

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.70/2022

V. Sreejesh,
S/o V.V. Devadas,
Valeya Veettil House,
Parakkal,(Near Jawahar Mandiram),
Mahe-673310

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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.70/2022 came up before this Forum for final hearing on 30/05/2022. After 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 V. Sreejesh, during the public interaction programme of this Forum held at Mahe on 29/04/2022. In the complaint, the Complainant had stated that they are suffering low voltage for the past 3 years. They have given several complaints to the Department, but no action was taken so far. The Complainant prayed for orders for rectification of the low voltage problem. Hence, the Complaint.

2. The complaint was registered as C.C. No.70/2022 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 voltage problem is being experienced in entire Mahe region for the last few days which was as low as 90 KV in 110 KV at Mahe sub-station. However, the consumer premises inspected and found that the voltage available to him is 210 volts.

4. Hearing was held on 30/05/2022 at Puducherry through video conferencing. The Complainant called absent. The Forum is not satisfied with the reply by the Assistant Engineer, Mahe and he is directed to file additional Affidavit with time and date of taking reading from the Consumers house and also instructed to mention peak time voltage in the same premises. The other details like conductors size, existing regulation etc., are to be furnished within 15 days from the date of Orders.

ORDER

i. From the data collected by the Respondent, from SLDC, Puducherry, it is observed that incoming low voltage condition prevailed only on two days at selected hours. The Assistant Engineer, Mahe cannot make this exceptional one as a general cause for justifying the low voltage conditions in Mahe.

- ii. As pointed out above, the Respondents are directed to file additional details within 15 days from the date of this Order and since Mahe is having monsoon season, there may not be much voltage problem. The Department should prepare long term plan to avoid low voltage to Mahe region.
- iii. Thus, the complaint is allowed.
- 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 3rd day of June, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN