

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

TUESDAY, THE 12th DAY OF OCTOBER 2021

CONSUMER CASE No.62/2021

D. Krishnakumar
S/o Durairaj,
Athipadugai Road,
Thirunallar,
Karaikal-609607

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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.

....

Respondents

The case of the Complainant is as follows:

1. A Complaint has been received from D. Krishnakumar during the Camp of this Forum held on 15/09/2021 at Karaikal. In the complaint, the Complainant has stated that he has applied for new service connection on 10/06/2021. After that he has met this Forum on 17/08/2021 at Thirunallar and conveyed his grievances

orally. At that time, the Department informed that sanction to the Minor Extension had been got sanctioned recently and work would be taken up shortly. But no follow up action was taken up as assured. More number of devotees are coming to the Temple and there are also poisonous insects in that area. Due to this, devotees are afraid of coming. There is no proper response from the Department. Hence, for the welfare of devotees, the Complainant, prayed for early service connection. Hence, the complaint.

2. The complaint has been registered as C.C. No.62/2021 on 15/09/2021 and copy of the Complaint has been handed over to the Executive Engineer, Karaikal for giving reply by 24/09/2021. The reply from the Executive Engineer, Karaikal was received on 27/09/2021 and a copy of the same has been forwarded to the Complainant.

3. In the Affidavit dated 01/10/2021, the Respondent No.2 on behalf of himself and Respondent No.1 had stated that, sanction has been obtained for erection of three phase, 4 wire line to provide extension of power supply to 2 numbers of domestic service connection vide Order No.TS. No.48/EE-KKL/2021-22 dated 23/07/2021 standing in the name of N. Swarnagowri, Santhosh Nagar and Trustee of Pasupatheeswarar Koil, Subrayapuram, Thirunallar. The above work was completed on 18/09/2021. After completion of work, power supply was effected to the Complainant on 20/09/2021 .

4. Based on this submission it was orally confirmed from the Complainant over phone that the service connection was effected.

Observation: It is noted that the application of new service connection was filed on 10/06/2021 and service connection was effected on 20/09/2021 after lapse of 3 months and 10 days and Regulation 5.52 of the Electricity Supply Code 2018 was

not followed strictly and the reason for the delay caused has not been properly explained in the Affidavit filed by the Respondents and this should be avoided.

ORDER

i. In future, the Respondents are directed strictly to comply with the time line fixed for effecting new service connection as per Regulation 5.52 of the Electricity Supply Code 2018.

ii. Since the request for new service connection effected with the satisfaction of the Complainant, the Complaint is allowed.

Dated at Puducherry on this the 12th day of October 2021.

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN