

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

MONDAY, THE 14th DAY OF NOVEMBER 2022

CONSUMER CASE No.163/2022

K.M. Marcel Dyksan,
XIV 119/C, Sehion,
Illath Parambu,
Padikoth Road,
Manikkam Peyil Temple,
Pandakkal,
Mahe.

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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.163/2022 came up before this Forum for final hearing on 02/11/2022. 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 was received from K.M. Marcel Dyksan, during the public interaction programme of this Forum held at Mahe on 22/09/2022. In the complaint, the Complainant had stated that he had applied for three phase service connection to his house and paid Rs.4800/- for the same on 24/11/2020. Since there is no three phase line in his area only single phase connection was given. The Complainant prayed for issue of necessary directions to the Respondents for provision of three phase connection. Hence, the Complaint.
2. The complaint was registered as C.C. No.163/2022 on 22/09/2022 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, three phase supply will be given to the Complainant after converting single phase line into three phase for a span length of 60 meters. The work will be completed by 30/11/2022.
4. Hearing was held on 02/11/2022 at Puducherry through video conferencing. Both the Complainant and the Respondents were present. The Respondents stated that they have completed the work by 31/10/2022 and the Complainant has also expressed his satisfaction.

Observation: The Respondent had collected the charges for Rs.4,800/- which comprise Rs.3,700/- as Security Deposit, Meter Security Deposit of Rs.500/- and service connection charges rs.500/-. From above, it is clearly evident, charges pertaining to effecting three phase was collected apparently without confirming existence of three phase line and three phase was not effected for more than two years as the conversion of single phase to three phase line was not done due to some

reason, but merely effected single phase. This could have been avoided had the Respondents diligently discharged their duty.

ORDER

- i. Since the Respondents have completed the work on 31/10/2022 to the entire satisfaction of the Complainant the complaint is treated as closed.
- ii. The Respondents are directed to obtain a letter of satisfaction from the Complainant and send to this Forum for records.
- 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 14th day of November, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN