

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

MONDAY, THE 5TH DAY OF SEPTEMBER 2022

CONSUMER CASE No.146/2022

R. Sivakumar,
S/o Rajangam,
No.32, Ellaiamman Koil Street,
Korkadu,
Puducherry.

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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.146/2022 came up before this Forum for final hearing on 26/08/2022. 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 R. Sivakumar S/o Rajangam during the public interaction programme of this Forum held at Karikalampakkam Section, on

26/07/2022. In the complaint, the Complainant had stated that, the post of Junior Engineer, Karikalampakkam is lying vacant and people living in the surroundings are not able to give complaint at the present Office and suggested shifting of Office at Korkadu. Sub-station alongwith Assistant Engineer and Junior Engineer Office. Further he had stated that electrical lines are sagging from Korkadu SS7 and requested to rectify the same. Besides, street lights are not burning in the following areas:

- i. Korkadu water tank opposite side -20W
- ii. Korkadu Iyanar Koil Street -120W
- iii. Entire Erikkarai Street
- iv. Entire Korkkadu Pet

Further the Complainant requested to expedite Transformer erection work of Korkadu SS13. He has also stated that street lights existing from cremation ground to Padayachi Street were also damaged due to Thane cyclone and requested to replace the same. The Complainant prayed this Forum to issue necessary Orders to the Respondents to set right the above complaints. Hence, the Complaint.

2. The complaint was registered as C.C. No.146/2022 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 shift the office of the Junior Engineer, Karikalampakkam O&M and to function the Office of the Assistant Engineer in the campus of the 110/22KV Korkadu SS for easy approach of the consumer. In this connection, it is stated that the request will be brought to the higher Officials and action will be

initiated depending upon the Order of the higher authority. The sagging of LT line feeding from Korkadu SS-7 has been attended. The non-burning of street lights in the following places as requested by the Complainant has been attended.

- i. Korkadu water tank opposite side -20W
- ii. Korkadu Iyanar Koil Street -120W
- iii. Erikkarai Street
- iv. Korkkadu Pet

The Complainant has requested to speed up the work of erection of the new transformer Korkedu SS-XIV. In this connection, estimate has been sanctioned for erection of additional transformer Korkadu SSXIV, 200KVA, which includes extension of HT line. The transformer location is at Ayanar Koil Street. As per the scheme, the HT lines is to be erected through main road and Ayanar Koil street. The transformer has been drawn and RCC poles are transported to the site. But, the work could not be started since, village people have requested this Department not to erect the HT line through the main road and Ayanar Koil Street as per sanction. They have suggested an alternate route through a private party agricultural field for which, the village people have to get the consent letter from that private land owner, the same was informed to the people of Korkadu village. But till date the letter has not received. Hence, the execution of the work is being delayed. The Complainant requested to attend the existing damaged street lights from creamatum street to Padayachi street. The same will be attended within 15 days, since it involves replacement of 3 Nos. of damaged RCC poles.

4. Hearing was held on 26/08/2022. The Complainant called absent. The Respondents only were present. The Respondents were directed to expedite the work of Korkadu SS-VII in 2 months time. After satisfactory completion of work, additional Affidavit to be filed to this Forum. Further the Respondents stated that shifting of Office from Karikalampakkam to Korkadu is a policy decision from Government and the matter has to be put up to the higher officials.

ORDER

- i. The Respondents are directed to complete the work as committed within 2 months and a compliance report shall be sent to this Forum within a week afterwards.
- ii. In view of the above, the Complaint is partially 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 5th day of September, 2022

Sd/-

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

(T. GOPALAKRISHNAN)
CHAIRMAN