

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

WEDNESDAY, THE 8TH DAY OF MARCH 2023

CONSUMER CASE No.24/2023

R. Santhi,
No.11, Sundaram Nagar,
Kuppam,
Bahour Commune,
Puducherry -607 402

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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.

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Respondents

This case in C.C. No.24/2023 came up before this Forum for final hearing on 07/03/2023. 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 R. Santhi on behalf of the residents of Arunachalam Nagar and Sundaram Nagar during the Public Interaction Programme of this Forum held at Bahour on 25/01/2023. In the complaint, the Complainant had stated that they are living in the above mentioned location for more than 20 years. But there is only single phase line. Earlier they had given a representation to the Department for conversion of single phase to three phase line. But no action was taken so far. Further in their place there are poisonous snakes which are dangerous to the residents of the locality. Therefore, the Complainant prayed this Forum to issue directions to the Department to provide three phase LT line and street lights. Hence, the Complaint.

2. The complaint was registered as C.C. No.24/2023 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 07/03/2023.

3. In the Affidavit dated 07/02/2023, the Assistant Engineer- Bahour/ Respondent No.2 filed for himself and on behalf of Respondent 1 and 3 had stated that, the location was fully covered with trees. The line strengthening will be taken after clearing of tree branches. Tree clearance has to be done after obtaining permission from PWD / Forest Department. In the mean time a scheme is prepared for conversion of single phase to three phase LT line. There is no street light provision in that location. The street light will be provided after getting concurrence from Local Administration Department.

4. Hearing was held on 07/03/2023. Both the Complainant and the Respondents were present. During the hearing, the Forum expressed displeasure on the Affidavit filed by the Respondents as there is no time frame for completion of work. The Respondent No.2 had stated that there are huge trees under the LT line hampering the work of strengthening LT lines. This Forum advised to take up the matter with

PWD as the residents are affected. The Respondent No.1 assured to get in touch with PWD officials and get the trees cleared in time. The Respondent No.1 also assured to carry out the strengthening work to ensure quality of supply to consumers. The Complainant stated that due to absence of street lights much difficulties are being experienced. The Respondents committed to provide 7 Nos. of street lights at important locations to mitigate the problem in the first instance.

5. The Complainant also requested to provide LT feeder supply from nearby areas as presently feeding is through the agriculture lands. The Respondents also confirmed to change the feeder arrangement through residential areas and also committed to enhance the transformer capacity in due course of time.

ORDER

i. As committed by the Respondents, the work should be carried out within 15 days from the date of this Order and compliance report be sent to CGRF within 7 days after that.

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 8th day of March, 2023

Sd/-
(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

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

Sd/-
(T. GOPALAKRISHNAN)
CHAIRMAN