

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.75/2022

T.K. Viswanathan,
Meppilate 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.75/2022 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 they are facing continuous voltage problems at quarters road near spinning mill and not able to use any electrical equipment. Street lights are also not burning and requested for early action by the Department. Hence, the Complaint.
2. The complaint was registered as C.C. No.75/2022 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, voltage problem is being experienced in Mahe region for the last few days due to low incoming voltage at Mahe Sub-station. Action being taken to replace the non-burning of street lights on availability of street light fittings in the sub-store, Mahe. The raise in current consumption charges bill is due to revised tariff from April 2022.
4. Hearing was held on 01/06/2022 at Puducherry through video conferencing. The Complainant called absent. The Assistant Engineer, Mahe informed that non-burning street lights were rectified on 29/05/2022. The voltage measured at the Complainant's house was 215V.

ORDER

- i. Since the issues raised by the Complainant have been addressed, the complaint is treated as closed.
- ii. The Assistant Engineer, Mahe is directed to obtain a satisfactory letter from the Complainant and file along with the compliance report.

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)	(A.S. JITENDRA RAO)	(T. GOPALAKRISHNAN)
JERC NOMINATED MEMBER	LICENSEE MEMBER	CHAIRMAN