition to the Department three years back. On enquiry the Department had sanctioned Transformer near Kunnummal Palam. They have completed 3 phase line work. But the Transformer not yet erected. Hence facing low voltage problem resulting in damage of home appliances and electrical appliances. The Complainant had requested for orders to solve the voltage issues. Hence, the Complaint.

2. The complaint has been registered as C.C. No.127/2021 on 15/12/2021 and copy of the complaint was handed over the Respondents for giving reply by 26/12/2021. The reply of the Respondent No.2 was received on 27/12/2021.

3. The Assistant Engineer, Mahe / Respondent No.2 in his reply stated that the voltage fluctuation in Kunnummal Palam is due to deterioration of contacts of LT fuse units of Pandakkal Vayanasala SS 200 KVA feeding this area. The deteriorated fuses will be replaced within 15 days to avoid voltage problem in the area.

4. In the additional Affidavit dated 20/01/2022, filed by the Assistant Engineer, Mahe had stated that the deteriorated electrical fuse has been replaced and as a result the voltage in Kunnummal Palam has improved. The voltage measured in the Complainant's house is 230 V.

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. Both the Complainant and Respondents present. The Complainant had informed that though there is improvement in voltage, he has requested for erection of Transformer as a permanent solution to the problem.

6. The Respondents have informed that they will evolve a separate scheme for erection of transformer in that area.

ORDER

i. The Respondents are directed to evolve a scheme and sent to the Competent Authority for sanction within 15 days from the date of this Order and complete the erection of transformer by 31/05/2022. Copies of the correspondence in submitting scheme etc., shall be sent to this Forum for monitoring.

ii. The Complaint is allowed.

iii. The Complainant is at liberty to prefer an appeal against this Order before the Ombudsman, Joint Electricity Regulatory Commission for the state of Goa and Union Territories, 3rd Floor, Plot No. 55-56, Pathkind Lab Building, Service Lane, Udyog Vihar, Phase IV, Sector -18 Gurugram, Haryana-122015 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 17th day of February 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN