

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

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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 8<sup>TH</sup> DAY OF NOVEMBER 2022

**CONSUMER CASE No.159/2022**

A. Sathiyaraj,  
No.14, Magathma Street,  
Sudhana Nagar,  
Nainarmandapam,  
Puducherry-5.

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Complainant

Vs.

- 1) The Executive Engineer, Urban O&M,  
Electricity Department,  
Puducherry
- 2) The Assistant Engineer –Marapalam,  
Electricity Department,  
Puducherry.
- 3) The Junior Engineer-Murungapakkam,  
Electricity Department,  
Puducherry.

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Respondents

This case in C.C. No.159/2022 came up before this Forum for final hearing on 31/10/2022. 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 A. Sathiyaraj during the Public Interaction Programme of this Forum held at Murungapakkam Section on 15/09/2022. In the

complaint, the Complainant had stated that in Sudhana Nagar Extension 1,2,3 and other places poles are erected before roads are laid properly. After laying of roads in all the places, the height of the pole got reduced. Because of this heavy vehicles are not able to pass through. Also, it is difficult to take Temple chariot during the festivals. The Complainant requested to increase the height of the poles. He has also stated that in First Street of Ezhumalaian Nagar the LT lines are at very low height and requested to rearrange the lines. Hence, the Complaint.

2. The complaint was registered as C.C. No.159/2022 on 15/09/2022 and copy of the complaint was handed over to the Executive Engineer, Urban O&M and others to furnish reply by 26/09/2022. Reply received from the Respondents belatedly on 14/10/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 31/10/2022.

3. In the Affidavit dated 14/10/2022, the Assistant Engineer, Marpalam / Respondent No.2 for himself and on behalf of Respondent No.1 and 3 had stated that, a scheme has been prepared and sent for sanction for replacement of shorten / damaged poles and damaged/ deteriorated ACSR conductors under RDSS project in the Murungapakkam O& M area. The work will be taken up immediately after sanction of the scheme.

5. Hearing was held on 31/09/2022. The Complainant called absent. Respondents were present. During the hearing, the Respondents were informed that the reply given was not satisfactory to this Forum. Getting the grant in RDSS Scheme is a long process and the consumer safety cannot be compromised till such time. The Complainant in his petition is covering almost entire area and it is difficult to rectify the defects in the entire area in one stretch. The Respondent No.2 has been directed to conduct thorough survey of the area and identify the poles with low height, deteriorated, causing inconvenience to the passage of heavy vehicles etc., and prioritize the area and take up the work. The Forum also suggested that the

Respondent to take up the work of increasing height of the existing poles by using cranes without replacement. The Forum also directed the Respondent No.2 to inspect Ezhumalayan Nagar and to restrain the sagging lines on priority to avoid any unwanted incident.

### ORDER

- i. As directed above the Respondents should start the work within 15 days from the date of this Order and prepare proposal, estimate where ever necessary and get sanction under the already existing scheme instead of waiting for RDSS project. A copy of the action taken programme be sent to this Forum within 15 days.
- ii. Thus the complaint is allowed to the extent indicated.
- 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](mailto: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 8<sup>th</sup> day of November, 2022

**Sd/-**

**(R. KRISHNAMURTHY)**  
**JERC NOMINATED MEMBER**

**Sd/-**

**(A.S. JITENDRA RAO)**  
**LICENSEE MEMBER**

**Sd/-**

**(T. GOPALAKRISHNAN)**  
**CHAIRMAN**