

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

FRIDAY, THE 11th DAY OF AUGUST 2023

CONSUMER CASE No.98/2023

A.V. Bijuman,
Ayitta Valappil,
Pooshithala,
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-Mahe,
Electricity Department,
Mahe.

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Respondents

This case in C.C. No.98/2023 came up before this Forum for final hearing on 10/08/2023. 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 A.V. Bijuman during the public interaction programme of this Forum held at Mahe on 23/06/2023. In the complaint, the

Complainant had stated that there are around 10 houses in Poozhithala Ayyitta Valappil area getting low voltage. Due to low voltage there is scarcity of water as the water motor was not functioning. The matter was brought to the knowledge of the Department, but no action was taken. Asthma patients are not able to use Nebulizer due to low voltage. Therefore, the Complainant prayed this Forum to issue necessary directions to the Respondents to rectify the low voltage problem. Hence, the Complaint.

2. The complaint was registered as C.C. No.98/2023 on 23/06/2023 and copy of the Complaint handed over to the Assistant Engineer, Mahe and others to furnish reply by 03/07/2023. Reply from the Assistant Engineer, Mahe / Respondent No.2 was received on 12/07/2023 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 10/08/2023.

3. In the Affidavit dated 02/07/2023, the Assistant Engineer-Mahe / Respondent No.2 on behalf of Respondent 1 and 3 had stated that, an estimate for replacement of TP & WP wire into ACSR is being prepared and the work will be completed by 30/09/2023 after the monsoon season.

4. Though reply was received earlier, hearing could not be conducted due to heavy rain at Mahe District and all the officials are involved in power restoration. Hearing was held on 10/08/2023 at Puducherry through video conferencing. Both the Complainant and the Respondents were present. Respondent No.1 was also present at the time of video conferencing in the Forum. The Respondent No.2 has submitted that the low voltage problem was resolved and the present voltage is 229V. The weather proof wire was also replaced by ACSR conductor. The Complainant also stated that the water motor is running and satisfied with the action taken by the Department.

ORDER

- i. Since the grievances of the Complainant are resolved, the complaint is treated as 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 ombudsman.jercuts@gov.in within 30 days from the date of this Order under intimation to this Forum and the Respondents.

Dated at Puducherry on this the 11th day of August, 2023

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN