

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

FRIDAY, THE 6th DAY OF May 2022

CONSUMER CASE No.35/2022

T. Karthikeyan,
P.L. No.102, Vanavil Nagar,
Arundhadhipuram Road,
Ariyankuppam,
Puducherry 605007

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Complainant

Vs.

- 1) The Executive Engineer Rural-South (O&M),
Electricity Department,
Puducherry
- 2) The Assistant Executive Engineer –Rural (South)
Electricity Department,
Puducherry.
- 3) The Junior Engineer- Ariyankuppam,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.35/2022 came up before this Forum for final hearing on 22/04/2022. 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 T. Karthikeyan during the public interaction programme of this Forum held at Ariyankuppam Section on 25/03/2022. In the complaint, the Complainant had stated that around 40 families are living in Vanavil Nagar, Arunthathipuram are facing acute low voltage problem. They have sent several representations to the Department. But no action was taken so far. Because of the low voltage problem many electrical gadgets got damaged. Requesting for directions of the Department for rectification of the voltage. Hence, the Complaint.
2. The complaint was registered as C.C. No.35/2022 on 25/03/2022 and copy of the Complaint handed over to the Executive Engineer, Rural(South) and others to furnish reply by 04.04.2022. The Assistant Executive Engineer, (Rural-South) filed his reply on 04/04/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 22/04/2022.
3. In the Affidavit dated 04/04/2022, the Assistant Executive Engineer-Rural-South / Respondent No.2 had stated that, the Vanavil Nagar is feeding by a single phase circuit LT line and the line is passing through the burial ground of Arunthathipuram. There was a land dispute issue at the adjoining land of the above burial ground for erection of three phase line, the matter was discussed with the residents of the Vanavil Nagar and found that three phase line can be extended through the Anandha Nagar lay out and can be solved the low voltage complaint. Hence, the estimate for extension of distribution line from the neighbouring transformer namely, Ariyankuppam SS IV-200 KVA, through Anandha Nagar lay out is under preparation. This estimate involves erection of 3 Nos. of 30' RCC poles, erection of 3 phase four wire line for three span length and conversion of existing single phase two wire line into four wire line for a length of three span. The above work will be completed within three-week time.
4. Hearing was held on 22/04/2022. Both the Complainant and Respondents were present. During the hearing the Assistant Executive Engineer, (Rural)

mentioned that he is getting objection from the local for taking line from Anandha Nagar and there is already land dispute on the existing line. Hence there is delay in extension of line. The Forum directed the Assistant Executive Engineer Rural-South to explore possibility to convert the single phase passing through the burial ground in to three phase line at the first instance. There should not be any objection for conversion of the existing lines as it is in existence for the last several years. The Assistant Executive Engineer-Rural South was directed to complete the work by 30/04/2022 and file additional Affidavit.

5. The Assistant Executive Engineer (Rural-South) has filed additional Affidavit on 29/04/2022 wherein it has been mentioned that the existing single phase line coming to Vanavil Nagar through burial ground of Arunthathipuram has been converted into 3 phase 4 wire line and as such the low voltage problem has been rectified.

ORDER

i. Though the Assistant Executive Engineer, Rural South mentioned that the work has been completed, the voltage levels at the residences of the Complainant are not mentioned. The Assistant Executive Engineer, Rural South is directed to check the voltage level and file a report within 10 days from the date of this Order and to file a satisfactory completion report from the Complainant.

ii. Thus 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; email ombudsman.jercuts@gov.in 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 06th day of May, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN