

**BEFORE THE CONSUMER GRIEVANCES REDRESSAL,
FORUM (CGRF), GOVERNMENT OF GOA,
ELECTRICITY DEPARTMENT, VIDYUT BHAVAN,
4TH FLOOR, VASCO, GOA.**

Complaint / Representation No. 06/2024/257

Shri. Nitin Pednekar,
R/o Flat No. 402, Wing A,
Golden Heritage Building,
Behind Bhagavati Temple,
Dhawali, Ponda – Goa.

..... Complainant

V/S

1. The Chief Electrical Engineer,
Electricity Department,
Government of Goa,
Vidyut Bhavan, Panaji – Goa.

2. The Executive Engineer,
Electricity Department,
Div –X, Ponda, Goa.

3. The Assistant Engineer,
Electricity Department,
Div –X, S/D- I,
Ponda - Goa.

..... Respondents

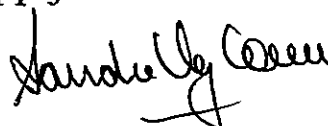
Dated : - 21/03/2024

ORDER

1. This order shall dispose the complaint/representation received by email on 21.02.2024. The complainant is a resident of Golden Heritage Building, Dhawali Ponda. He is aggrieved by the low voltage in the locality and a result of which the elevator in the building faces operational issues.

Case of the complainant.

2. In a nutshell, the complainant's case as culled from his complaint is that the incoming voltage supply to the building between 09.00 hrs.



and 11.00 hrs. is woefully inadequate for the elevator/lift of the building to safely operate. The voltage is normal during the rest of the day. There have been instances in the recent past when the complainant's family members have got stuck in the lift due to the low incoming voltage. He brought the matter to the notice of the local office of the licensee department, but to no avail. It is a major safety issue, and he requests the intervention of the Forum in the matter.

Case of the Licensee Department.

3. Per contra, the Department entered its para-wise comments through the third respondent. Succinctly, it is their case that they received the complaint for the first time on 17.02.2024 and necessary action was taken immediately. The incoming voltage between 09.00 hrs. and 11.00 hrs. was checked on four occasions and found to be around (avg) 394 V which was adequate for the lift operation. In addition, the supply to the said area was changed from 11KV Shantinagar Feeder to 11KV Durbhat Express Feeder and thereafter there was still improvement in voltage which was noticed during inspection done on 26.02.2024 and 27.02.2024. The Department was ready and willing to have a joint inspection with the complainant to ascertain the factual position.

Hearing.

4. I heard the parties at length on videoconference at which time the complainant appeared in person while Shri. Keshav Gaude AE represented the Department.

Findings.

5. I perused the records and gave due consideration to the submissions advanced by the parties.
6. There is a divergence of opinion between the complainant and the Department with respect to the incoming voltage between 09.00 hrs.

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and 11.00 hrs. The Department has shared its findings showing adequate voltage for operation of the elevator; however, the complainant has also reported the readings taken by the lift AMC service provider (conveyed by email a day after the hearing) showing the incoming voltage to be as low as 212 V.

7. The issue is serious as it concerns the safety of the complainant, his family and other residents of the building, particularly children. In my opinion, the matter can be resolved by holding a joint inspection by the complainant and the Department to ascertain the factual position with respect to the incoming voltage.

Order.

8. In view of the foregoing, I pass the following order:

- a) The complaint is allowed.

- b) The Department shall hold a joint inspection of the said Golden Heritage Building, Dhavali Ponda at 9.30 hrs. on any working day within 15 days from receipt of this order. The complainant shall be given at least a week's advance notice. c) The second respondent (Executive Engineer, Div. X, Ponda) is requested attend the inspection and conduct the proceedings.

- d) In the event low incoming voltage is confirmed, the Department shall take necessary remedial steps on priority.

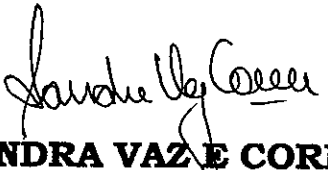
- e) Department shall report compliance of this order to the Registry of this Forum within 30 days.

This complaint stands disposed accordingly.

9. 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

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of Goa and UTs, 3rd Floor, Plot No.55-56, Service Road, Udyog Vihar, Phase-IV, Sector-18, Gurugram-122015 (Haryana), Phone No.:0124-4684708, Email ID: ombudsman.jercuts@gov.in within one month from the date of receipt of this order.


SANDRA VAZ E CORREIA
(Member)