

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.80/2022

K.V. Pramod,
Kuroolil 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.80/2022 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 K.V. Pramod, 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 are 12 houses feeding under Subramaniam Temple transformer. In front of Drupath Metals and Mottemmal Meethal Veethil, Kuroolil Parambil, they are facing huge low voltage problem. They have made complaint twice, but there was no remedy. They are facing the problem since one year. Based on the previous complaint, Officials visited the site and assured to convert the existing single phase to three phase. But, it is yet to be converted. Due to prevailing low voltage, electrical appliances get damaged. The Complainant prayed for issue of directions to the Respondents for rectification of the low voltage problem. Hence, the Complaint.

2. The complaint was registered as C.C. No.80/2022 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 conversion of single phase line into three phases in the above locality.

4. Hearing was held on 01/06/2022 at Puducherry through video conferencing. The Complainant was absent. The Respondent No.1 informed that estimate for an amount of Rs.3,52,795/- has been prepared and sought time till 31/08/2022 to complete the line strengthening work. Eventhough the time stipulated for such improvement work is only 2 weeks, in view of the prevailing monsoon season at Mahe, the Respondent was permitted till 31/08/2022.

ORDER

- i. In view of the above, the Respondents are directed to complete the line strengthening work by 31/08/2022 and send a compliance report to this Forum within a week afterwards.
- 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/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN