

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

WEDNESDAY, THE 28TH DAY OF SEPTEMBER 2022

CONSUMER CASE No.152/2022

K. Thirunavukarasu,
No.58, Mulliamman Koil Street,
Thalatheru,
Karaikal.

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Complainant

Vs.

- 1) The Executive Engineer,
Electricity Department,
Karaikal.
- 2) The Assistant Engineer –Town II,
Electricity Department,
Karaikal.
- 3) The Junior Engineer- Town-North,
Electricity Department,
Karaikal.

....

Respondents

This case in C.C. No.152/2022 came up before this Forum for final hearing on 19/09/2022. 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 K. Thirunavukarasu, during the public interaction programme of this Forum held at Karaikal on 24/08/2022. In the complaint, the Complainant had stated that in Mulli Amman Koil Street, even though

there are three phase lines, one conductor found to be missing and only two phase lines are extended to the houses. The Complainant had requested for restoring 3 phase line at the earliest. Further, the strands in conductors in the two phase lines are found to be snapped and there is possibility of entire conductors snapped at any time causing danger to the residents. The Complainant prayed for rectification of damaged conductors at the earliest. Hence, the Complaint.

2. The complaint was registered as C.C. No.152/2022 on 24/08/2022 and copy of the complaint was handed over to the Executive Engineer, Karaikal and others to furnish reply by 05/09/2022. Reply received from the Respondents on 12/09/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 19/09/2022.

3. In the Affidavit dated 30/08/2022, the Assistant Engineer, Town -II / Respondent No.2 for himself and on behalf of Respondent No.1 and 3 had stated that, a petition has been received from K. Thirunavukkarasu requesting for replacement of damaged LT line. The location has been inspected and ACSR conductor has been strained and ensured that 3 phase 4 wire LT system at that portion on 29/08/2022. Further the weakened line conductor mentioned in the complaint has also been attended.

4. Hearing was held on 19/09/2022 at Karaikal. Both the Complainant and the Respondents were present. During the hearing, the Complainant stated that he is not satisfied with the action taken by the Department and the damaged strands in the conductor are still prevailing in some location. The Respondents were directed to carry out line patrolling and rectify the damaged conductor within a week and file a compliance report to this Forum along with a satisfaction letter received from the Complainant.

ORDER

- i. As discussed above, the Respondents are directed to conduct line patrolling of LT conductors and rectify the damages wherever exist, within one week and file a compliance report to this Forum 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 28th day of September, 2022

Sd/-
(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-
(T. GOPALAKRISHNAN)
CHAIRMAN