

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

MONDAY, THE 9th DAY OF May 2022

CONSUMER CASE No.38/2022

V. Poobalan,
S/o Venkatarakrishnan,
Therku Theru,
Nonanguppam,
Ariyankuppam,
Puducherry 605007

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Complainant

Vs.

- 1) The Executive Engineer Rural-South (O&M),
Electricity Department,
Puducherry
- 2) The Assistant Executive Engineer –Rural (South)
Electricity Department,
Puducherry.
- 3) The Junior Engineer- Ariyankuppam,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.38/2022 came up before this Forum for final hearing on 22/04/2022. 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 V. Poobalan during the public interaction programme of this Forum held at Ariyankuppam Section on 25/03/2022. In the complaint, the Complainant had stated that HT lines are passing in the narrow street. Due to this in Nonankuppam area, loss of lives had happened in the past. These lines are to be shifted to the side of the bed dam. Further, most of the streets there are only single -phase line which is to be converted into three-phase. In some places the conductors are very old due to which low voltage is occurring. In Nonanguppam area all the lamp posts, are to be properly fixed with street light fittings as presently some of the poles there are no street lights clamps. The Complainant requested to take action at the earliest. Hence, the Complaint.

2. The complaint was registered as C.C. No.38/2022 on 25/03/2022 and copy of the Complaint handed over to the Executive Engineer, Rural(South) and others to furnish reply by 04/04/2022. The Assistant Executive Engineer, (Rural-South) filed his reply on 04/04/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 22/04/2022.

3. In the Affidavit dated 04/04/2022, the Assistant Executive Engineer-Rural-South / Respondent No.2 had stated that, the necessity of the conversion of existing single phase three wire line into three phase five wire line was studied and concluded that conversion of the existing single phase three wire into three phase five wire line needs the following streets only. In this connection, estimate has been prepared and the work will be completed within a month.

- i. Thirisooli Street,
- ii. Therku Theru,
- iii Aathangarai Street

4. The Respondent No.2 further stated that the old damaged distribution LT line has been replaced with new LT line at the Pillaiyar Koil Street on 28/04/2022. The estimate for providing new street lights at Nonankuppam village is under preparation.

The details of amount to be paid to the Department will be communicated to the Office of the Ariyankuppam Commune Panhayat within a week time. The work will be taken up after payment of estimated amount.

4. Hearing was held on 22/04/2022. Both the Complainant and Respondents were present. During the hearing the Assistant Executive Engineer, (Rural) mentioned that action will be taken to shift existing 22 KV line passing through Aatrangarai Street and all the work have been completed except Straining of HT line. The Respondents assured that the work will be completed within 2 weeks. The Respondents have been directed to complete the work as committed and file additional Affidavit within a week time. The Complainant expressed satisfaction on the work done by the Department based on his representation.

ORDER

- i. Since the Complainant expressed satisfaction on the action taken by the Department the complaint is treated as closed.
- ii. The Respondents are directed to file additional Affidavit after completion of work within 15 days from the date of this Order.
- iii. 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 09th day of May, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN