

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

TUESDAY, THE 30TH DAY OF AUGUST 2022

CONSUMER CASE No.143/2022

V. Ramakrishnan,
S/o Vengadapathi Reddiar,
Reddiar Street,
Sithalampattu,
Villupuram District.

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Complainant

Vs.

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

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Respondents

This case in C.C. No.143/2022 came up before this Forum for final hearing on 25/08/2022. 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 V. Ramakrishnan during the public interaction programme of this Forum held at Thirukkanur Section on 19/07/2022. In the complaint, the Complainant had stated that he is having agricultural land at

Kunichampet and Chettipet village wherein borewell motors are installed. Poles are being placed for erection of Transformer in the above village before 1 $\frac{1}{2}$ years ago, but the transformer was not erected. Electric lines are damaged in the 'Thane' cyclone during the year 2012-13 wherein 3 lines were replaced and earth wire was not yet replaced. This causes frequent repairs to the borewell motors. The electric lines are sagging down which may cause any unforeseen incidents and requested to rectify the same. Hence, the Complaint.

2. The complaint was registered as C.C. No.143/2022 on 19/07/2022 and copy of the complaint was handed over to the Executive Engineer, Rural (North) and others to furnish reply by 29/07/2022. Reply received from the Respondents on 10/08/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 25/08/2022.

3. In the Affidavit dated 08/08/2022, the Assistant Engineer, Thethampakkam / Respondent No.2 for himself and on behalf of Respondent No.1 and 3 had stated that, sanction has been obtained for erection of new 22/0.433 KV 200KVA distribution transformer and strengthening of LT distribution at Chettipet Village vide Order dated 07/07/2016 and the work will be completed within three months.

4. Hearing was held on 02/08/2022. The Complainant authorised Thiru S. Rajaram to represent the case on his behalf. Respondents were also present. During the hearing, the Respondents assured that they will complete all the works as mentioned in the complaint within a period of three months. This Forum feels that the time sought for by the Respondent to complete the work is reasonable due to quantum of work involved.

ORDER

i. The Respondents are directed to complete the works as committed within three months from the date of this Order and a compliance report should be sent 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 30th day of August, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN