

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

WEDNESDAY, THE 9TH DAY OF NOVEMBER 2022

CONSUMER CASE No.160/2022

S. Sakthivel, Vice-President,
Durga Nagar Makkal Nalvazhvu Sangam,
No.28, Main Road,
Durga Nagar,
Kombakkam
Puducherry.

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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.160/2022 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 S. Sakthivel during the Public Interaction Programme of this Forum held at Murungapakkam Section on 15/09/2022. In the complaint, the Complainant had represented the complaints in the area and requested action to be taken which are listed below: i. In Kombakkam area power interruption is caused frequently; ii. Existing deteriorated poles are to be replaced; iii. In the Villianur Main Road the high mast lights are not burning which are to be rectified; iv. In Durga Nagar 1,2 and 4th cross HT lines are crossing over the residential areas which are to be shifted; v. In all the places street lights are not burning properly which are to be rectified; vi. In Durga Nagar, Middle Street Villianur road new transformer is to be erected; vii. Staff in Electricity Department are asking bribe to do any work; viii. In case of any complaint action should be taken promptly. Hence, the Complaint.

2. The complaint was registered as C.C. No.160/2022 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, (i) Power supply has been interrupted at the above mentioned area during the maintenance work / extension of new scheme work / strengthening of existing LT / HT system and maintenance works / Annual calibration works at sub-station. Otherwise the power supply will not be interrupted unnecessarily; (ii) The proposal has already been prepared and sent for sanction to erection of new Transformer / enhancement of existing transformer, replacement of shorten / damaged RCC poles and damaged / deteriorated ACSR conductors under RDSS Project in Murungapakkam area. The work will be taken up after sanction of the scheme. (iii)

Street lights at Durga Nagar and conversion of existing STL into LED in Murungapakkam area has been taken by Smart City Project team and work will be initiated shortly. During inspection rerouting of HT lines passes through residential area at Durga Nagar, objection has been raised by the local residents for shifting. A scheme will be prepared. (iv) The staff are strictly warned and in case of any violation action will be initiated.

5. Hearing was held on 31/09/2022. The Complainant called absent. Notice sent to the Complainant was returned as “not claimed”. Respondents were present. During the hearing, it was pointed out to the Respondents that the reply received are in general in nature and does not give any remedial solution immediately. Provision of new transformer shall be justified based on load demand and prevailing voltage. Further replacement of damaged pole, conductors should be properly inspected, list out and priority be given based on condition of damage. The Forum advised the Respondents to file additional Affidavit by 04/11/2022 indicating the above so as to monitor the progress of the work.

Observation: The RDSS project and Smart City Project are of general in nature and does not pin point the location where new transformer are to be erected or existing transformer to be enhanced. The reply of the Respondent is very casual in nature and does not accord any importance to the representation received from the residential welfare association. Further shifting of HT line passing over the Residential area is to be represented by affected people to consider the request on merit basis.

ORDER

- i. As discussed above, the Respondents are directed to make thorough study and prioritize the works based on the justification of demand and file additional Affidavit by 04/11/2022.
- ii. Thus the complaint is allowed to the extent discussed.

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.

Dated at Puducherry on this the 9th day of November, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN