

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

TUESDAY, THE 31ST DAY OF OCTOBER 2023

CONSUMER CASE No.130/2023

Kusuma Chandrakala,
W/o KVV. Satyanarayana,
D.No.2-2-36 A/2,
Ambedkar Nagar,
Yanam-533464

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Complainant

Vs.

- 1) The Executive Engineer, Cables & TTC,
Electricity Department,
Puducherry.
- 2) The Assistant Engineer-(O&M),
Electricity Department,
Yanam.
- 3) The Junior Engineer, Yanam
Electricity Department,
Yanam.

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Respondents

This case in C.C. No.130/2023 came up before this Forum for final hearing on 17/10/2023. 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 Kusuma Chandrakala W/o KVV Satyanarayana during the public interaction programme of this Forum at Yanam on 05/09/2023. In the complaint the Complainant stated that She had taken a new service connection vide Policy No.15754/A2 Code NO.91-13-02-0165H but paid for three phase to the Department, whereas the Department provided only single phase for the reasons unknown. The said single phase capacity was not sufficient to her requirement and facing inconvenience of supply. Therefore, the Complainant prayed this Forum to issue directions to the Respondents for effecting three phase service. Hence, the Complaint.

2. The complaint has been registered as C.C. No.130/2023 on 05/09/2023 and copy of the complaint was handed over to the Respondents for giving reply by 15/09/2023. The reply of the Respondent No.2 was received on 06/10/2023 a copy of the same was communicated to the Complainant and the case was posted for hearing on 17/10/2023 through video conferencing.

3. In the Affidavit dated 05/10/2023 the Assistant Engineer, Yanam / Respondent No.2 stated that the Consumer was extended LT power supply to the domestic installation at Ambetkar Nagar, Flood bank ring bund in Yanam for a connected load of 13.4 KW vide policy No. 15754/A2 during August 2021. Due to non-availability of 3 phase lines and urgency expressed by the consumer, this Department has extended power supply from the existing single phase lines as there is no 3 phase power loads in the above installation. However, as the consumer is requesting for 3 phase lines, this Department has erected 3 phase lines and extended power supply to the above consumer.

4. Hearing was held on 17/10/2023 at Puducherry through video conferencing. Initially, the Complainant was not appeared. The Respondents were present. The case was discussed with the Respondents. The Complainant authorised her husband to attend hearing belatedly. The Department had given 3 phase service and the

Complainant is satisfied with the work done by the Department and had further informed that there are no voltage fluctuations.

ORDER

- i. Since the grievances have been resolved to the entire 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 31ST day of October 2023.

Sd/-

**(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER**

Sd/-

**(A.S. JITENDRA RAO)
LICENSEE MEMBER**

Sd/

**(T. GOPALAKRISHNAN)
CHAIRMAN**