

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

PRESENT:

THIRU A.S. JITENDRA RAO, B. Tech., M.B.A.,
CHAIRMAN I/C AND LICENSEE MEMBER

THIRU R. KRISHNAMURTHY, B.Com., LLB., PGDFL.,
JERC NOMINATED MEMBER

THURSDAY, THE 30TH DAY OF JULY, 2020

CONSUMER CASE No.31/2020

V. Ravi,
No.14, Third Cross,
Thamizhthai Nagar,
Vanarapet,
Puducherry - 605001

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Complainant

Vs.

- 1) The Executive Engineer- Urban, O & M,
Electricity Department,
Puducherry.
- 2) The Assistant Executive Engineer – Town –I,
Electricity Department,
Puducherry.
- 3) The Junior Engineer, Town – South Central,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.31/2020 came up before this Forum for final hearing on 30.07.2020. 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 has been received from Thiru V. Ravi on 23/07/2020. In the Complaint he has mentioned that his service connection was deliberately disconnected by the neighbour and when the department officials were reconnecting the service connection wires, it was again removed by the neighbour in the presence of the officials and inspite of his repeated letters to the Department no action was taken for giving power supply. Hence the complaint.
2. Since this is a priority case, where the power connection needs to be reconnected, Notice for conciliation was issued on 24/07/2020 to the Complainant and Respondents to attend Conciliation on 30/07/2020 with relevant records to settle the disputes through negotiation.
3. Counselling was done on 30/07/2020. During the Counselling the Complainant had again reiterated that the service connection was disconnected deliberately causing inconvenience and he is not having power supply from 14/07/2020. He had further added that he had given a police complaint on 17/07/2020 about the incident.
4. From the Department side, it was informed by the Junior Engineer that service wires for 3 to 4 services are going in a single pipe at present. Though there is a separate service connection pipe with wire given to the complainant meter board, the Complainant had not allowed the department officials to connect the service connection wire and insisted upon to have service through old service connection wire which was objected to by the other party. It is further informed by the Junior Engineer that all the meters of the Complainant are in a dangling condition and also shown photographs in support of his claim.

ORDER

After hearing both sides it is ordered that:

- i. The Complainant shall fix the meters properly under the supervision of the department officials by 31/07/2020 afternoon and inform the Department and thereafter the Department shall reconnect the power through the separate service connection pipe which is already existing for the service of the Complainant.
- ii. The Department shall also file a Complaint with the Police Department under Section 140 of Electricity Act 2003 for the damages to the service connection wires. Upon the receipt of the report from the Police, the Department shall take action to recover fine as contemplated under Section 140 of the Electricity Act 2003.
- iii. Both the parties have agreed to for the arrangements.
- iv. Thus the Complaint is allowed to the extent indicated.
- v. A Respondent shall file a Compliance report by 5th August 2020.
- vi. Non-compliance with the directions of Forum by the Licensee shall attract remedial action under Sections 142 and 146, read with Section 149 of the Electricity Act 2003.

Dated at Puducherry on this the 30th day of July 2020.

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
CHAIRMAN I/C &
LICENSEE MEMBER