

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.149/2022

M. Gopalakrishnan,
Chairman,
Inaindha Karangal Samooga Sevai Amaippu,
No.3, Murugan Koil Street,
Keezhsathamangalam,
Puducherry – 605110

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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.149/2022 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 M. Gopalakrishnan, Chairman, Inaindha Karangal Samooga Sevai Amaippu, 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 Keezhsathamangalam village at Gopal Nagar two numbers of line are lying at low level and the poles are in a damaged condition. At Pazhani Nagar and Pet residential area, a HT line is passing in between residential area. Due to this, during rainy season there was frequent power failure and electrical gadgets got damaged. The Complainant prayed this Forum to issue necessary directions to the Respondents for rectification of the above defects and to shift the HT lines along the road side. Hence, the Complaint.

2. The complaint was registered as C.C. No.149/2022 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 places mentioned by the Complainant was inspected along with the Respondent No.3 and found that Pazhani Nagar is newly developed layouts area, the ground level has been raised by the residents of that area for constructions of the residential house. Hence the HT lines seems to be at low height from the ground level near the Complainant's house. Shifting of the existing HT line to the road side was inspected and found that it is approximately 25 nos. of span length and all along the proposed route is found to be big trees and residential houses. It is technically not advisable to select the 22 KV line route on the way of big trees. Further, it is assumed that the residents in that proposed route may be objected the proposed 22 KV line. The existing HT line in the portion between Pazhani Nagar and Keezhsathamangalam Pet as mentioned by the Complainant was checked and found that it is 22 KV Embalam feeder, the existing line has been recently replaced with the 7/4.09 ACSR conductor which is sufficient to cater the load of the feeder. Further, there is no damage found in the HT line.

4. Hearing was held on 26/08/2022. The Complainant called absent and set exparte. The Respondents were present. Notice for hearing along with reply Affidavit filed by the Respondents was sent to the Complainant by Registered post, was returned as 'unclaimed'. During the hearing, the Respondents have stated that the ground level has been raised by the residents including the Complainant's house in that area while constructing their houses and therefore, the HT lines seems to be low height from the ground level near the Complainant's house. This Forum directs the Respondents to issue notice to the Complainant to explain why he has raised the level under HT line. Further, the Respondents have stated that it is not technically possible to shift the existing HT line to the road side and it needs approximately 25 Nos. span length and in the proposed road there found to be big trees and residential houses. This Forum feels that the reasons stated above by the Respondents are reasonable and justifiable and therefore, the Complainant is not entitled to get any reliefs as prayed for in the complaint.

ORDER

- i. In view of the above, the Complaint is not allowed.
- ii. 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.

Dated at Puducherry on this the 6th day of September, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN