

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.72/2022

K. Ravindran,
Puthalath House,
Palloor 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.72/2022 came up before this Forum for final hearing on 01/06/2022. 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 K. Ravindran, 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 two numbers of poles located in front of his shop are in rusted condition and may fall down at any time. The Complainant also stated that they are facing low voltage problem in that area and prayed for necessary directions for replacement of the poles and rectification of voltage problem. Hence, the Complaint.
2. The complaint was registered as C.C. No.72/2022 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, the LT pole is not available in the sub-store, Mahe. The pole will be replaced as soon as the poles are available in the sub-store Mahe. Voltage problem is being experienced in Mahe region for the last few days due to incoming voltage at Mahe sub-station.
4. Hearing was held on 01/06/2022 at Puducherry through video conferencing. Both the Complainant and Respondent were present. The Forum is not satisfied with the formal reply furnished by the Respondent. The Forum directed the Respondent to replace the deteriorated pole by 31/07/2022 and all the street lights to be rectified in that area. Further the Respondent is directed to evolve a long-term planning to eliminate the low voltage problem. As the instances was reported in the grid for only few occasions as persued from the details received from SCC.

Observation: Non-availability of major stores such as conductors, poles should be replenished regularly to avoid such complaints. Materials should be transported from Puducherry Main Stores to sub-stores, Mahe at regular intervals as non-availability of materials is the major hardship faced by the Respondents at Mahe which is a collective responsibility of all the Respondents.

ORDER

- i. As discussed above, the Respondents are directed to replace the deteriorated pole 31/07/2022 and send a compliance report within a week thereafter.
- ii. The Respondents are directed to evolve a long-term plan to overcome low voltage problem in Palloor area.
- 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 13th day of June, 2022

Sd/-

Sd/-

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

(A.S. JITENDRA RAO)
LICENSEE MEMBER

(T. GOPALAKRISHNAN)
CHAIRMAN