

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

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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 20<sup>th</sup> DAY OF MARCH 2023

**CONSUMER CASE No. 48/2023**

A. Arivazhavan,  
18-A, Thottakkal Street,  
Karamanikuppam,  
Puducherry

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Complainant

Vs.

- 1) The Executive Engineer- Urban  
Electricity Department,  
Puducherry.
- 2) The Assistant Engineer -Marapalam,  
Electricity Department,  
Puducherry.
- 3) The Junior Engineer –Town-West,  
Electricity Department,  
Puducherry.

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Respondents

The case of the complainant is as follows.

A Complaint was received from A. Arivazhagan, Puducherry on 17/02/2023. In the complaint, the Complainant had stated that a new reception hall was constructed by his brother and his wife at No.95, Point care Street, Puducherry. A power of attorney for getting new service connection was given to the Complainant. Temporary service was extended to the above construction

with effect from May 2021. He has tried to apply for permanent service during May 2022. However, due to strike announced by the Department he was not able to submit the application. The application was given by August 2022 vide application No.14 dated 01/08/2022. The service connection was not extended by the Department till date. He had approached the Assistant Engineer and Executive Engineer for extending of service connection. During the month of September 2022, application for additional service for commercial purpose in the third floor and domestic purpose in the fourth floor was given vide application No.73/A2 dated 21/09/2022 and 24/A1 dated 21/09/2022. An estimate for Rs.5,50,000/- was given for executing the work with the registered electrical contractor as advised by the Junior Engineer. However, the Complainant entrusted the work to another registered electrical contractor who has quoted Rs.1,64,000/-. He alleged that due to this, there was undue delay in extending service connection by the Department. Therefore, the Complainant prayed this Forum for issue of necessary directions to the Respondents for extension of new service connection. Hence the complaint.

2. The complaint has been registered as C.C. No.48/2023 and copy of the complaint was sent to the Executive Engineer –Urban and others for giving reply by 03.03.2023. Reply filed by the Respondent No.2 /Assistant Engineer, Marapalam 08/03/2023 and a copy of the same was communicated to the Complainant.

3. In the Affidavit dated 06/03/2023 the Assistant Engineer, Marapalam / Respondent No.2 stated that the application from Thiru Anbazhgan Aboorvam for a connected load of 66,240KW was received on 02/08/2022. It was informed that the service connection can be effected only after enhancement of the existing distribution transformer from 200KVA to 315KVA and accordingly the estimate was prepared and

sent vide letter dated 22/08/2022. Sanction was received on 21/12/2022. Simultaneously, since this exceeds 30 KW of power, the associated LT cable works have to be carried out by the consumer and accordingly, an estimate was prepared and got approved. Following which the consumer was advised to execute the work of LT cable laying work from existing distribution transformer to the new pillar for extension of service vide letter dated 05/10/2022. In the mean time, though obtaining technical sanction and work order may take time, transformer was obtained on hand receipt after getting necessary permission and erected on 21/02/2023. The completion report from the individual was not received until 23/02/2023. Upon intervention by the Executive Engineer O&M under whose instructions the matter was expedited and it was ensured that the supply to the consumer was given at the earliest possible time.

4. In the mean time, the Complainant through his letter dated 07/03/2023 informed this Forum to withdraw his complaint since the Department has initiated action for extension of new service connection and he was satisfied with the action by the Department.

### ORDER

In view of the submission made by the Complainant above, the complaint is closed as withdrawn.

Dated at Puducherry on this the 20<sup>th</sup> day of March, 2023

**Sd/-**  
**(R. KRISHNAMURTHY)**  
**JERC NOMINATED MEMBER**

**Sd/-**  
**(A.S. JITENDRA RAO)**  
**LICENSEE MEMBER**

**Sd/-**  
**(T. GOPALAKRISHNAN)**  
**CHAIRMAN**