

BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM
(Under the Electricity Act, 2003)
PUDUCHERRY

PRESENT:

THIRU T. GOPALAKRISHNAN, B.E.,
CHAIRMAN

THIRU R. KRISHNAMURTHY, B.Com., LLB., PGDFL.,
JERC NOMINATED MEMBER

MONDAY, THE 18TH DAY OF JULY 2022

CONSUMER CASE No.115/2022

R. Anandhabaskar,
S/o Ramanujam,
No.3, Pudhu Nagar, Agaram,
Puducherry.

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Complainant

Vs.

- 1) The Executive Engineer, Rural-North,
Electricity Department,
Puducherry
- 2) The Assistant Engineer –Sedharapet, O&M,
Electricity Department,
Puducherry.
- 3) The Junior Engineer- Ramanathapuram,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.115/2022 came up before this Forum for final hearing on 14/07/2022. After 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 R. Anandhabaskar during the public interaction programme of this Forum held at Ramanathapuram on 21/06/2022. In the complaint, the Complainant had stated that he is residing in the above

mentioned address. They are suffering from low voltage problem in their area for long time. Therefore, the Complainant prayed for provision of three phase line and rectification of voltage problem in their area. Hence, the Complaint.

2. The complaint was registered as C.C. No.115/2022 on 21/06/2022 and copy of the complaint was handed over to the Executive Engineer, Rural (North) and others to furnish reply by 01/07/2022. Reply received from the Respondents on 01/07/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 14/07/2022.

3. In the Affidavit dated 01/07/2022, the Assistant Engineer, Sedharapet / Respondent No.2 for himself and on behalf of Respondent No.1 and 3 had stated that, sanction has been obtained for strengthening of existing LT distribution lines at Pudu Nagar, Agaram Village vide Order No.11/ES/EE-R(N)/20-21 dated 07/10/2020 and strengthening of LT distribution lines will be completed within three months.

4. Hearing was held on 14/07/2022. The Respondents were only present. During the hearing, the Respondents submitted that a separate sanction has been obtained to carry out the work and sought for 3-month time for completing the work, since the existing LT line is erected in cement road and non-availability of LT line materials which are to be replaced. Therefore, this Forum felt that the time sought for completion of work is reasonable.

ORDER

i. The Respondents are directed to complete the work within three months from the date of this Order as committed and send a compliance report within 10 days thereafter.

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 ombudsman.jercuts@gov.in 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 18th day of July, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN