

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

PRESENT:

THIRU T. GOPALAKRISHNAN, B.E.,
CHAIRMAN

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

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

TUESDAY, THE 18TH DAY OF OCTOBER 2022

CONSUMER CASE No.157/2022

R. Ezhilarasan,
No.41, Nadtheru,
Poorananguppam,
Puducherry.

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Complainant

Vs.

- 1) The Executive Engineer, Rural-South O&M,
Electricity Department,
Puducherry
- 2) The Assistant Engineer – Bahour,
Electricity Department,
Puducherry.
- 3) The Junior Engineer- Thavalakuppam,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.157/2022 came up before this Forum for final hearing on 07/10/2022. 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. Ezhilarasan during the public interaction programme of this Forum held at Thavalakuppam Section, on 06/09/2022. In the complaint, the Complainant had stated that, there are 9 numbers of steel tubular posts and LT lines in his place which are in a deteriorated condition and may lead to accident at any point of time. After 'Thane' cyclone these poles are brought from Tamilnadu and erected on urgency basis. The height is less than 20 feet and there is heavy sag in the LT lines. As a result he was unable to cultivate in lands. The Complainant requested for replacement of poles. Hence, the Complaint.

2. The complaint was registered as C.C. No.157/2022 on 06/09/2022 and copy of the complaint handed over to the Executive Engineer, Rural (South) and others to furnish reply by 16/09/2022. Reply from the Assistant Engineer, Bahour/ Respondent No.2 was received on 19/09/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 07/10/2022.

3. In the Affidavit, the Assistant Engineer- Bahour/ Respondent No.2 filed for himself and on behalf of Respondent 1 and 3 had stated that, the Complainant area was inspected on 09/09/2022 and known that the area is fully agriculture portion. 24' Tubular poles were erected in the place of damaged poles during Thane cyclone 2011 for restoring power supply to the agriculture service. The erected poles are in good condition. Meanwhile, a proposal is prepared to replace the existing tubular RSJ poles and to replace the deteriorated / damaged conductor in that area. If any urgency is arising, sufficient poles are available in the nearby location. Further, in that location farmers are cultivating different kind of crops and there are standing crops growing. At present there is no way for transporting of material to the spot and not possible to take up the work due to growing crops. It may be harvested in the month of December 2022 or January 2023. The work will be taken up after harvesting of crops.

4. Hearing was held on 07/10/2022. The Complainant called absent. Respondents were present. During the hearing, this Forum had informed the Respondents, that the reply of the Respondent No.2 is not convincing as they have not given any definite solution to the problem. The Forum wanted to clarify whether the Department is going to change the poles or not? Whether, there is sag in the LT lines or not? The Assistant Engineer, Bahour replied that Tubular poles are concreted at the base and are already in deteriorated condition the LT lines are sagging. Further it is informed that since there are standing crops they cannot transport poles inside the agricultural lands. The Forum directed the Assistant Engineer, Bahour to discuss with the Petitioner and finalize the time frame for completing the work. The work should be completed by December 2022 and a copy of the report marked to this Forum.

Observation: Respondent No.2 admitted that the LT line sag is more which means that vertical clearance between line and ground is less than the stipulated in the statutory rules. The Department would have to take responsibility of any untoward incident happens in the area.

ORDER

- i. The Respondents are directed to complete the work of replacement of poles and restraining LT lines before 31st December 2022 and to furnish a compliance report to this Forum within 7 days 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 18th day of October, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN