

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

TUESDAY, THE 26<sup>TH</sup> DAY OF JULY 2022

**CONSUMER CASE No.127/2022**

N. Venugopal, MTS  
Incharge Helper,  
Madukarai PWD Pumping Station,  
Puducherry.

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Complainant

Vs.

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

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Respondents

This case in C.C. No.127/2022 came up before this Forum for final hearing on 21/07/2022. 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 N. Venugopal, Incharge Helper, PWD Pumping Station, Madukarai during the public interaction programme of this Forum held at

Kariamannickam Section, on 29/06/2022. In the complaint, the Complainant had stated that in Madukarai PWD Pumping station, as and when the LT fuse blow out call due to Transformer problem, the supply is not restored in time; he gave complaints to the Department. But the complaint was not attended promptly by the area staff. Therefore, the Complainant has prayed for passing orders to the Respondents to set right the problems. Hence, the Complaint.

2. The complaint was registered as C.C. No.127/2022 on 29/06/2022 and notice for giving reply sent to the Executive Engineer, Rural (South) and others to furnish reply by 11/07/2022. Reply from the Assistant Engineer, Eripakkam/ Respondent No.2 was received on 12/07/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 21/07/2022.

3. In the Affidavit, the Assistant Engineer- Eripakkam/ Respondent No.2 filed for himself and on behalf of Respondent 1 and 3 had stated that, the area staff are instructed to attend the fuse-off call in respect of any Distribution Transformer supplying to water tank and pump house immediately. However, suitable staff will be placed with the availability of man power.

4. Hearing was held on 21/07/2022. The Complainant called absent. The Respondents only were present. The Respondent stated that they have deputed some staff to look after that LT fuse off call immediately. This Forum is not satisfied with the reply furnished by the Respondents.

Observation: i. The power supply to the public utility such as pumping station, water tanks should be given priority and power supply to be restored within the quickest possible time. No personal grouse, between the consumer and staff should come in the way of the staff in discharging one's duty. If power is not restored in time as guaranteed in the Standards of Performance for such activity, evidence of delay be recorded and brought to the competent authority for resolution.

ii. Proper diagnosis of LT fuse blow out at transformer end should be made and the permanent solution be given.

ORDER

i. The Respondents are directed to maintain proper records for LT fuse off call / blow out / renewal. The Respondents are also directed to depute suitable staff with instructions to attend LT attend fuse blow out calls immediately in the near future.

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 26<sup>th</sup> day of July, 2022

**Sd/-**

**Sd/-**

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

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