

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 28<sup>TH</sup> DAY OF AUGUST 2023

**CONSUMER CASE No. 113/2023**

M. Somasundaram,  
S/o Dr. S.S. Murugasean,  
No.45, North Street,  
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.

....

Respondents

This case in C.C. No.113/2023 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 M. Somasundaram during the public hearing held by this Forum at Karaikal on 19.07.2023. In the complaint, the Complainant had stated that he has applied for agricultural service connection in July 2002. The Junior Engineer, attached to the Thirunallar Section wilfully delayed the process. Therefore he has to run from pillar to post for getting the service connection. Finally he got the service in November 2022. After getting the service connection, he was forced to wait for another six months for getting policy certificate from the Assistant Engineer Office and got the certificate on 05/04/2023. Due to some vexation the Junior Engineer issued a stop work notice for his new construction in RS No.48/3Apt vide plot No.14, though he has finished the ground floor work. On 23/11/2022 he has requested the Junior Engineer Office to remove the HT line over the site and gave undertaking to pay the cost. But his letter was not considered and he wrote a reminder letter on 15/12/2022. Apart from above, the Complainant has applied for new service connection for the ground floor but the process was delayed. On 06/04/2023 the Assistant Engineer Office has issued a notice to alter the height of meter box from ground level. Therefore he raised questions through RTI and under the reply he came to know that there is no such limitation provided under the Electricity Act. The Complainant therefore, prayed this Forum to issue necessary directions to the Respondents for effecting new service connection. Hence the complaint.

2. The complaint has been registered as C.C. No.113/2023 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 new service connection application was received from Thiru M. Somasundaram, for extension of power supply to his commercial service on 21/03/2023. Based on the application, site has been inspected and found that the energy meter board was provided with the heights of 8 feet from ground level. As per the CEA Regulation 2006 (installation and operation of meter) notice dated 19/07/2023 has been issued to the Complainant to reinstall the meter board at about 0.75 meter to 1.80 meter from ground level so as to access meter easily for taking reading as per section 11.3.1 (Indian standard – testing and evaluation, Installation and Maintenance of A.C Electricity meter (code of practice) and furnish compliance letter for taking further action at this end. On receipt of compliance letter from the petitioner, service will be effected without any delay. Regarding shifting of poles, estimate has been sanctioned on 26/07/2023 for an amount of Rs.1,51,630/- under other receipt on payment of supervision charges and GST by the Complainant, action will be taken accordingly.

4. Hearing was held on 22/08/2023 at Karaikal. Both the Complainant and the Respondents were present. The Complainant submitted that he has not reduced the height of the meter and requested for another technical team to evaluate the reality. He further submitted that he has not been provided with a copy of the estimate for shifting. A copy of the estimate handed over informally to the Complainant and Forum directed the Respondents to furnish a copy of the estimate to the Complainant officially with a covering letter. The Complainant had sought the Orders on the charges levelled against the Junior Engineer, Thirunallar and the Forum had informed him that it will be covered in the Order.

Observation: (i) On perusal of the documents filed by the Respondents it is observed that they have issued a notice vide No.127/EDDK/AE-

Rural/F.18/2023-24 dated 19/07/2023 to the Complainant to reinstall the meter board at about 0.75 Meter to 1.80 Meter from the ground level so as to access the meter easily for taking reading as per section 11.3.1 (Indian standard – testing and evaluation, Installation and Maintenance of A.C Electricity meter (code of practice) and furnish compliance letter for taking further action by the Respondents and the service will be effected without any delay. Till date of the hearing the Complainant did not comply with the requirements mentioned in the notice sent by the Respondents.

(ii) In the complaint the Complainant had raised issues regarding the height of Meter from ground level. Extracts of relevant rules are reproduced below:

a. Supply Code 2018

6. Metering

6.1. *No installation shall be serviced without a meter. All meters and installations of meters shall conform to the requirement as laid down in the Central Electricity Authority (Installation & Operation of Meters) Regulation issued under Section 56 of the Act.*

b. Central Electricity Authority (Installation & Operation of meter) Regulation 2006.

7. Location of Meter

*(b) The location of Meter and height of the meter display from the floor shall be as per Indian Standards on Testing, Evaluation, Installation and Maintenance of Electricity Meter – Code of*

c. Indian Standards on testing, Evaluation, Installation and maintenance of Electricity meters IS 15707:2006

11.3: Site preparation

11.3.1 Selection of site.

*(b) Meters should not be located at an elevated area or a depressed area that does not have access by means of stair case of normal rise. The height of Meter display shall be between 750mm and 1800mm. In case meter is provided with secondary display unit, this requirement applies to the secondary display unit only”.*

(iii) The Complainant is entitled to know the details of the works / item covered in the estimate. The Respondents are directed to send officially a copy of the estimate to the Complainant. To have transparency, Respondents are directed to

give a copy of the estimate to the Consumers whenever they are asked to pay the estimated amount.

(iv) There is no specific procedure in the Supply Code for issue of certificate after providing service connection for registering with other authorities. It may be a local procedure that is being followed. Since then is not a standard service as per JERC and no time frame has been fixed by the JERC under Standards of Performance, the Forum cannot comment on the alleged delay in the issue of Certificate. However, Respondents are directed to issue first bill to all services within the time frame provided by the JERC in Supply Code. The bill is a proof of effecting the electricity connection.

(v) This Forum is not vested with any Administrative / Disciplinary Authority power to look into the Complaint of irregularities. The Complainant may take up the issues with concerned Disciplinary Authorities on such matter.

#### ORDER

i. The Complainant is directed to fix the meter board in consultation with the Department as per the Rules and Standards mentioned in the Observation and after completion of the work and on payment of required Deposit and charges, the Respondents are directed to extend the service connection after adhering to the safety norms.

ii. Since the Complainant is provided with a copy of estimate, the Complainant may take further action for getting the pole shifted as committed by him within 15 days to avoid any risk of the existing High Tension overhead line.

iii. The Complaint is allowed to the extent indicated.

iv. 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.

Dated at Puducherry on this the 28<sup>st</sup> day of August, 2023

**Sd/-**  
**(R. KRISHNAMURTHY)**  
**JERC NOMINATED MEMBER**

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

**Sd/-**  
**(T. GOPALAKRISHNAN)**  
**CHAIRMAN**