

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

MONDAY, THE 21st DAY OF MARCH 2022

CONSUMER CASE No.18/2022

Vasantharaja and Villagers of
Kurumbagaram,
Kannikovil Street,
Kurumbagaram,
Nedungadu,
Karaikal-609 603.

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Complainants

Vs.

1.The Executive Engineer,
Electricity Department,
Karaikal.

2.The Assistant Engineer-Rural,
Electricity Department,
Karaikal.

3. The Junior Engineer - Nedungadu,
Electricity Department,
Karaikal.

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Respondents

This case in C.C. No.18/2022 came up before this Forum for final hearing on 15/03/2022. 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 Vasantharaja and Villagers of Kurumbagaram during the camp sitting of this forum for public interaction in Nedungadu O&M Section on 15/02/2022. In the complaint, the Complainant stated that around 100 houses in their area are suffering from low voltage for the past 5 years. Poles were erected for transformer, but no further action has been taken. Due to low voltage electrical gadgets are getting affected. Their area is being neglected. Further electrical lines are in the sagging position due to which JCB, Tractors, Harvest equipment could not be used. The Villagers prayed this Forum to issue necessary orders to the Department to solve the above issue. Hence the complaint.
2. The Complaint was registered as consumer case No. 18/2022 and the copy of the complaint was handed over to the Respondents to furnish reply by 25/02/2022. On receipt of reply from the Respondents, the copy of the same was sent to the complainants and hearing was posted on 15/03/2022.
3. In the Affidavit dated 24/02/2022, Respondent No.2 on behalf of the Respondents No.1 and 3, stated that the site was inspected and observed that the existing LT line passes over the agricultural land are under cultivation. Hence it is not possible to restrain the existing low-lying line in the above land, until after harvest. The restraining work will be carried out within one month after harvest. The provision of new transformer will be carried out within two months.
4. The hearing was attended by both Complainants and Respondents during the camp hearing of the Forum held on 15/03/2022 at Nedungadu. During the hearing the Assistant Engineer, Rural had informed that due to cost escalation, the contractor left the work in the mid-way without completing the work. The Respondents were directed to carry out the work as committed within 2 months. The Respondents assured to carry out the work in full earnest and complete the work by 30/04/2022.

ORDER

- i. The Respondents are directed to complete the work as committed in the Affidavit within the time frame. A compliance report be sent to this Forum on completion of work before 15/05/2022.
- ii. Thus, the Complaint is allowed.
- iii. The Complainant is at liberty to prefer an appeal against this Order before the Ombudsman, Joint Electricity Regulatory Commission for the state of Goa and Union Territories, 3rd Floor, Plot No. 55-56, Pathkind Lab Building, Service Lane, Udyog Vihar, Phase IV, Sector -18 Gurugram, Haryana-122015 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 21st day of March, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN