

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 10TH DAY OF SEPTEMBER 2020

CONSUMER CASE No.33/2020

G. Shanthi,
No. 38, Vellawari Street,
Delarshpet,
Puducherry - 605009

....

Complainant

Communication Address:
No.75, Thillai Maistry Street,
Puducherry – 605 001.

Vs.

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

....

Respondents

This case in C.C. No.33/2020 came up before this Forum for final hearing on 03.09.2020. 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 Tmt. G. Shanthi on 06/08/2020. In the Complaint she had mentioned that she sought for a new service connection in her own property located at Thilaspeth, Puducherry. She had submitted application on 10/03/2020 in the Office of the Assistant Engineer, Lawspeth and they have not taken any action for service connection. On repeated approach to the Assistant Engineer, Lawspeth, she has been directed to go to the Office of the Junior Engineer, Gorimedu for further action. But the Junior Engineer, Gorimedu behaved irresponsibly and not given proper reply. She was told that, there are two services in her name in front portion of the land and new service connection will be given only after cancellation of those two service connections. Accordingly She has once again approached Office of the Assistant Engineer on 23/07/2020 with the cancellation letter. They have refused to receive the letter and hence requested to direct the Electricity Department to effect new service connection. Hence the complaint.

2. The complaint has been registered as C.C. No.33/2020 and notices have been sent to the Respondents on 07/08/2020 to submit reply on or before 17/08/2020. The Respondents have given reply on 20/08/2020.

3. In the reply the Assistant Engineer had stated that on inspection of the premises it was observed that the service connections bearing Policy No. a)21-53-02-0176A/A2 & b)21-53-02-0177/A2 are in the name of Tmt. Santhi and one service connection was Policy No.21-53-02-0176/A2 in the name of Thiru. Perumal are existing at No.38 Drowbathiamman Koil Street, which belongs to Thiru. Perumal. All the above three services are being utilised for ground floor and first floor (Portion 1&2) belonging to Thiru. Perumal.

4. The Assistant Engineer further stated that it was observed that there is no service connection existing in the property to Tmt. Santhi and the power supply is extended from the service connections existing in the premises belong to Thiru. Perumal to the premises belonging to Tmt. Santhi.

5. The Assistant Engineer further stated that the service connection bearing Policy No. a)21-53-02-0176A/A2 and b)21-53-02-0177/A2 held in the name of Thiru. Perumal has been name transferred in favour of Tmt. Santhi erroneously by oversight. Hence an order was issued vide office No.722/ED/AE/Lawspet/F.03/2020-2021 dated 17/08/2020 cancelling the earlier Name transfer Order issued in respect of the service connection bearing Policy a)21-53-02-0176A/A2. & b)21-53-02-0177/A2. in favour of Tmt Santhi. The Assistant Engineer has submitted copy of cancellation order.

6. The Assistant Engineer further states that the application seeking new service connection in the name of Tmt. Santhi at No. Vellavariveethi, Delarshpet will be entertained and processed for effecting service connection shortly.

7. The Assistant Engineer, Lawspet had informed that the application received in March 2020 was not processed due to the disturbance of work in the Office caused by COVID 19. He had further stated that effecting service connection in the name of Tmt. Santhi will be done within the time stipulated in Supply Code 2018.

OBSERVATION: (i) It is observed that no acknowledgement was given to the applicant on receipt of the application and the application is yet to be registered in the Office of the Assistant Engineer, Lawspet and the application is still with the Assistant Engineer, Lawspet. It shows that the time stipulated in the Supply Code 2018 for processing new application is totally ignored.

(ii) A delay of five months to process due to COVID 19 is not acceptable as no office was shut down completely during this period and also the power distribution being essential service has been exempted right from beginning of the restrictions.

ORDER

- (i) Though the application is yet to be registered the Department shall start the procedure as defined in Supply Code 2018 with immediate effect and directed to arrange to provide supply within 24 days as stipulated in Para 5.5.2 of Supply Code 2018 from the date of this Order.
- (ii) The Assistant Engineer shall file a Compliance Report after completion of work within the period.
- (iii) The Complainant is directed to complete all the technical work and pay the deposit in time and co-operate with the Department to effect new service connection within the stipulated time.
- (iv) If the service connection is not effected within the time frame given, the Complainant may inform this Forum again to initiate further proceeding.
- (v) Thus the Complaint is allowed.
- (vi) The Complainant is at liberty to prefer an appeal against this Order before the Ombudsman, Joint Electricity Regulatory Commission for the state of Goa and Union Territories, 3rd and 4th Floor, Plot No. 55-56, Pathkind Lab Building, Sector -18, Udyog Vihar, Phase IV Gurugram, (122015) Haryana within 30 days from the date of this Order under intimation to this Forum and the Respondents.
- (vii) 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 September 2020.

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

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