

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 3RD DAY OF JUNE 2022

CONSUMER CASE No.64/2022

Mohamed Sarfas,
I.Y.C. General Secretary,
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-O&M,
Electricity Department,
Mahe.

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Respondents

This case in C.C. No.64/2022 came up before this Forum for final hearing on 30/05/2022. 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 Mohammed Sarfas, during the public interaction programme of this Forum held at Mahe on 29/04/2022. In the

complaint, the Complainant had stated that voltage problem at Choodikotta area, Mahe during the peak hours. The matter was already reported to the Section, but there is no response. There are many damaged poles in Mahe. Further due to onset of monsoon season, tree branches and palm leaves are falling on the electricity lines. Due to shortage of staff, restoration of power after break-down takes long time and requested to fill up the vacant posts at the earliest. Street lights are not burning in Parakkal school area, Hospital road, Cheriya Road, SKBS temple road etc., The Complainant further requested for laying underground cable in entire Mahe region to avoid power interruption during rainy season. The Complainant requested this Forum to look into the matter and issue necessary orders for redressal of complaint. Hence, the Complaint.

2. The complaint was registered as C.C. No.64/2022 on 29/04/2022 and copy of the Complaint handed over to the Assistant Engineer, Mahe and others to furnish reply by 10/05/2022. Reply from the Assistant Engineer, Mahe / Respondent No.2 was received on 11/05/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 30/05/2022.

3. In the Affidavit dated 06/05/2022, the Assistant Engineer-Mahe / Respondent No.2 on behalf of Respondent 1 and 3 had stated that, the incoming voltage at Mahe 110KV sub-station is as low as 90 KV recently. Hence the voltage goes down as 190/180 volts during peak hours. A new transformer is to be erected to Choodikotta area under IPDS scheme and work to be commenced soon. Deteriorated poles are being replaced on priority basis on receipt of complaints. Tree clearance work will be carried out before onset of monsoon. Action being taken to replace the non-burning of street lights on availability of LED fittings. New street lights can be provided on receipt of resolution from Mahe Municipality and on payment of estimated amount for new street lights.

4. Hearing was held on 30/05/2022 at Puducherry through video conferencing. Both the Complainant and Respondent were present. During the hearing the Complainant stated that he was satisfied by the improvement in voltage. But insisted for a new distribution transformer at Choodikotta area and he was satisfied with the action initiated by the Respondents. He also urged that non-burning of street lights be attended at the earliest. The Respondents informed that LED fittings are being transported from Central Stores, Puducherry. This Forum directed the Respondents to rectify the non-burning of street lights and erect the Transformer at load centre as committed and file additional Affidavit on completion of work.

ORDER

- i. The Respondents are directed to erect new distribution transformer at Choodikotta area before 31/07/2022. Non-burning of street lights as mentioned above should be attended within 2 weeks. Wherever new street lights required estimate is to be prepared and sent to Mahe, Municipality to obtain resolution and on receipt of the same, the Respondents are directed to take action as per Regulations 5.59 of Electricity Supply Code 2018.
- ii. The complaint is allowed to the extent indicated.
- iii. 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 3rd day of June, 2022

Sd/-

Sd/-

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

(A.S. JITENDRA RAO)
LICENSEE MEMBER

(T. GOPALAKRISHNAN)
CHAIRMAN