

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

FRIDAY, THE 23RD DAY OF DECEMBER 2022

CONSUMER CASE No.178/2022

G.V. Muthuraman,
No.35, Kamarajar Salai,
Near Sri Jayaveera Bala Anjaneyar Koil,
Karaikal

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Complainant

Vs.

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

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Respondents

This case in C.C. No.178/2022 came up before this Forum for final hearing on 14/12/2022. 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 G.V. Muthuraman, during the public interaction programme of this Forum held at Civil Station, Karaikal on 15/11/2022.

In the complaint, the Complainant had stated that he is residing in the ground floor at No.35, Kamarajar Salai, Karaikal having policy No61-07-02-0116A. On 12/11/2022 there was huge power fluctuation in the electricity distribution causing heavy damage to the electrical gadgets. Staff from the Electricity Department has taken immediate steps on war footing measure to restore power on a temporary basis and provided open joints above ground level. Due to temporary completion of work, there is fluctuation in the power distribution to his house and to the houses in the neighbourhood. Labour contract has been given to M/s Karthiga Enterprises, to restore the power supply, as there is no sufficient staff in the Department to carry out the work. The Complainant requested that the exposed cable joint be replaced on permanent basis and the joint boxes be put inside the cable trench and the trench be closed. The Complainant prayed this Forum to issue necessary directions to the Respondents to carry out the work immediately. Hence, the Complaint.

2. The complaint was registered as C.C. No.178/2022 on 15/11/2022 and copy of the complaint was handed over to the Executive Engineer, Karaikal and others to furnish reply by 25/11/2022. Reply received from the Respondents on 01/12/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 14/12/2022 at Karaikal.

3. In the Affidavit dated 23/11/2022, the Assistant Engineer, Town-I/ Respondent No.2 for himself and on behalf of Respondent No.1 and 3 had stated that, the LT distribution cable leading to Kamarajar Salai between Pelecan Mudukku and Thomas Arul Junction has become fault on 12/11/2022 due to heavy rain. The cable fault was identified and supply restored temporarily with temporary joint due to heavy rain. After completion of rain, the defective cable has been replaced by new cable and supply restored permanently on 17/11/2022.

4. Hearing was held on 15/11/2022 at Karaikal. Both the Complainant and the Respondents were present. During the hearing the Complainant stated that the trench has not been closed due to which water from the drainage seeps inside the trench. The Respondents stated that due to drainage seepage restoration work is getting delayed; however the balance work will be completed within two to three days.

ORDER

i. The Respondents are directed to complete the work as assured, and on completion of the work, a compliance report shall be furnished to this Forum within a week afterwards.

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 23rd day of December, 2022

Sd/-
(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-
(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-
(T. GOPALAKRISHNAN)
CHAIRMAN