

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

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PRESENT:

**THIRU T. GOPALAKRISHNAN, B.E.,**  
CHAIRMAN

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

THURSDAY, THE 20<sup>TH</sup> DAY OF JULY 2022

**CONSUMER CASE No.116/2022**

D. Kuppusamy & Villagers,  
No.20, Manthoppu Street,  
Koodapakkam,  
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.116/2022 came up before this Forum for final hearing on 14/07/2022. 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 D. Kuppusamy and other villagers during the public interaction programme of this Forum held at Ramanathapuram on

21/06/2022. In the complaint, the Complainant requested provision of three phase line in Manthoppu Street, as there are more number of residents. The voltage level is also not adequate. Therefore, the Complainant prayed for passing Orders to the Respondents to provide three phase line. Hence, the Complaint.

2. The complaint was registered as C.C. No.116/2022 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 conversion of existing single phase 3 wire line into 3 phase 5 wire line with ACSR 7/2.59 at Manthoppu Street, Koodapakkam, Puducherry vide Order No.04/ES(NP)/EE-R(N)/22-23 dated 29/06/2022 and strengthening of LT distribution lines at Manthoppu Street, will be completed within three months.

4. Hearing was held on 14/07/2022. Both the Complainant and Respondents were present. During the hearing, the time frame requested by the Respondent is not justified. After reviewing the quantum of work, the Respondent was directed to complete the work within three months time.

#### ORDER

i. As directed above, the Respondents are directed to complete the work within 3 months and a compliance report be sent to this Forum 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](mailto: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 20<sup>th</sup> day of July, 2022

**Sd/-**

**(R. KRISHNAMURTHY)**  
**JERC NOMINATED MEMBER**

**Sd/-**

**(T. GOPALAKRISHNAN)**  
**CHAIRMAN**