

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

TUESDAY, THE 14TH DAY OF MARCH 2023

CONSUMER CASE No.22/2023

V. Arul Arasu,
S/o Vengadesan,
No.57, South Street,
Bahour,
Puducherry -607 402

....

Complainant

Vs.

- 1) The Executive Engineer, Rural-South O&M,
Electricity Department,
Puducherry
- 2) The Assistant Engineer – Bahour,
Electricity Department,
Puducherry.
- 3) The Junior Engineer- Bahour,
Electricity Department,
Puducherry.

....

Respondents

This case in C.C. No.221/2023 came up before this Forum for final hearing on 08/03/2023. 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 V. Arul Arasu S/o Vengadesan during the Public Interaction Programme of this Forum held at Bahour on 25/01/2023. In the complaint, the Complainant had stated that power supply of five numbers of agriculture service connection of his family members have been damaged during 'Thane' cyclone, and from that time, re-connection was not given to the bore well which is owned by members of his family. The Complainant has requested to restrain the LT line and extend power supply to the agricultural service. Hence, the Complaint.
2. The complaint was registered as C.C. No.22/2023 on 25/01/2023 and copy of the complaint was handed over to the Executive Engineer, Rural (South) and others to furnish reply by 06/02/2023. Reply from the Assistant Engineer, Bahour/ Respondent No.2 was received on 15/02/2023 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 08/03/2023.
3. In the Affidavit dated 10/02/2023, the Assistant Engineer- Bahour/ Respondent No.2 filed for himself and on behalf of Respondent 1 and 3 had stated that, the applicant mentioned agriculture service connection location was inspected on 08/02/2023 along with the applicant and found that the existing agriculture service connection shed / bore well / tube well are fully collapsed condition. Reconnection of the existing agriculture service connection will be reconnected after completing the civil, electrical and bore well works. The applicant has agreed to get the service connection after completing the works.
4. Hearing was held on 08/03/2023. Both the Complainant and the Respondents were present. During the hearing, the Complainant stated that agriculture services are located on the river bed and due to non-availability of power supply, totally depending on the flow of water due to which harvest and livelihood is affected to some extent. The Respondents agreed that subsequent to Thane cyclone, the entire distribution system were badly damaged, which is rectified in a phased manner.

Since the bore well of the Complainant is in a damaged condition, notice issued by the Respondents to the Complainant to complete the wiring and inform the status to the Department for extending power supply. The Respondents were advised to extend power supply upto the terminal pole at the first instance and supply can be extended to motor shed of the Complainant after receiving the completion report from the Complainant.

ORDER

- i. The Complainant is directed to complete the re-wiring work and inform the same to the Respondents in writing alongwith the wiring completion report from registered electrical contractor as required.
- ii. The Respondents are directed to extend power supply upto the terminal pole at the first instance and supply to motor shed soon after receipt of re-wiring completion report from the Complainant based on the notice issued.
- iii. Thus, the complaint is allowed.
- iv. 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 14th day of March, 2023

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN