

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 27th DAY OF MARCH 2023

CONSUMER CASE No.44/2023

T.A. Mammu, Vishwasthathayode,
Secretary, Mangadu Aljuma Masjid
East Palloor,
P.O. Chokli,
Mahe-670672.

....

Complainant

Vs.

- 1) The Executive Engineer SPM & Buildings,
Electricity Department,
Puducherry
- 2) The Assistant Engineer – O&M,
Electricity Department,
Mahe.
- 3) The Junior Engineer-Mahe,
Electricity Department,
Mahe.

....

Respondents

This case in C.C. No.44/2023 came up before this Forum for final hearing on 21/03/2023. 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.A. Mammu Vishwasthathayodu, Secretary, Mangadu Aljuma Masjid during the public interaction programme of this Forum held at Palloor, Mahe on 16/02/2023. In the complaint, the Complainant had stated that they are having one single phase LT line. Due to non-availability of three phase LT lines they are not able to apply for 3 phase service. The Complainant therefore prayed this Forum for issue of necessary directions to the Respondents to overcome the difficulties in their area and to provide three phase line. Hence, the Complaint.
2. The complaint was registered as C.C. No.44/2023 on 16/02/2023 and copy of the Complaint handed over to the Assistant Engineer, Mahe and others to furnish reply by 28/02/2023. Reply from the Assistant Engineer, Mahe / Respondent No.2 was received on 02/03/2023 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 21/03/2023.
3. In the Affidavit dated 24/02/2023, the Assistant Engineer-Mahe / Respondent No.2 on behalf of Respondent 1 and 3 had stated that, estimate for single phase into three phase line to be prepared and the work will be completed by 30/04/2023.
4. Hearing was held on 21/03/2023 at Puducherry through video conferencing. Both the Complainant and the Respondents were present. Respondent No.1 was also present at the time of video conferencing in the Forum. On perusal of the Affidavit furnished by the Respondent No.2 it has been observed that it was assured to complete the work by 30/04/2023. This Forum enquired the Respondents on the cost of estimate and it was replied that an amount of Rs.1,10,000/- is required. Further, it was added that due to non-availability of ACSR Conductors the work could not be taken up immediately. The work involved erection of 5 No.s of poles and LT line strengthening work. The Complainant stated that he is having a single phase connection and there is no voltage problem. On completion of LT line strengthening work the other residents will be able to apply for three phase service.

Observation: Eventhough the time limit for the above work is more than that was prescribed in the Standards of Performance, the Respondents are permitted to complete the work as committed due to logistics difficulty.

ORDER

i. The Respondent No.1 was directed to arrange for sufficient quantity of ACSR conductors, and as committed by the Respondent No.2, to complete the work of conversion of 3 phase line and line strengthening before 30/04/2023 and a compliance report be sent to this Forum within 7 days after wards. 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 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 27th day of March, 2023

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN