

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 13th DAY OF JUNE 2022

CONSUMER CASE No.71/2022

P.M. Unni,
Nivedhyam House,
East Palloor
Chokli P.O,
Mahe-670672.

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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-Palloor
Electricity Department,
Mahe.

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Respondents

This case in C.C. No.71/2022 came up before this Forum for final hearing on 01/06/2022. 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 P.M. Unni, during the public interaction programme of this Forum held at Palloor Section, Mahe on 30/04/2022. In the complaint, the Complainant had stated that there was constant voltage variation in the electric line near INTUC Office at spinning mill area is a great trouble for the consumers for many years during day time also. Due to this, they were not able to use electric home appliances. When they have complained, the related Officials visited the site and offered sudden action and also placed electric posts. But there was no follow up for the last one year. It was stated that due to lack of materials. The Complainant prayed this Forum for rectification of the above said problem. Hence, the Complaint.

2. The complaint was registered as C.C. No.71/2022 on 30/04/2022 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 01/06/2022.

3. In the Affidavit dated 07/05/2022, the Assistant Engineer-Mahe / Respondent No.2 on behalf of Respondent 1 and 3 had stated that, only a single phase line is available in this area, the scheme is already sanctioned for conversion of single phase into three phase line, due to non-availability of line materials the work is pending, and the work will be completed as soon as the materials available in the sub-store, Mahe.

4. Hearing was held on 01/06/2022 at Puducherry through video conferencing. The Complainant called absent. The Assistant Engineer, Mahe informed that already there is a sanctioned scheme for strengthening of line and conversion of single phase line into three phase line. The poles have been erected, but due to non-availability of conductors the line could not be strained. The Assistant Engineer, Mahe had informed that the work will be completed by 31/07/2022.

Observation: The Complainant states that he is facing the low voltage problem, since many years. The Respondent No.2 states that already a scheme was got sanctioned and pole erected, but due to non-availability of conductors, the work was not completed. Had the major stores materials was made available to outlying region, the grievances would have been settled long back. The Respondents shall arrange the transport of major materials from Central Stores, in a time bound manner, so that the work is completed in accordance with the Standards of Performance stipulated for elimination of low voltage complaint. The Complainant should not be subjected to sufferings without redressal of genuine problem indefinitely.

ORDER

i. Though the time requested is more then the prescribed time under Standards of Performance, considering the monsoon season of Mahe, the Assistant Engineer, Mahe is directed to complete the work by 31/07/2022 and file a compliance report. The Compliance report should also include the voltage measured at the tail end during peak hours.

ii. Thus, the complaint is allowed.

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 13th day of June, 2022

Sd/-

Sd/-

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

(A.S. JITENDRA RAO)
LICENSEE MEMBER

(T. GOPALAKRISHNAN)
CHAIRMAN