

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

PRESENT:

THIRU T. GOPALAKRISHNAN, B.E.,
CHAIRMAN

THIRU R. KRISHNAMURTHY, B.Com., LLB., PGDFL.,
JERC NOMINATED MEMBER

MONDAY, THE 10TH DAY OF APRIL 2023

CONSUMER CASE No. 52/2023

S.S. Ramachandiran,
No.12, Third Cross,
Vivekanandha Nagar,
Boomianpet,
Puducherry.

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Complainant

Vs.

- 1) The Executive Engineer Rural(North),
Electricity Department,
Puducherry.
- 2) The Assistant Engineer -Boomianpet,
Electricity Department,
Puducherry.
- 3) The Junior Engineer – Boomianpet,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.52/2023 came up before this Forum for final hearing on 03/04/2023. 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.

A Complaint was received from S.S. Ramachandiran, and on behalf of the residents of Vivekanadha Nagar on 22/03/2023. In the complaint, in brief the Complainant had stated that the third cross of the Vivekanandha Nagar residents are suffering due to poor and faulty underground cables for more than 2 years which is causing frequent power supply issues like voltage fluctuation and hence damage to the appliances. The Complainant raised the issue to the Department many times to rectify the fault. A short circuit followed by the spark, smoke and bursting have been witnessed by them. But the officials from the Department attend these complaints only after two to three days and charged the Residents exorbitantly every time for rectification. The Complainant met Junior Engineer, Boomianpet many times for rectification. After that they have met the Assistant Engineer, twice with the complaint. Finally the Complainant met the Executive Engineer, Rural(North) twice and explained the problem, but till date no action was taken at field level. Therefore, the Complainant prayed this Forum to issue necessary directions to the Respondents to rectify the defects at the earliest. Hence the complaint.

2. The complaint has been registered as C.C. No.52/2023 on 03/03/2023 and copy of the complaint was sent to the Executive Engineer –Rural (North) and others for giving reply by 16.03.2023. Respondents filed Affidavit on 20/03/2023 and a copy of the same was communicated to the Complainant and the case was posted for hearing. The Complainant requested to post the case in April 2023 as they are not in a position to attend the case till March 2023 end. Hence the case was rescheduled on 03/04/2023.

3. In the Affidavit dated 17/02/2023, the Assistant Engineer, Boomianpet / Respondent No.2 for himself and on behalf of Respondent No.1 and 4 has stated that the Complainant has made complaint of voltage fluctuation due to faulty UG

cable and exposed condition of cable in 3rd cross of Vivekanandha Nagar, Puducherry. The underground cable was provided about 3 decades ago. Due to steep rise in the loads subsequent to the developments of residential multi-storeyed building, the rating of the cable is not capable of carrying the load current and the cable became faulty in 3rd cross, Vivekanandha Nagar. Because of the cable fault the power supply to the apartment Door No.12 was extended on overhead system and the power supply to the resident at Door No.8 and 10 has been given by tapping the supply from the cable by means of weather proof wire. The Complainant reported vide letter dated 21/01/2023 that they are suffering due to poor and faulty UG cable issue and causing frequent power supply issues, interruption, voltage fluctuation and damage to their appliances. The site was inspected jointly with the area Line Man and advised to extend the overhead lines from Vivekanandha Nagar main road to the 3rd cross by extension of pole lines(2 spans). Since the roads were newly re-laid, road cutting permission will not be accorded immediately for attending cable fault / replacement of cable. The work was programmed and started to dig out the pit on 24/02/2023. But the area Line Man reported that one of the Complainants S.S. Ramachandiran have protested to carry out the work since they have filed a complaint in the Hon'ble Forum. The Junior Engineer has inspected the premises on 14/03/2023 and measured the voltages at point of supply of consumers bearing Door No.8 and 12 and furnished the photos. It seems that the voltages at consumer end is within the prescribed limits and there is no low voltage / fluctuation complainant. However, all the complaints of the complainant will be eradicated by extension of overhead line system to the 3rd cross of Vivekanandha Nagar.

4. Hearing was held on 03/04/2023. Both the Complainant and the Respondents were present. At the time of hearing, a rejoinder was submitted by the Complainant. The Complainant stated that the underground cable were laid 3 decades ago and due to poor condition of the cables and due to ageing an estimate has to be prepared for upgrading the UG cable system. The Department did not take

immediate action for rectification of defects in time. Further to his letter dated 27/02/2023, to the CGRF, they tried to meet the Respondent No.1 with the letter. They are not able to meet him due to his non-availability. But the Personal assistant of the Respondent No.1 treated them respectfully by offering a seat and listening to their issues with concern. They were assured that the issue will be escalated to the first Respondent. Since nothing happened, they have given a complaint to the CGRF and acknowledged. Further, the Line Man initiating any work on 24/02/2023, which is alleged to have been prevented by them is false and baseless.

5. Further the Complainant stated that the Official from the Electricity Department can visit the premises for periodical meter reading. As per this issue, they have approached the CGRF, it amounts to trespassing in their premises by the Department officials in their absence. They are not informed about the visit of the officials in any way. This becomes a valid reason for trespassing and loss of their belongings. Further the Complainant stated that the doors of the pillar box in the Extension of First cross is found missing and the live parts are exposed. They want immediate rectification in view of the safety aspect, as there was a school located nearby. The Complainant wanted definite time frame for rectification of the complaint raised.

6. The Respondents submitted that they are ready to attend to the complaint within 15 days and erect overhead line in 3rd Cross of Vivekanandha Nagar. Further, additional time is required to rectify the pillar box and raise the foundation level to avoid water logging during heavy rains. The Respondents also accepted on the time frame requested to carry out the overhead line within 15 days. Further the Complainant requested that the pillar box may be raised before rainy season to avoid any interruption due to water logging.

ORDER

- i. As committed by the Respondents, the work of erecting overhead line in the 3rd cross of Vivekanandha Nagar should be completed within 15 days from the date of this Order.
- ii. In view of safety to the school children, the Respondents are also directed to rectify the pillar box and provide doors within 15 days.
- iii. The Respondents are also directed to raise the level of the pillar box within 3 months from the date of this Order and a compliance report shall be sent to this Forum within 7 days after completion of the work.
- iv. Thus the complaint is allowed.
- v. 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 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 10th day of April, 2023

Sd/-
(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-
(T. GOPALAKRISHNAN)
CHAIRMAN