

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 29ST DAY OF AUGUST 2022

CONSUMER CASE No.139/2022

J. Ravikumar,
141, Saraswathi Nagar,
Pachur,
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-Town,
Electricity Department,
Karaikal.

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Respondents

This case in C.C. No.139/2022 came up before this Forum for final hearing on 24/08/2022. 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 J. Ravikumar during the monthly camp hearing of this Forum held at Karaikal on 15/07/2022. In the complaint, the Complainant had stated that, the residents of Jayam Nagar, Saraswathi Nagar, Soudha Nagar

Extension, ABR Nagar A.K. Nagar jointly represented for provision of street lights in their area. Further, there are more number of houses and as such, they receive very low voltage of electricity supply. Hence electrical gadgets are not working properly and become repair frequently. Therefore, the Complainant prays for rectification of low voltage problem and provision of street light in their area. Hence, the Complaint.

2. The complaint was registered as C.C. No.139/2022 on 15/07/2022 and copy of the complaint was handed over to the Executive Engineer, Karaikal and others to furnish reply by 25/07/2022. Reply received from the Respondents on 29/07/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 09/08/2022.

3. In the Affidavit dated 25/07/2022, the Assistant Engineer, Town -I / Respondent No.2 for himself and on behalf of Respondent No.1 and 3 had stated that, a petition has been received from J. Ravikumar requesting to provide street lights and to rectify low voltage complaint in Jayam Nagar, Saraswathi Nagar, Sudha Nagar Extension, AK Nagar and ABR Nagar in Patchur, Karaikal. The site was inspected and to state that the Jayam Nagar, Saraswathi Nagar, Sudha Nagar Extension, AK Nagar and ABR Nagar are having 3 phase line. This LT network is feeding from Patchoor SS 200 KVA. Among the above, ABR Nagar in the tail end house bearing policy No.32137, Code No.61-10-01-0025ED in favour of Tmt. Janaki, the voltage measured is as follows: R phase-216V; Y phase-222V; B phase-238V. Also voltage has been measured on 23/07/2022 at about 19-15 hours at Saraswathi Nagar bearing policy No.31761 code No.61-10-01-0026CS in favour of Thiru Palaniappan, neighbour of the Petitioner J. Ravikumar. The voltage measured is as follows: R phase-234V; Y phase-239V; B phase-245V. While measuring the voltage near to the feeding end and tail end there is no difference in the voltage. Regarding provision of street lights in all the above Nagar, resolution from Municipality is

required. Hence a letter addressed to the Petitioner to approach the Municipality on provision of new street light.

4. Hearing was initially posted on 09/08/2022. As it was declared public holiday by the Government due to Muharram, hearing was postponed to 24/08/2022 at Karaikal. The Complainant called absent. The Respondents were present. During the hearing, the Respondents are directed to prepare estimate for providing new street light and send to the Karaikal Municipality within 10 days for issue of necessary resolution, with a copy marked to this Forum for records.

ORDER

- i. The Complainant is directed to follow up with the Karaikal Municipality for issue of necessary Resolution for new street lights.
- ii. In view of the above, the complaint is treated as closed.
- iii. 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 29th day of August, 2022

Sd/-
(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-
(T. GOPALAKRISHNAN)
CHAIRMAN