

I am being the complainant herein,
Mr. Srinivasan,
Son of Desingu,
No.17, Kathirvel Nesavalar Nagar,
Nettapakkam,
Puducherry – 605 106

The opposite part is The Electricity Department,
Government of Puducherry,
Rep. by its Junior Engineer,
Kariyamanikkam, Puducherry – 605106

1. The Complainant humbly submits that he is residing at the above mentioned addresser since 2017 with the electricity service provided by the opposite party department as such on 06/06/2025 there occurred a fluctuation over the electricity service which is above 248V, while the actual and normal supply to be 230V and the same was continued periodically, which have been informed to the local E.B substation, the opposite party herein, through phone call, but no action have been taken place. Even though various intimation was given to the electric department in person by the complainant, the opposite party never heeded towards the same.

2. The Complainant further submit that as no action were taken on my phone call on 13/07/2025 at about 9 PM when the complainant was with his children and wife, switching on the Air Conditioner inside the complainants room, Immediately the plug point of such AC was shorted and started to fire. At that situation the complainant's whole family have faced a unexplainable fear over life. Along with the said AC, the complainant's sealing Fan and stabilizer were also burned due to high volt in electricity which exceeds 248V.

3. The Complainant further submit that himself and his family have faces an hazardous situation only due to the respondent's negligence over their service and

responding to the information, representation and complaint made by the complainant. Thus on 14/07/2025 with all the photographs and previous complaint records the complainant have made one another complaint to the respondent, but even then, the opposite party has not taken any step to rectify the fluctuation neither visited the spot not made any enquiry, which shows their negligence over the service.

4. The complainant further submit that he was regular in paying electricity bill and no dues were pending on his part, as such he was an dutiful resident by the opposite party have illtreated him by proving deficit service, due to which it would caused the life of the complainant and his family, such act of the opposite party could not be compensate the complainant and his family in terms of money or any.

5. The Complainant further submit that as the opposite party never consider the representation of the complainant and treating the complainant's and his life in lethargic way by providing their defective service to the complainant and negligence in their duty, also put the complainant and the complainant's family to sever hardship, sufferings and mental agony by the same.

6. The Complainant submits that he was fully dissatisfied with the defective service of the respondent, and was also shocked and surprised about their activities on evading their responsibilities willfully, even during the life threat situation. Also, the complainant has faced severe hardship from 06/06/2025 to till date due to their negligence over their duty. Also it is pertain to point out that the fluctuation keep on increasing to the maximum 267V even on 03/08/2025.

7. The complainant submits that since letter of the complainant and his direct approaches were not heeded by the opposite party, the complainant has have raised a complaint in the official website for compensation for the loss incurred due to their negligence in service. But even then, the said electric department have not heeded towards the same. It is pertain to point out the complainant and his family was living under their hard earned roof (house) with the fear of life which could happen any time due to the non-service and negligence of the opposite party.

8. The Complainant further submits that the contention of the Opposite Parties is illegal and contrary to the terms and clauses of service, further the methods and measures adopted by the Opposite parties is nothing, but they are adopting unfair service of their duty which is against the principle of natural justice and also punishable under the provisions of Consumer Protection Act, and Contract Act.

9. The opposite parties violated the law and rules and thereby committed deficiency in service towards the Complainant and hence the Complainant constrained to file this complaint against the opposite parties for deficiency of service.

Hence I put forth this complaint to for necessary action to the high fluctuation at the complainant's residency immediately and take necessary action for the negligence and pay damages of Rs.5,00,000/- for the sufferings and loss incurred by the complainant due to negligence of electricity department.

Yours

Mr. Srinivasan

14/7/25

அனுப்பிதர்

D. சீனிவாசன்

17 கதிர்வீல் தொழிலாளர் நகர்,

நெட்டிப்பாக்கம்,

9843238505

பெறுதல்

உயர்நீதி கணாநிலை பொறியாளர் அவர்கள்,

மின் துறை அமைச்சகம்,

கரியமாணிக்கம்.

ஐயா,

எனது வீட்டில் உயர் அழுத்தம் (247V to 250V)

மின்சாரம் உருவாகக் காரணம், ராமசுந்தரம்

அவர்களிடம் 7/7/25 தொழிலாளர் உரிமை

புகார் அளித்திருந்தேன், மறுபுறம் உயர்நீதி

காரணத்தால் மின்சார துறை அமைச்சகம் எண்ணிக்கை

தொழில் தொழிலாளர் புகார் அளித்தேன். அவர்கள்

நடவடிக்கை எடுப்பதாக சொன்னார்கள் 13/7/25 தேதி

உயர்நீதி நடவடிக்கை எடுக்கவில்லை 13/7/25

அன்று திரை AL 9 மணிக்கு போட்டியில் காலிமணி

இருந்தால் அமைச்சகம் பாய்ண்ட் எறிந்து AL நிர்வாகம்

உயர்நீதி உரிமையுள்ள மின்சார பொருள்கள் உயர்

உயர்நீதி அழுத்தம் காரணமாக புகார் ஏற்பட்டதால்

நிர்வாகம் பொருள்பெறக்கூடியது.

இதன் காரணமாக உயர்நீதி

1. கனிகை, Stabilizer

உயர்நீதி,

D. சீனிவாசன்.

OFFICE OF THE ASST. ENGINEER
22 K. T. ROAD, KAMARAJ
CITY DEPARTMENT
14/7/25
Receipt No: 14/7/25



03/08/2025 20:06:36

Redmi 13C 5G

28mm f/1.8 1/25s ISO640

