

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 22ND DAY OF JUNE 2022

CONSUMER CASE No.94/2022

P. Karthikeyan.
No.111, Third Cross,
Easwaran Nagar,
Nonankuppam,
Ariyankuppam Post,
Puducherry -605007

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Complainant

Vs.

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

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Respondents

This case in C.C. No.94/2022 came up before this Forum for final hearing on 16/06/2022. 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 P. Karthikeyan, on 30/05/2022. In the complaint, the Complainant had stated that their locality is a highly populated area, is continuously suffering from more voltage fluctuations in the last three and half years. It has become almost a daily routine and 140-170 watt all over the year. They are facing very high volt fluctuation almost every year. In this regard, they have given petition and personally met with Junior Engineer, Ariyankuppam and informed about the issue, but no action was taken. It puts into them great difficulties. The students who are going for examinations are the first victims. Low voltage has damaged lamps, tubes and other electrical appliances. Air-conditioners and coolers are not working. They are facing the problem in every summer. Every year they are asking the area electrician to repair, but nothing got worked. They are paying bills on time and following all rules and regulations but the services of the Department really disappointed and prayed this Forum for issue of Orders for rectification of the problem. Hence, the Complaint.

2. The complaint was registered as C.C. No.94/2022 on 30/05/2022 and notice for giving reply sent to the Assistant Engineer, Rural (South) and others to furnish reply by 09/06/2022. Reply from the Assistant Engineer, Rural-South/ Respondent No.2 was received on 08/06/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 16/06/2022.

3. In the Affidavit dated 08/06/2022, the Assistant Engineer- Rural-South / Respondent No.2 filed for himself and on behalf of Respondent 1 and 3 had stated that, the work of conversion of existing single phase 3 wire line into three phase 5 wire line has been completed on 08/06/2022 at third cross, Eswaran Nagar, Nonankuppam, Ariyankuppam and the low voltage problem in the above street has been solved. The voltage at the Complainant service connection Policy code-41-06-60-031CC/A2 at 12-00 hours on 08/06/2022 is 218.47V.

4. Hearing was held on 16/06/2022. Both the Complainant and Respondents were present. The Complainant had expressed his satisfaction about the work attended by the Respondents and he has been advised to give a satisfactory letter to the Respondents to that effect.

ORDER

i. Since the grievance of the Complainant has been addressed, the Complaint is treated as closed.

Dated at Puducherry on this the 22nd day of June, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN