

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 24<sup>TH</sup> DAY OF MARCH 2023

**CONSUMER CASE No.37/2023**

K. Padmanaban, President  
Puducherry Subbaiyah Nagar Welfare Association,  
Subbiah Nagar,  
Thattanchavady,  
Puducherry.

....

Complainant

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.37/2023 came up before this Forum for final hearing on 15/03/2023. 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 K. Padmanaban, President, Puducherry Subbiah Nagar Wefare Association, during the Public Interaction Programme of this Forum held at Lawspet on 02/02/2023. In the complaint, the Complainant had stated that the cables in their area were laid nearly 40 years back, when there were nearly 50 houses in the area. Now more than 250 houses have been constructed. As a result, the demand for power had gone up. The old cables are not able to cater full power supply. Electrical cables are getting damaged resulting in interruption. Hence, in order to solve the problem, the Complainant prayed this Forum for issue of directions to the Respondents for laying of new higher size cables in their area to find permanent solutions. Hence, the Complaint.

2. The complaint was registered as C.C. No.37/2023 on 02/02/2023 and copy of the complaint was handed over to the Executive Engineer, Rural (North) and others to furnish reply by 13/02/2023. The Respondent No.2 requested additional time to furnish reply till 17/02/2023. Replies from the Respondents were received on 03/03/2023 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 15/03/2023.

3. In the Affidavit dated 17/02/2023, the Assistant Engineer, Lawspet, / Respondent No.2 for himself and on behalf of Respondent 1 and 3 had stated that, Subbiah Nagar area feeding 2 Nos. of Distribution Transformers namely Subbiah Nagar SS-I 200 KVA and Subbiah Nagar SS-II 200 KVA transformer consists more than 620 consumers. The Subbiah Nagar area was totally more than 16 streets. The survey works has started in that area. Necessary estimate will be prepared within a period of 2 months. After preparation of estimates the same will be sent for Government sanction.

4. Hearing was held on 15/03/2023. Both the Complainant and the Respondents were present. During the hearing the Complainant have reiterated their problem and expressed their suffering from frequent cable problem for more than 7 years and they

have moved to several offices for solution to the problem. But till date there is no improvement in the work. The Forum had asked the Respondent why action has not been taken earlier when the Department is also aware of the problem. The Respondent had stated that survey has been conducted and necessary estimate will be prepared in 2 months time. The Forum is not satisfied with the reply given by the Respondent No.2 and directed the Respondent No.1 to be present in the afternoon at 4 PM and the case was adjourned to 4 PM. In the afternoon the Forum asked the Respondent No.1 to give specific time frame for completing the work. The Respondent No.1 has expressed that specific time frame could not be given as the work involved is huge and estimated cost will be more. The Forum is not satisfied with the reply and directed Respondent No.1 to get the estimate ready in phased manner within 15 days and after completing other formalities, the ground work should be started in 3 months time. The work should be completed before 30/09/2023. The Respondents should take up the matter with the higher officials for getting the budget allocations for completing the work as specified above.

Observation: The Department has provided the amount for depreciation in the tariff Petition. It is not out of way to point out that in the Tariff Order for the year 2022-23, the Hon'ble JERC had sanctioned an amount of Rs. 36.6 crores towards depreciation and the Department in the Tariff application for 2023-24 had sought an amount of Rs.38.98 crores. These are not smaller amounts since there is no separate sub-head in the budget provisions of the Government, this amount is not separately provided in the budget. As the Depreciation is meant only for replacement of old / damaged electrical equipments, cables etc., The Department should take up with the higher authorities in the Government and get necessary allocation of funds for works similar to present one. Since the consumer is paying depreciation amount also as a part of tariff, he has got every right to demand for better infrastructure facilities and the Department is bound to provide the same in fixed time frame in order to increase the satisfaction level of the consumer service rendered.

ORDER

- i. The Respondents are directed to take up the work as per the time schedule prescribed above and furnish progress report every month till the work is done completely.
- ii. Thus 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](mailto: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 24<sup>th</sup> day of March, 2023

**(R. KRISHNAMURTHY)**  
**JERC NOMINATED MEMBER**

**(A.S. JITENDRA RAO)**  
**LICENSEE MEMBER**

**(T. GOPALAKRISHNAN)**  
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