

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

FRIDAY, THE 2ND DAY OF SEPTEMBER 2022

CONSUMER CASE No.145/2022

V. Selvam,
No.35, North Street,
Embalam,
Puducherry-605106.

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Complainant

Vs.

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

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Respondents

This case in C.C. No.145/2022 came up before this Forum for final hearing on 26/08/2022. 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. Selvam, during the public interaction programme of this Forum held at Karikalampakkam Section, on 26/07/2022. In the complaint, the Complainant had stated that he is residing in the above mentioned

address. The distribution Transformer SS XI covers the areas in Embalam village are North Street, Perumal Koil Street, Mettu Street and Pumping station. The iron poles in the above area are very old and deteriorated and the LT lines existing are more than 50 years old. More than 6 to 7 times the lines are cut down in the last 6 months. Further street lights were not burning in the following streets:

- i. Ayyanar Koil Street - 1 No.
- ii. Balamurugan Nagar - 1 No.
- iii. Embalam Main Road - 1 No.
- iv. Perumal Koil Street - 1 No.

The Complainant therefore prayed this Forum to issue directions to the Respondents to rectify the same. Hence, the Complaint.

2. The complaint was registered as C.C. No.145/2022 on 26/07/2022 and copy of the complaint handed over to the Executive Engineer, Rural (South) and others to furnish reply by 05/08/2022. Reply from the Assistant Executive Engineer, Rural(South)/ Respondent No.2 was received on 08/08/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 26/08/2022.

3. In the Affidavit, the Assistant Executive Engineer- Rural(South)/ Respondent No.2 filed for himself and on behalf of Respondent 1 and 3 had stated that, the Complainant requested to replace the deteriorated RSJ pole and LT lines existing in North Street, Perumal Koil Street, and Mettu Street in Embalam village and requested to attend non-burning of street lights at the following places:

- i. Ayyanar Koil Street - 1 No.
- ii. Balamurugan Nagar - 1 No.
- iii. Embalam Main Road - 1 No.
- iv. Perumal Koil Street - 1 No.

The non-burning of street lights as requested by the Complainant has been attended in all respects. The Respondent No.2 further stated that the location mentioned in the complaint was inspected along with Respondent No.3 and found that some of the RSJ poles are found to be in deteriorated condition and the LT lines in the above

streets are found to be single phase and also found deteriorated condition. In this connection, estimate has been prepared to replace the deteriorated RSJ poles, conductors and also to convert the existing single phase circuit into 3 phase circuit, the sanctioning is in process. The above work will be completed within two months time.

4. Hearing was held on 26/08/2022. Both the Complainant and the Respondents were present. During the hearing, the Respondents stated that non-burning of street lights have been attended and the same was admitted by the Complainant and stated that he is satisfied for the work done by the Respondents. The Respondents further stated that an estimate has been prepared for Rs.4,85,347/- to replace the deteriorated RSJ poles, conductors and also to convert the existing single phase circuit into 3 phase circuit and assured to complete the work within 2 months time. This Forum feels that the time sought for by the Respondents is reasonable and justifiable by considering the quantum of work.

ORDER

- i. The Respondents are directed to complete the work as committed within 2 months from the date of this Order and furnish a compliance report to this Forum within a week there after.
- 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 2nd day of September, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN