

BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM  
(Under the Electricity Act, 2003)  
PUDUCHERRY

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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 10<sup>th</sup> DAY OF NOVEMBER 2022

**CONSUMER CASE No.161/2022**

C.P. Narayanan,  
Namadha,  
Near School ground,  
Moolakadavu,  
Pandakkal,  
Palloor,  
Mahe-670672.

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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-Palloor  
Electricity Department,  
Mahe.

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Respondents

This case in C.C. No.161/2022 came up before this Forum for final hearing on 02/11/2022. 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 C.P. Narayanan, during the public interaction programme of this Forum held at Palloor Section, Mahe on 21/09/2022. In the complaint, the Complainant had stated that near school ground at Pandakkal about 8 houses experiences low voltage and fluctuation. The equipments are getting damaged. When complaint was made to the Department, they had inspected and temporarily rectified the voltage problem. But, now the same problem prevails and the voltage is around 160-170V. As 3 phase line is not available they are not able to get 3 phase connection. The Complainant prayed this Forum for issue of necessary directions to the Respondents to solve the low voltage problem.Hence, the Complaint.
2. The complaint was registered as C.C. No.161/2022 on 21/09/2022 and copy of the Complaint handed over to the Assistant Engineer, Mahe and others to furnish reply by 05/10/2022. Reply from the Assistant Engineer, Mahe / Respondent No.2 was received on 17/10/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 02/11/2022.
3. In the Affidavit dated 06/10/2022, the Assistant Engineer-Mahe / Respondent No.2 on behalf of Respondent 1 and 3 had stated that, at present the consumers in the area are fed through single phase line and at the tail end of the distribution transformer. An estimate for conversion of single phase line into three phase line is under preparation. The work can be completed by 31/12/2022.
4. Hearing was held on 02/11/2022 at Puducherry through video conferencing. The Complainant called absent. However, one of the signatories of the Petition Thiru Majeed was present. The Respondents were also present. The representative of the Complainant informed that at present the voltage level is better. But they have severe voltage problems during summer. The Assistant Engineer, Mahe/ Respondent No.2 had informed that he requires time upto 31/12/2022, as the work involves conversion of single phace line into three phase for six spans length. The Assistant Engineer, Mahe was directed to file additional Affidavit within a week giving details of

Voltage level at the Transformer end, at consumer end, the load of the transformer and availability of materials for taking up the scheme, in order to consider his request for giving time upto 31/12/2022. Otherwise normally 15 days time only will be allowed for improvement work.

### ORDER

- i. As directed above, the Assistant Engineer, Mahe / Respondent No.2 is directed to file additional Affidavit for deciding the date of completion for erection of three phase.
- ii. Thus, the complaint is allowed.
- 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](mailto: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 10<sup>th</sup> day of November, 2022

**Sd/-**

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

**Sd/-**

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

**Sd/-**

**(T. GOPALAKRISHNAN)**  
**CHAIRMAN**