

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.81/2022

P. Manoj Kumar,
Pala House,
Naluthara,
Palloor,
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.81/2022 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. Manoj Kumar, 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 suffering from frequent voltage variations throughout the day for the past 2 to three months. Due to this they are facing lot of mal functioning of electrical equipment like Mixie, Air-conditioners etc., They are losing money for repairing electrical gadgets. The Complainant informed Department over phone, but no action was taken so far. Hence, the Complaint.
2. The complaint was registered as C.C. No.81/2022 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-phase in the above locality.
4. Hearing was held on 01/06/2022 at Puducherry through video conferencing. The Complainant was absent. The Assistant Engineer, Mahe informed that estimate costing 3.52 lakhs has been prepared and submitted to the Executive Engineer for approval. The Assistant Engineer, Mahe confirmed that the work will be completed by August 2022.

ORDER

- i. Considering the monsoon season of Mahe region, this Forum permits the Respondents to complete the work by 31/08/2022 and send a compliance report to this Forum within 10 days after that. No extension of time due to non-availability of materials will be entertained.

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