

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

THURSDAY, THE 28th DAY OF DECEMBER 2021

CONSUMER CASE No.114/2021

B. Ramalingam,
No.9, T.V. Nagar,
Main Road,
Muthialpet,
Puducherry-605003

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Complainant

Vs.

- 1) The Executive Engineer, Urban O&M
Electricity Department,
Puducherry.
- 2) The Assistant Engineer –Town-II,
Electricity Department,
Puducherry.
- 3) The Junior Accounts Officer-Rev.I,
Electricity Department,
Puducherry.
- 4) The Junior Engineer – Muthialpet,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.114/2021 came up before this Forum for final hearing on 22/12/2021. 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 B. Ramalingam during the Public Interaction Programme of this Forum held on 23/11/2021 at Muthialpet, Puducherry. In the complaint, the Complainant had stated that, in his service connection bearing policy code number 06-31-03-0343/A2, the service connection cable got burnt. It was attended two times at the cost of the Complainant. Presently, the cable has developed fault for the third time. Even now the Department has asked the Complainant to bear the cost. Further, if a trench in the road cut open for laying or attending to faults, the Department takes more time to restore the trench. The Complainant has prayed to attend to the above complaint as the same is causing mental agony. Hence the complaint.

2. The complaint has been registered as C.C. No.114/2021 on 23/11/2021 and the copy of the complaint was handed over to the Executive Engineer, Urban and others to furnish reply by 03/12/2021. Reply from the Respondents were received on 07/12/2021 and the same was forwarded to the Complainant. The case was posted for hearing on 22/12/2021. Hearing was not attended by the Complainant.

3. In the Affidavit dated 08/12/2021 the Assistant Engineer-Town II / Respondent No.2 on behalf of the Respondent No.1 and 4, has stated that while carrying road works by the Public Works Department, the existing cable was damaged. There is no availability of LT cables and its allied materials in the Department store. As a temporary measure, the fault was rectified, supply be extended through overhead. Further on developing of fault in the existing cable, rectification work is delayed due to incessant rains. The cable fault would be rectified before 25/12/2021.

ORDER

- i. The Respondent is directed to file Compliance report with evidence of photo after attending to the fault as committed in their Affidavit.
- ii. Since the Complaint is to be attended within definite timeframe, the same is closed.

iii. 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 28th day of December, 2021

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN