

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

TUESDAY, THE 29TH DAY OF AUGUST 2023

CONSUMER CASE No. 112/2023

S. Sivam
Power of Attorney of
S. Veerapandian,
No.14,Kudiyanatheru,
Neivacherry,
Thirunallar,
Karaikal.

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Complainant

Vs.

- 1) The Executive Engineer,
Electricity Department,
Karaikal.
- 2) The Assistant Engineer -Rural,
Electricity Department,
Karaikal.
- 3) The Junior Engineer –Thirunallar,
Electricity Department,
Karaikal.

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Respondents

This case in C.C. No.112/2023 came up before this Forum for final hearing on 22/08/2023. 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 Thiru S. Sivam Power of Attorney of Thiru S. Veerapandian during the public hearing held by this Forum at Karaikal on 19.07.2023. In the complaint, the Complainant had stated that he has given a letter for shifting of pole from his plot on 19/01/2023. Based on this the Department had directed to pay an amount of Rs.2,397/- towards supervision charges, GST for Rs.432/- and directed to carry out the work by licensed electrical contractor. He gave another letter to the Department on 26/06/2023 stated that he is not in a position to pay huge amount for shifting due to his economic condition and requested to carry out shifting work at Department cost. Hence the complaint.

2. The complaint has been registered as C.C. No.112/2023 and copy of the complaint was handed over to the Executive Engineer – Karaikal for giving reply by 01.08.2023. Reply received from Respondent No.2 on 04.08.2023 and the same was communicated to the Complainant.

3. In the reply filed by the Second Respondent i.e. the Assistant Engineer, Rural, Electricity Department, Karaikal, on behalf of himself and for Respondent No.1, had stated that a letter has been received from Thiru S. Veerapandiyan requesting to shift the poles and lines passing over his plots on 19/01/2023 and accept to pay the charges and execute the work on its own. Based on the above, estimate has been prepared for an amount of Rs.62,487/- and notice has been issued to pay the supervision charges and GST on 22/05/2023. Again a letter has been received from the applicant on 20/06/2023 informing unable to execute the work along with the material cost and requested this Department to execute the work at Department cost. In this connection, the site has been inspected and found that the poles / lines were erected without the consent of the plot owner. In view of the above, sanction has been issued on 26/07/2023 under

maintenance Head of account to shift the poles / lines and work will be completed within two months.

4. Hearing was held on 22/08/2023 at Karaikal. Both the Complainant and the Respondents were present. The Respondent stated that the expenditure sanction for estimate for Rs.69,042/- under Maintenance Head had been issued. Since no consent had been obtained at the time of erection of pole and work will be completed much earlier by 30/09/2023. This Forum directed to expedite the work. The Respondents agreed to complete by 15/09/2023 since the work is to be awarded on labour contract. The Complainant expressed his satisfaction on the stand of the Department.

ORDER

- i. As committed above, the shifting work should be completed by 15/09/2023 and a compliance report shall be sent to this Forum within a week after that.
- ii. Thus the Complaint is allowed.
- iii. 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 within 30 days from the date of this Order under intimation to this Forum and the Respondents.
- iv. Non-compliance with the directions of Forum by the Licensee shall attract remedial action under Sections 142 and 146, of the Electricity Act 2003.

Dated at Puducherry on this the 29th day of August, 2023

Sd/-
(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

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

Sd/-
(T. GOPALAKRISHNAN)
CHAIRMAN