

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 24TH DAY OF JULY 2023

CONSUMER CASE No. 94/2023

T. Suresh Kumar,
No.30, Second Cross,
Seedhala Nagar,
(MSP Lakshmi Nagar),
Keezhakasakudy,
Karaikal-609609.

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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.94/2023 came up before this Forum for final hearing on 19/07/2023. 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 T. Suresh Kumar 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 having a service connection bearing policy code No.62-61-05-0374F in the name of his wife Tmt. S. Gayathri. He is regular in payment of bills. From the month of May 2023, the power supply in his area is very erratic and facing Low voltage problem during peak hours. Due to this low voltage, Air-conditioner units, fans are not working properly as the low voltage would cause damages to the electrical appliances. Therefore, the Complainant prays this Forum to issue necessary directions to the Respondents to take corrective action by installing additional transformer as a permanent solution. Hence the complaint.

2. The complaint has been registered as C.C. No.94/2023 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 07.07.2023 and the same was communicated to the Complainant. The case was posted for hearing on 19/07/2023.

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 the low voltage complaint has been rectified by renewing the existing Jumper in the Complainant policy by ACSR on 16/06/2023 vide Policy No.KK.1921/A2(62-61-05-0374F) in favour of T. Suresh kumar. Voltage in the above policy before and after renewal of jumper is detailed below:

Sl. No.	Service connection details	Before renewal of Jumper	After renewal of Jumper
1	T. Sureshkumar Policy No.KK.1921/A2 (62-61-05-0374F)	RN-210V YN-198V RB-195V	RN-248V YN-238V RB-230V

4. A mail was received from the Complainant stating that the Low voltage problem has been set right by the Department. Therefore the Complainant expressed his wish to withdraw the complaint.

5. Hearing was held on 19/07/2023 at Karaikal. The Complainant was called absent and the Respondents were present. During the hearing the Respondents had informed that the neutral cut in the Complainant's house was rectified and further the line jumper renewed. After corrective action, the voltage had improved. The Respondents are directed to study the load and voltage profile of the existing transformer and take permanent remedial solution, if necessary.

ORDER

i. Since the grievances of the Complainant are redressed to his satisfaction, the complaint is closed.

ii. 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.

Dated at Puducherry on this the 24th day of July, 2023

Sd/-
(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

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

Sd/-
(T. GOPALAKRISHNAN)
CHAIRMAN