

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

THURSDAY, THE 22ND DAY OF DECEMBER 2022

CONSUMER CASE No.179/2022

A. Saravanan S/o
Arumugam,
No.29, Main Road,
Valathamangalam,
Karukangudi Post,
Thirunallar,
Karaikal

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Complainant

Vs.

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

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Respondents

This case in C.C. No.179/2022 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 A. Saravanan, on 15/11/2022. In the complaint, the Complainant had stated that he is having an agricultural land. He has erected bore well for the purpose of farming. In this regard he has requested the Department for electrical service connection. The Department officials had informed that they will inspect the land and will provide the service connection. However, after a lapse of one year no action was taken by the Department. Therefore, the Complainant prayed this Forum to issue necessary directions for extension of service connection to his bore well. Hence, the Complaint.

2. The complaint was registered as C.C. No.179/2022 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 25/11/2022 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, Rural / Respondent No.2 for himself and on behalf of Respondent No.1 had stated that, based on the application submitted by the petitioner, estimate has been prepared for extending power supply to Agricultural service. The tender has been called for execution of work, but the amount quoted by the lowest tenderer exceeds the estimated cost and this Department was not in a position to complete the work in time. Now the materials are available in the stores and the department is ready to take up the work. But the land through which the line has to be extended is under paddy cultivation and now in water logged condition. Hence the work can be completed only after completion of harvesting process which is expected in February 2023. Work will be completed within a fortnight after harvesting.

4. Hearing was held on 15/12/2022 at Karaikal. Both the Complainant and the Respondents were present. During the hearing the Complainant denied the pleading

of the Respondents that the agricultural field has standing crops hindering erection work. He further submitted that the proposed lines can be erected on the public road and his pump set building is near to the road side. The Respondents have assured that they will complete the work within 15 days after inspecting the site.

ORDER

- i. The Respondents are directed to complete the work as assured, within 15 days from the date of this Order and send a compliance report within 10 days 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 22nd day of December, 2022

Sd/-
(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

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

Sd/-
(T. GOPALAKRISHNAN)
CHAIRMAN