

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. 62/2023

S. Pazhanivel,
No.21/A Kudiyana Theru,
Mathalangudy,
Kurumbagaram,
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 – Nedungadu,
Electricity Department,
Karaikal.

....

Respondents

This case in CC No.62/2023 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 S. Pazhanivel, 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 on behalf of the villagers, stated that LT lines are found sagging in many places, due to which Tractors could not be used for agricultural activities. The Complainant furnished list of LT lines sagging as follows:

1. From Mathalangudy Transformer to Kurumbagaram bore line.
2. Narikarambai Transformer to Gopalakrishnan bore line.
3. Mathalangudy Transformer to Selvaganabathy bore line.
4. Velangudy to Mathalangudy to Pandaravadai SS line.

The Complainant therefore, prayed this Forum to issue necessary directions to the Respondents to straighten the pole and rectify the sagging of LT lines. Hence the complaint.

2. The complaint has been registered as C.C. No.62/2023 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 the site has been inspected and survey has been conducted to replace the damaged pole and conductor in the above location and estimate is under preparation. After getting sanction in the financial year 2023-24, the work will be completed within three months.

4. Hearing was held on 12/04/2023 at Nedungadu, Karaikal. Both the Complainant and Respondents were present. During the hearing the Complainant

stated that water from deep bore well has is to be pumped into fields during June 2023 for agricultural activities and after that erection of pole will be difficult. Hence the Complainant requested to complete the work before watering agricultural field. The Respondent committed that the work will be completed as per the priority of the Complainant and the work will be completed by May 2023 without any difficulties to the Complainant. It was pointed out to the Respondents that the LT lines improvement work as allowed by the Standard of Performance is only 15 days. However, in view of the difficulties expressed by the Respondents, additional time was granted till May 2023 as a special case.

ORDER

- i. As committed by the Respondents, the work should be completed in all respects by May 2023 and a compliance report should be sent to this Forum within a week thereafter.
- 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.
- iv. 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 24TH day of April, 2023

Sd/-
(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

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

Sd/-
(T. GOPALAKRISHNAN)
CHAIRMAN