

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 24TH DAY OF APRIL 2023

CONSUMER CASE No. 58/2023

Devipriya,
Abdul Kalam Nagar,
Kamaraj Nagar (Northpet)
Neravy,
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 – Neravy,
Electricity Department,
Karaikal.

....

Respondents

This case in CC No.58/2023 came up before this Forum for final hearing on 12.04.2023. 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.

1. A Complaint was received from Devipriya during the public hearing held by this Forum at Nedungadu O&M, Karaikal on 16.03.2023. In the complaint, the

Complainant had stated that, stated that she had applied for new service connection 6 months back. The Department came for inspection and informed that the existing lines are located far away and hence asked to erect middle pole. The Complainant stated that she is economically weaker and there are 2 kids aged 4 and 6 years. Due to absence of power supply they are subjected to insect bite. In view of the difficulties, the Complainant prayed this Forum to issue necessary directions to the Respondents to effect new service connection at the earliest. Hence the complaint.

2. The complaint has been registered as C.C. No.58/2023 and copy of the complaint was handed over to the Executive Engineer – Karaikal for giving reply by 27.03.2023. Reply received from Respondent No.2 on 03.04.2023 and the same was communicated to the Complainant. The case was posted for hearing on 12/04/2023 at Karaikal.

3. In the reply filed by the Second Respondent i.e. the Assistant Engineer, Rural, Electricity Department, Karaikal, on behalf of himself and for Respondent No.1 and 3, had stated that one application seeking for domestic service connection has been received from Tmt. Devipriya on 08/02/2023 vide application No.219. The site has been inspected by the Junior Engineer, Neravy and submitted one estimate for an amount of Rs.81,825/- for extension of power supply to the above location. Since the location is nearly 150 meters from the existing LT Network and got sanction vide order No.171 dated 06/03/2023. Now quotation has been called on 14.03.2023 and will be opened on 28/03/2023. The work will be completed within 10 days after finalizing the quotation.

4. Hearing was held on 12/04/2023 at Nedungadu, Karaikal. Both the Complainant and Respondents were present. During the hearing the Respondents stated that the LT lines have been completed and intimation have

been sent to the Complainant to remit the service connection charges through online registration. Once the service connection charges remitted by the Complainant, new service connection will be effected in a day or two. The Complainant confirmed that the work has been completed in all respects and necessary charges would be remitted in a few days.

Observation: The Respondents had not informed to the time line for processing the new service connection as per the Electricity Supply Code 2018 and their casual approach is highly condemned. In future, such delay will be viewed seriously.

ORDER

- i. As committed by the Respondents, the work of extending power supply to the Complainant's house should be effected on the next day after receipt of payment. Compliance report should be sent to this Forum giving details such as date of payment and date of effecting service connection.
- ii. Thus the 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 within 30 days from the date of this Order under intimation to this Forum and the Respondents.

Dated at Puducherry on this the 24TH day of April, 2023

Sd/-
(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

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

Sd/-
(T. GOPALAKRISHNAN)
CHAIRMAN