

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

FRIDAY, THE 10TH DAY OF MARCH 2023

CONSUMER CASE No.26/2023

K. Selvarasu @ Ramasamy,
Third Cross, Thirumalaivasan Nagar,
Opposite to Bharathi Govt. Hr. Sec. School,
Bahour,
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.26/2023 came up before this Forum for final hearing on 07/03/2023. 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 K. Selvarasu @ Ramasamy during the Public Interaction Programme of this Forum held at Bahour on 25/01/2023. In the complaint, the Complainant had stated that he is residing in the above mentioned address. The service connection given to his house is without stay line. There will be sparks when the wind blows through the hanging line. Since agricultural line was extended to the residential line, the voltage will be low when the agriculture motor is used. There is one flour mill opposite to his house. As and when the flour mill is working, the voltage fluctuates and the electrical gadgets got damaged. Therefore, the Complainant prays for rectification of the defects. He also brought to the notice that street lights are not burning in Bahour to Kuruvintham road. Hence, the Complaint.
2. The complaint was registered as C.C. No.26/2023 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 inspected along with the Junior Engineer, Bahour, and it is known that a scheme was operated for extension of domestic service connection standing in the name of Sousila W/o K. Selvarasu. The work was done as per standard norms. There is no LT line sagging in this area. No such complaint of electric sparking, low voltage, damage of home appliances so far. In this area single phase two wire line was stained, the voltage was measured in the consumer house is 225V at 18-30 hours on 06/02/2023
4. Hearing was held on 07/03/2023. The Complainant called absent and the Respondents were present. During the hearing, the Respondents submitted that the

LT line to Complainant's house comes through agricultural fields. During harvest, whenever tractor is used, the stay provided to pole is getting damaged and hence there is sag in the line. The Respondents further submitted that the Complainant is residing in a RCC building, and will try to provide 'A' type stay to reduce the line sag. This Forum suggested that a concrete base foundation to be provided to reduce the pole in order to avoid line sagging as a permanent measure.

ORDER

- i. As discussed above, the Respondents are directed to strengthen the pole with concrete base foundation 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 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 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 10th day of March, 2023

Sd/-
(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

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

Sd/-
(T. GOPALAKRISHNAN)
CHAIRMAN