

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

WEDNESDAY, THE 26TH DAY OF JULY 2023

CONSUMER CASE No. 92/2023

B. Vishnu Gandhi,
No.7, Mullai Nagar,
Keezhakasakudy,
(Near Adidraavidar Gents Hostel)
Karaikal-609602.

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Complainant

Vs.

- 1) The Executive Engineer,
Electricity Department,
Karaikal.
- 2) The Assistant Engineer –Town-II,
Electricity Department,
Karaikal.
- 3) The Junior Engineer –Kottucherry,
Electricity Department,
Karaikal.

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Respondents

This case in C.C. No.92/2023 came up before this Forum for final hearing on 19/07/2023. 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 B. Vishnu Gandhi during the public hearing held by this Forum at Kottucherry O&M, Karaikal on 15.06.2023. In the complaint, the Complainant had stated that he is residing in the above address. He added in the area of Pavender Nagar, Mullai Nagar, Royal Nagar and Yedatheru (South) in Keezhakasakudy are facing low voltage. Due to low voltage problem, electrical gadgets get damaged. Therefore, the Complainant prays this Forum to issue necessary directions to the Respondents for strengthening the LT line. Hence the complaint.

2. The complaint has been registered as C.C. No.92/2023 and copy of the complaint was handed over to the Executive Engineer – Karaikal for giving reply by 26.06.2023. Reply received from Respondent No.2 on 18.07.2023 and the same was communicated to the Complainant. The case was posted for hearing on 19/07/2023 at Karaikal.

3. In the reply filed by the Second Respondent i.e. the Assistant Engineer, Town-II, Electricity Department, Karaikal, on behalf of himself and for Respondent No.1 and 3, had informed that an estimate for conversion of single phase 2 wire line into 3 Phase 4 wire line has been prepared for an amount of Rs.2,16,067/-. After obtaining sanction from the competent authority the work will be completed within two months.

4. Hearing was held on 19/07/2023 at Karaikal. The Complainant and the Respondents were present. During the hearing the Respondents had informed that estimate has been prepared for Rs.2,16,067/- on 13/07/2023 and after obtaining sanction the work will be completed within 2 months time for conversion of single phase to three phase line. The Complainant present at the time of hearing was satisfied with the action taken by the Department.

ORDER

- i. As committed above, the Respondents are directed to complete the work within 2 months and a compliance report shall be sent to this Forum within a week after completion.
- ii. Thus the complaint is allowed.
- iii. The Complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF Order by the Licensee, may make an Appeal in prescribed Annexure-IV to the Electricity Ombudsman, Joint Electricity Regulatory Commission for the state of Goa and Union Territories, 3rd Floor, Plot No. 55-56, Pathkind Lab Building, Service Road, Udyog Vihar, Phase IV, Sector -18 Gurugram, Haryana-122015; Phone 0124-4684708; email cgrfpon@gmail.com within 30 days from the date of this Order under intimation to this Forum and the Respondents.
- iv. 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 26th day of July, 2023

Sd/-
(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-
(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-
(T. GOPALAKRISHNAN)
CHAIRMAN