

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 26TH DAY OF APRIL 2022

CONSUMER CASE No.37/2022

A. Mohammed Kasim,
No.4, Patchaivazhiamman Nagar,
Anugarden,
Odaiveli,
Ariyankuppam,
Puducherry

....

Complainant

Vs.

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

....

Respondents

This case in C.C. No.37/2022 came up before this Forum for final hearing on 21/04/2022. 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 A. Mohammed Kaism during the Public interaction programme of this Forum held at Ariyankupam section, Puducherry on 25/03/2022. In the complaint, the Complainant had stated that they are facing low voltage problem in their area and as a result electrical gadgets are getting damaged. In spite of giving several representations no action has been taken by the Department so far. Since, summer is approaching the voltage may further turn down. The Complainant therefore requested this Forum for Orders to rectify the defects and similarly, in the main road second and third cross, street lights are requested to be provided. Hence, the Complaint.

2. The complaint was registered as C.C. No.37/2022 on 25/03/2022 and the copy of the complaint was handed over to the Executive Engineer, Rural-South and others to furnish reply by 04.04.2022. The case was posted for hearing on 21/04/2022.

3. In the Affidavit dated 04/04/2022, the Assistant Executive Engineer, Rural South / Respondent No.2 had stated that, the voltage at the Complainant premises was measured at the peak hour on 28/03/2022 and found as Rn-235 V Comp. code No.41-05-05-0396QC, I-Cross, Anu Garden. The voltage at the neighbour Thiru Ranjithkumar premises was measured at the peak hour on 28/03/2022 and found as Rn-212 V (b) Yn-228V (C) Bn-217 V. Comp. code No.41-05-05-0396R, I-cross Anu Garden. The voltage at the neighbour Thiru Senthilkumar premises was measured at the peak hour on 28/03/2022 and found as Rn-219V Comp, Code No.41-05-05-0396 QK. I-cross, Anu garden. All the above services are situated at the Anu Garden area and at the tail end of the Transformer. The voltage of the premises is found to be normal. It is known that this complaint has been made because of a voltage fluctuation complaint was received from the Anu garden area on 18/03/2022 and the same was rectified after detecting loose jumper in the cut point at the incoming LT lines of Anu Garden. The work of erection additional circuit of LT line under maintenance head was executed during last year and completed before rainy season.

There is no pending in the above work. In view of the future load growth in the Anu garden area, one estimate is under preparation of strengthening of existing incoming LT line from the size 6/1/2.59 into 6/1/3.35 ACSR for span length of 8 span at Anu Garden main road. Further, on inspection, it is found that single phase two wire line are existing in the second cross and third cross of Anu Garden area, in this connection an estimate is under preparation for conversion of existing single phase two wire line into three phase four wire line, the work will be completed one by one on priority basis within two months after sanctioning of estimate. There is no resolution from the Ariyankuppam Commune Panchayat for providing new street lights at Second cross and Third cross street of Anu Garden area. In this connection the Complainant has been advised to approach the Ariyankuppam Commune Panchayat for providing new street lights and for Financial Soundness Certificate.

4. Hearing was held on 21/04/2022. Both the Complainant and Respondents were present. The Assistant Executive Engineer, Rural-South informed that the works related to line have been completed and there is no low voltage problem in that area now. The Complainant has also expressed satisfaction about the work done by the Department. Regarding street light, the Respondents to send proposal to the Ariyankuppam Commune Panchayat and a copy of the letter be given to the Complainant to follow up with the Authority for sending resolution at the earliest.

ORDER

i. Since, the grievances of the Complainant are addressed by the Respondent to the satisfaction of the Complainant, the complaint is treated as closed. The Respondent is further directed to take action for providing street lights on priority after receipt of necessary resolution from the Ariyankuppam Commune Panchayat.

Dated at Puducherry on this the 26th day of April, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN