

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

TUESDAY, THE 28TH DAY OF JUNE 2022

CONSUMER CASE No.89/2022

R. Pari,
Plot No.37, Fourth cross,
Kalki Nagar,
Mutharaiyarpalayam,
Puducherry 605009.

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Complainant

Vs.

- 1) The Executive Engineer, Rural-North,
Electricity Department,
Puducherry
- 2) The Assistant Engineer – Kurumbapet,O&M,
Electricity Department,
Puducherry.
- 3) The Junior Engineer- Mutharaiyarpalayam,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.89/2022 came up before this Forum for final hearing on 23/06/2022. 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 R. Pari, during the public interaction programme of this Forum held at Mutharaiyarpalayam on 24/05/2022. In the complaint, the Complainant had stated that low voltage problem persists for a long period in their area. He further stated that due to low voltage, electrical gadgets like TV, Refrigerator etc., got damaged. The Complainant prays this Forum for necessary directions for rectification of the problem. Hence, the Complaint.

2. The complaint was registered as C.C. No.89/2022 on 24/05/2022 and copy of the complaint was handed over to the Executive Engineer, Rural (North) and others to furnish reply by 03/06/2022. Reply received from the Respondents on 13/06/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 23/06/2022.

3. In the Affidavit dated 10/06/2022, the Assistant Engineer, Kurumbapet/ Respondent No.2 filed on behalf of Respondent No.1 and 3 had stated that, an estimate has been prepared for provision of additional transformer for the area and sent for sanction. As such low voltage complaint will be addressed as soon as the additional transformer is provided in the area.

4. Hearing was held on 23/06/2022. Both the Complainant and Respondent were present. The Respondent No.2 submitted that the additional distribution transformer will be energized within three months. The Respondent No.2 has been directed to file additional Affidavit within 3 days giving details of the scheme.

ORDER

i. The Respondents are directed to install additional distribution transformer within a period of three months as committed, from the date of this Order and a compliance report shall be sent to this Forum within 7 days after the completion of the work.

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 28th day of June, 2022.

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN