

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 6TH DAY OF SEPTEMBER 2022

CONSUMER CASE No.148/2022

R. Sivanandhan,
No.25, Mariamman Koil Street,
Keezhsathamangalam pet,
Villianur Commune,
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.148/2022 came up before this Forum for final hearing on 26/08/2022. After hearing both sides 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. Sivanandam, Keeshsathamangalam(pet) during the public interaction programme of this Forum held at Karikalampakkam

Section, on 26/07/2022. In the complaint, the Complainant had stated that, in the street of Murugan koil and Mariamman Koil, there are only single phase line which often creates power interruption for long time. Hence the Complainant requested for three phase supply in the above areas. Further the LT lines are very much sagging and requested to provide one middle pole to avoid sagging. Therefore, the Complainant prays this Forum for necessary directions to the Respondents for rectification of the above defects. Hence, the Complaint.

2. The complaint was registered as C.C. No.148/2022 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 has requested to replace the deteriorated RSJ poles and LT lines and to convert the existing single phase line into 3 phase line. The places mentioned at the complaint was inspected along with the Respondent No.3 and found that the RSJ pole existing single phase line with 7/2.59 ACSR conductor are found to be deteriorated condition at Main Road, Murugan Koil Street and Mariamman Koil. The estimate has been prepared to replace the damaged RSJ poles, conductors and to convert the existing single phase circuit into three phase circuit for an amount of Rs.2,77,993/- the sanctioning is under processing. The above work will be completed within 2 months time.

4. Hearing was held on 26/08/2022. Both the Complainant and Respondents were present . The Respondents committed to complete the work in 2 months time as

estimate sanctioning and materials are to be drawn from the Central Stores. In view of the quantum of work, the Respondents are permitted two months time as a special case to complete the work.

ORDER

- i. In view of the above commitment, the Respondents are permitted to complete the work within 2 months and a compliance report shall be sent to this Forum within a week time 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 6th day of September, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN