

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 21ST DAY OF SEPTEMBER 2023

CONSUMER CASE No.124/2023

J. Pradeepkumar,
S/o Jayakumar,
No.95, Nanamedu Street,
Nanamedu,
Edayarpalayam,
Puducherry 605 007.

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Complainant

Vs.

- 1) The Executive Engineer, Rural-South O&M,
Electricity Department,
Puducherry
- 2) The Assistant Engineer –Bahour
Electricity Department,
Puducherry.
- 3) The Junior Engineer-Thavalakuppam,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.124/2023 came up before this Forum for final hearing on 12/09/2023. 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 J. Pradeepkumar on 17/08/2023. In the complaint, the Complainant had stated that for construction of one residential building he has applied for temporary service in February 2023 at the Office of the Assistant Engineer, Bahour SS. The Department staff after inspection informed that the work has to be carried out by the applicant for availing Temporary supply and an amount of Rs.30,000/- is required to be paid. At present he was not in a position to bear the cost due to his economic condition. He has requested to carry out the work at the Department Cost. The Department refused to carry out the work. He has availed bank loan for construction, besides running generators on hire basis for carrying out construction work and incurring more hardships due to this. On the advice of the Department he had applied for Permanent Supply through online. The Complainant therefore prayed this Forum to issue necessary directions to the Respondents to consider his application and to expedite the work. Hence, the Complaint.

2. The complaint was registered as C.C. No.124/2023 on 21/08/2023 and copy of the complaint was sent to the Executive Engineer, Rural (South) and others to furnish reply by 04/09/2023. Reply from the Respondent No.2 was received on 04/09/2023 and copy of the same was communicated to the Complainant. The case was posted for hearing on 12/09/2023.

3. In the Affidavit dated 28/08/2023, the Assistant Engineer, Bahour/ Respondent No.2 filed for himself and on behalf of Respondent 1 and 3 had stated that, the Complainant J. Pradeepkumar, has applied for Temporary service connection application No.T-149T dated 13/02/2023 at R.S.No.33/2 Plot No.14, Parvathi Ammal Nagar, Ariyankuppam Commune, Puducherry. Based on the application the Junior Engineer, Thavalakuppam inspected and found that LT supply is far away from the Temporary Service connection required place. The application was involving minor proposal under Deposit scheme. It is informed to the applicant the extension of LT work will be carried by the applicant after payment of supervision charges to the

Department. In several occasions, oral information was given to the applicant to give consent letter for preparing estimate, but he does not given any reply. Further, he has not arranged for availing temporary service connection to his premises and not ready to avail supply. Hence the application is treated as cancelled. Then the Complainant has applied for a new Service connection in on-line process. While scrutinizing, the application was reverted due to in correction of application. Now it is pending with the consumer side. In the meantime based on the hard copy of the new service connection application, the Junior Engineer, Thavalakuppam has inspected the applicant location on 28/08/2023, found that the applicant would not completed the civil work and not initiated any electrical work. If he completes the work, the Department will take necessary action to effect the service as per guidelines. The Respondent has enclosed a copy of photograph of the in-completed building.

4. Hearing was held on 12/09/2023. Both the Complainant and the Respondents were present. The Complainant submitted that he being a Government Servant met with the unhelpful attitude of the Department. In his absence, some person collected Rs.5000/- for Temporary Service meter which his mother had paid to the person without checking the credentials. The Respondents denied that no such person from the Department was sent and hence the Complainant lodged a police complaint. The Police had made some enquiry at the Department. The Respondents stated that Police made enquiry with the Staff and denied no such person from the Department was sent. Further the Complainant stated that other houses in the vicinity which is still provided with GI pipe and service had been extended. This Forum directed the Respondents to consider upgradation of LT network for such existing services and explore the possibilities to extend supply to the applicant without any delay. The Respondents were also questioned why no written notice on the Temporary supply Application was sent which would have cleared the misgivings in the minds of the Applicant / Complainant. But no reply was given.

Observation: As per Regulation 5.10 of the Electricity Supply Code 2018, *“In all cases of new connections, the consumer shall bear the Service connection charges, i.e., the cost of the service connection from the Distribution mains to the point of supply, as approved by the Commission from time to time.”* As such, on completion of construction work and wiring work the Complainant shall apply for new service connection afresh.

ORDER

- i. As discussed above, the Respondents are directed to explore the possibility to extend power supply to the Applicant without any delay and in accordance with the Standard of Performance and send a compliance report to this Forum within a week 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 21st day of September, 2023

Sd/-

Sd/-

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

(A.S. JITENDRA RAO)
LICENSEE MEMBER

(T. GOPALAKRISHNAN)
CHAIRMAN