

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.76/2022

Sivam Thiruvengadam,
Thiruvengadam House – XII-386,
Koyyotutharu,
Naluthara P.O
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-Palloor
Electricity Department,
Mahe.

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Respondents

This case in C.C. No.76/2022 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 Sivan Thiruvengadam 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 low voltage and voltage fluctuation during the day and night in the premises of Koyyotutheru - Puthanambalam road. Further, they have stated that the voltage problem affected the daily life of the people of this area for more than 2 years and causes damages to the electrical gadgets and machines. Further, they have stated that the same was brought to the notice of the Respondents several times. But remedies taken by the Respondents were not sufficient to solve their problem. They also requested to instal street lights in their area. Due to lack of street lights many accidents have taken place and the travellers got seriously injured. Therefore, they have prayed this Forum to take necessary action to rectify the problem. Hence, the Complaint.

2. The complaint was registered as C.C. No.76/2022 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, estimate to be prepared for strengthening of LT line and 0.2conversion of single phase into three phase in the above locality.

4. Hearing was held on 01/06/2022 at Puducherry through video conferencing. Both the Complainant and Respondents present. The Assistant Engineer, Mahe assured that he will replace the non-burning of street lights in 15 days. He also assured that the single-phase line strengthening work will be completed in 3 months. The Complainant had informed that the conversion of single phase into three phase line could not solve their problem as there are very few single phase line in that area

and insisted that a separate transformer be erected to meet their requirements and place is also available for erection of transformer. Hence, after strengthening the line, the Assistant Engineer, Mahe is directed to work out the LT voltage regulators and if there is any requirement of installation of new Transformer, the same will have to be installed within 6 months.

ORDER

- i. As committed above, the Respondents are directed to replace the non-burning of street lights by 15/06/2022. The Respondents are also directed to complete the single-phase line strengthening work by 31/08/2022. They are also directed to install new Transformer if required after strengthening the line, by 31/12/2022 and file a compliance report to this Forum.
- 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