

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

TUESDAY, THE 12TH DAY OF JANUARY 2021

CONSUMER CASE No.45/2020

G. Rajendiran,
S/o Govindasamy Nadar,
No.28, Subburaya Mudaliar Street,
Karaikal.

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Complainant

Vs.

- 1) The Executive Engineer,
Electricity Department,
Karaikal.
- 2) The Assistant Engineer – Rural,
Electricity Department,
Karaikal.
- 3) The Junior Engineer, Thirunallar,
Electricity Department,
Karaikal.

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Respondents

This case in C.C. No.45/2020 came up before this Forum for final hearing on 08.01.2021. 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 has been received from Thiru G. Rajendiran during the Public Grievances Meeting CGRF held on 20/10/2020 at Karaikal. In the Complaint, the Complainant had informed that he is having agricultural service KPM 24D which was availed in the year 2003. In the same place there are two bores of 30 feet and 50 feet are existing. Even at the level of 400 to 600 feet depth salty water is coming which is not suitable for agriculture purpose. From that year onwards he has taking water from the Nandalar River which is 200 meters and canal which is 15 meters and a pond of 25 meters. He has laid underground cable for this purpose. The present Assistant Engineer and Junior Engineer have disconnected his services on the grounds that he is taking water from river, canal and pond. They have taken the disconnected wire of length 200 x 3 totalling 600 meters along with them after disconnection. In spite of repeated applications to the higher officials, service was not effected. For giving temporary service, the Department has collected Rs.6,875/- at one time and Rs.9,785/- at another time totalling to Rs.16,660/-. But still the temporary service was not effected. Because of this 58 acres of land is lying idle without any cultivation and request to give directions to the concerned either to refund the amount paid or to give service connection. Hence the complaint.

2. The complaint has been registered as case C.C. No.45/2020 on 20/10/2020 and copy of the petition given to the Executive Engineer, Karaikal to furnish reply by 02/11/2020. The reply from the Respondent was received on 23/11/2020.

3. In the reply the Respondent stated that the individual had applied for Temporary connection on two spells from 29/10/2015 to 04/11/2015 and for another period 15/05/2017 to 25/09/2017, by paying an amount of Rs.2,675/- and Rs.4,200/-, respectively. The Complainant did not avail temporary service in the first period but had availed during the second period. The amount of Rs.9,785/- is the arrears which he had paid for regular agricultural service and not for temporary connection.

4. Hearing was conducted on 03/12/2020 at Karaikal. During the hearing, the Complainant had raised new issue that, inspite of payment of arrears the regular agricultural service is under disconnection and not having any power and hence he had requested for restoration of power supply with immediate effect and he had also alleged that there is no unauthorised extension from agricultural service as pointed out by the Department.

5. Since new issue has cropped up, the Department was asked to file additional Affidavit giving reply to all the points raised. The additional Affidavit was received on 17/12/2020. In the additional Affidavit the Respondent No.2 had mentioned that power supply is available upto the pole outside the motor shed and also furnished the reading and the meter details of the temporary connection availed by the Complainant.

6. The case was again heard on 08/01/2021 at Karaikal and during the hearing the Complainant reiterated that he is interested in getting reconnection of regular power and not getting refund of the amount paid for temporary connection.

ORDER

i. The Electricity Department was directed to extend power supply upto the point of supply of the consumer under the agricultural service and to file a compliance report within 10 days with supporting photographs. If there are any unauthorised extension as informed by the Department, the Department is at liberty to take action as per the provisions available in the Supply Code 2018 of JERC.

ii. The Department shall also arrange to refund the extra amount available under temporary connection at the earliest.

iii. The Complainant is also directed not to extend power from agricultural service to any other areas unauthorisedly.

- iv. Thus the Complaint is allowed to the extent indicated.
- v. 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 Floor, Plot No. 55-56, Pathkind Lab Building, Service Lane, Udyog Vihar, Phase IV, Sector -18 Gurugram, (122015) Haryana within 30 days from the date of this Order under intimation to this Forum and the Respondents.
- vi. 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 12th day of January 2021.

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

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