

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 23RD DAY OF JANUARY 2023

CONSUMER CASE No.187/2022

Mellam Srinivasa Rao, President
DR. B.R. Ambedkar Dalita Rights Protection,
Youth Association,
Yanam-533464.

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Complainant

Vs.

- 1) The Executive Engineer, Cables & TTC,
Electricity Department,
Puducherry
- 2) The Assistant Engineer,
Electricity Department,
Yanam.
- 3) The Junior Engineer,
Electricity Department,
Yanam.

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Respondents

This case in C.C. No.187/2022 came up before this Forum for final hearing on 20/01/2023. 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 Mellam Srinivasa Rao, President, Dr. B.R. Ambedkar Dalita Rights Protection Youth Association, during camp sitting at Yanam

on 08/12/2022. In the complaint, the Complainant had stated that there are 191 SC farmers having 200 acres of cultivable land at Dariyalathippa. They are having water pond for their cultivable land for their livelihood. Some extent of way to their Society land only are covered with electrical polls and some were not covered. Hence, they are facing difficulties during night time and cultivation. The Complainant requested to lay 15 Nos. of electrical polls in their lands. The Complainant also stated that the electrical lines at Seetharama Nagar and Dariyalathippa were at low level and are touching vehicles which is dangerous to the general public. The Complainant therefore prayed this Forum to issue necessary directions to the Respondents to rectify the same. Hence, the Complaint.

2. The complaint was registered as C.C. No.187/2022 on 08/12/2022 and copy of the complaint was sent to the Executive Engineer, Cables & TTC and others to furnish reply by 19/12/2022. Reply received from the Respondents on 09/01/2023 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 20/01/2023.

3. In the Affidavit dated 09/01/2023, the Assistant Engineer, Yanam / Respondent No.2 for himself and on behalf of Respondents No.1 and 3 had stated that, the poor SC field labourers are cultivating agriculture lands allotted by the Government individually to many farmers. This Department already issued one number of agriculture service in favour of co-operative society for a connected load of 15 HP for water pumping from the adjacent canal to agriculture pond from which the water flows to the internal canals. From there the farmers are drawing water to their lands using diesel / petrol engines spending more money for lifting the water. Now the society is requesting this Department to lay 15 nos. of electrical poles into their lands to issue 5 nos. of agriculture service connections to them. Accordingly, this Sub-Division has issued 5 No.s of NSC applications to the farmers and requested them to submit the applications in full shape so as to process the applications which include erection of poles and extension of lines into the society lands Darialatippa.

Necessary schemes will be evolved on receipt of the applications from farmers. The Department has inspected the HT and LT lines passing along the Flood Bank road from Seetharam Nagar to Darialatippa where it is reported that the electrical lines are in very low level. During inspection it is noticed that, the existing HT and LT lines are sag is within the limits. However, necessary instructions have been given to cable TV operators to remove the low level cable wires hanging along the poles creating obstructions to the passengers / vehicles.

4. Hearing was held on 20/01/2023 at Puducherry through video conferencing. Both the Complainant and the Respondents were present. During the hearing, the Respondents stated that application for new service connection was issued and on receipt of duly filled application along with required documents, the service connection would be extended. The complainant had informed that new application for Agricultural service connection with required documents will be submitted in next week. The complainant was informed that department will have 45 days time from the date of the service connection application to erect LT lines and effect service connection. When asked about specific areas where there is more line sag causing problem to the public, the complainant had informed a specific place in Seetharama Nagar. The Junior Engineer – Yanam, had agreed to inspect the place immediately and will take necessary corrective action.

ORDER

- i. The Respondents are directed to process the new service connection on receipt of the application as per the provisions of Supply Code 2018 pertaining to Rural area i.e. within 45 days from the date of receipt of application in complete shape. The Respondents are also directed to rectify the sag on lines as assured.
- ii. Since the Complainant is satisfied on the action taken by the Respondents the Complaint is treated as closed.
- 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 23rd day of January, 2023

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN