

BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM  
(Under the Electricity Act, 2003)  
PUDUCHERRY

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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 25<sup>th</sup> DAY OF JANUARY 2023

**CONSUMER CASE No.191/2022**

G. Ganapathy,  
No.16, Eden Town,  
Akkaraivattam, Neravy,  
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 - Neravy,  
Electricity Department,  
Karaikal.

....

Respondents

This case in CC No.191/2022 came up before this Forum for final hearing on 19.01.2023. 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 G. Ganapathy during the public hearing held by CGRF at Karaikal on 14.12.2022. In the complaint, the Complainant had informed that there is 3 phase line near his house. The poles are located very far away and his service connection wire is running in adjacent land. Hence requested this Forum to issue direction to the department to erect a middle pole near to his house so as to tap service connection from that pole.
2. The complaint has been registered as C.C. No.191/2022 and notice served to Executive Engineer – Karaikal for giving reply by 26.12.2022.
3. Reply received from Respondent No.2 on 02.01.2023 and the same was sent to complainant and the case was posted for hearing on 19.01.2023.
4. In the reply filed by the Second Respondent i.e. Assistant Engineer – Town I, Karaikal, it is mentioned that the complainant's house is situated in Eden Town and is having single phase service connection with Policy No. AV. 582/A2. The service was effected on 13.08.2018. The span length between poles is 58 meters. The distance to his house from one pole is 32 meters and another pole is 28 meters. The length of service connection wire is normal and no need to provide middle pole. There is no sag in LT line. If the complainant agreed to pay supervision charges and GST, necessary estimate will be prepared to execute the work at complainant's cost.
5. The hearing was held on 19.01.2023 at Karaikal. The complainant did not attend hearing and Respondents were present. The Forum has informed the respondents that span length of 58 meters is more for LT 5 wire line and directed the department to measure the exact sag at middle point of line to prove their statement that there is no sag in LT line.

ORDER

- i. As directed, the department should measure sag of LT line at the middle point of the line and send report to this Forum within 7 days from the date of this order. If the vertical clearance is less than the clearance prescribed in CEA regulations, department shall immediately erect a middle pole at its own cost.
- ii. The complaint is allowed to the extent indicated.
- 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](mailto: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 25<sup>th</sup> day of January, 2023

**Sd/-**  
**(R. KRISHNAMURTHY)**  
**JERC NOMINATED MEMBER**

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

**Sd/-**  
**(T. GOPALAKRISHNAN)**  
**CHAIRMAN**