

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.79/2022

Shabina Biju,
Samayam (Muliylparamp)
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.79/2022 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 Shabina Biju and others, 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 still there is no action to keep a new electric line as they offered for the consumers of East Palloor near Subramaniam Temple in front of Drupath welding shop to solve their voltage problem. The electrical appliances in most of the houses are damaged due to low voltage. Even though written complaints were given to the Department, no action was taken. Once some people from the Department came here to enquire the matter. They said that increased number of houses is the reason for low voltage, to keep a new line through the road in front of drupath welding industries is the only solution for the problem. Still there is no action to keep new line route through the above mentioned road. Now the condition is worse than before and most of the electrical appliances are not working. Power failure is often on the hot summer and they cannot charge the inverter due to the low voltage and so small kids and sick people cannot live inside the house. The Complainants pray for rectification of the above problems. Hence, the Complaint.

2. The complaint was registered as C.C. No.79/2022 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 the LT line and conversion of single phase line into three phases in the above locality. The consumer premises inspected and found that the voltage available is 210V.

4. Hearing was held on 01/06/2022 at Puducherry through video conferencing. The Complainant was absent. The Assistant Engineer, Mahe informed that estimate has already been prepared for an amount of RS.2,07,000/- and sent for approval and assured to complete the work by 31/08/2022.

ORDER

- i. As committed, the Respondents are directed to complete the work by 31/08/2022 and file a compliance report along with the letter of satisfaction from the Complainant.
- 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