

BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM
(Under the Electricity Act, 2003)
PUDUCHERRY

PRESENT:

THIRU A.S. JITENDRA RAO, B. Tech., M.B.A.,
LICENSEE MEMBER

THIRU R. KRISHNAMURTHY, B.Com., LLB., PGDFL.,
JERC NOMINATED MEMBER

WEDNESDAY, THE 15th DAY OF JULY, 2020

CONSUMER CASE No.15/2020

Janashabdam Mahe Charitable Association,
Represented by Chalakara Purushu (Chairman),
No.408, I.K. Kumaran Road,
Mahe – 673 310.

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Complainant

Vs.

- 1) The Executive Engineer- SPM & Buildings,
Electricity Department,
Puducherry.
- 2) The Assistant Engineer,
Electricity Department,
Mahe.
- 3) The Junior Engineer,
Electricity Department,
Mahe.

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Respondents

This case in C.C. No.15/2020 came up before this Forum for Orders on 15/07/2020. After perusal of the records and Affidavit filed by both the parties, this Forum has delivered the following Order.

The case of the Complainant is as follows:

1. Janashabdam Mahe Charitable Association, represented by Chalakara Purushu (Chairman) has given a complaint during the public hearing conducted by this Forum on 28/02/2020 at Mahe. In the Complaint, the Association has given some general suggestions for the improvement of the performance of the Electricity Department such as extension of bill collection time, creation of another maintenance wing, providing fence to the existing transformer and to collect the removed poles from the road side and store them properly. Hence, the complaint.
2. Though there is no specific points, the complaint has been registered as C.C. No.15/2020 and a copy of the complaint has been handed over to the Assistant Engineer, Mahe on 28/02/2020. Notice has also been issued to furnish reply on or before 20/03/2020. The reply dated 26/03/2020 from the Assistant Engineer, Mahe was received.
3. In the reply the Assistant Engineer, Mahe had stated that UPS power has already been extended to the bill collection centres at Mahe. Extension of bill collection time and creation of separate maintenance wing will be taken up to Higher Authorities. Regarding fencing of transformers, the Assistant Engineer had informed that estimate has been prepared for fencing of 5 Transformers in Mahe and action will be taken on receipt of sanction and availability of funds.
4. The Assistant Engineer, Mahe had also stated that some welfare associations and NGOs have come forward to provide fencing to the transformer in their locations. The Assistant Engineer, Mahe had informed that the removed poles will be collected and brought back to the stores within a month.

5. Hearing could not be conducted due to restrictions in work due to the 'Lock Down' order imposed by the Government due to COVID 19. An e'mail was sent by this Forum to the Assistant Engineer, Mahe on 09/06/2020 to inform the latest position in the complaint. The Assistant Engineer, Mahe through his letter dated 01/07/2020 had stated that the work of transformer fencing will be taken up on receipt of funds and the Superintending Engineer has already been requested to provide sufficient funds under maintenance. The Assistant Engineer further stated that 50% of the deteriorated pole materials have already been removed from the road side and the balance will be completed by 31/08/2020 after receding of monsoon.

Observation: In the Tariff Order issued by the Hon'ble JERC for the year 2020-21, the Hon'ble Commission has provided an amount of Rs.9.69 crores towards repair and maintenance expenditure alone. The Department shall ensure to get the required funds for Mahe and non availability of funds could not be taken as excuse for not completing work like transformer fencing which is the major safety concern for the public.

ORDER

- i. In view of the above the Assistant Engineer Mahe is directed
 - a. To complete the transformer fencing work and ensure safety within 60 days from the date of this Order.
 - b. Shall complete the collection of removed poles by 31/08/2020 as intimated by the Assistant Engineer, Mahe in the revised affidavit.
 - c. Sufficient awareness may be created in the public to make use of online payment of current consumption charges in order to avoid increasing of collection centres and working hours.

- ii. Order is issued after perusal of records filed by both parties without conducting hearing as this Forum could not travel to outlying region of Mahe due to lock down imposed.' If the Complainant is having any issues, the Complainant may file, a Review Petition before this Forum within 30 days from the date of this Order
- iii. Thus the complaint is allowed to the extent indicated.
- iv. A Compliance report shall be submitted to this Forum on the action taken in this regard within 60 days.
- v. Non-compliance with the directions of Forum by the Licensee shall attract remedial action under Sections 142 and 146, read with Section 149 of the Electricity Act 2003.

Dated at Puducherry on this the 15th day of July 2020.

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER