

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

FRIDAY, THE 3RD DAY OF JUNE 2022

CONSUMER CASE No.63/2022

E.K. Rafeeqe,
General Secretary,
JanaSabdham Mahe Charitable Association,
No.MMC 408, J.K. Kumaran Road,
Mahe-673310

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Complainant

Vs.

- 1) The Executive Engineer SPM & Buildings,
Electricity Department,
Puducherry
- 2) The Assistant Engineer – O&M,
Electricity Department,
Mahe.
- 3) The Junior Engineer-O&M,
Electricity Department,
Mahe.

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Respondents

This case in C.C. No.63/2022 came up before this Forum for final hearing on 30/05/2022. 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 E.K. Rafeeqe, Janasabdham Mahe Charitable Association during the public interaction programme of this Forum held at Mahe on 29/04/2022. In the complaint, Complainant stated that preventive maintenance should be planned and organized. Meter Reader staff to look on line issue such as branch of trees and to correct those issues to avoid frequent power failure. The Complainant further stated that monsoon season with heavy rain and storm in Mahe region will last for more than six months and during the period there will be continuous rain, flood and fall trees on the public thoroughfare which are causing snapping of electric lines resulting in frequent power break downs. The people of Mahe used to suffer a lot during rainy season due to sudden snapping electric lines. Such situations can be avoided if the Electricity Department of Mahe forms a preventive maintenance team with instructions to cut and remove trees and branches which are likely to fall due to wind. It is known that the Electricity Department is unable to carry out the above task due to lack of manpower at its disposal and suggested to recruit casual workers on contract basis to ensure availability of power round the clock. Hence, the Complaint.

2. The complaint was registered as C.C. No.63/2022 on 29/04/2022 and copy of the Complaint handed over to the Assistant Engineer, Mahe and others to furnish reply by 10/05/2022. Reply from the Assistant Engineer, Mahe / Respondent No.2 was received on 11/05/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 30/05/2022.

3. In the Affidavit dated 06/05/2022, the Assistant Engineer-Mahe / Respondent No.2 on behalf of Respondent 1 and 3 had stated that, the Department is carrying out various maintenance activities frequently such as maintenance of transformers, distribution lines etc., Tree clearance work also being carried out. Meter reading staff is entrusted with meter reading and distribution of bills. However, any snag noticed on distribution lines are reported to the O&M staff. As Mahe region is thickly

vegetated with huge trees and the geographical condition is difficult terrain, tree falling on the lines could not be avoided fully.

4. Hearing was held on 30/05/2022 at Puducherry through video conferencing. Both the Complainant and Respondent were present. During the hearing the Complainant stated that the Respondents carried out the work satisfactorily and requested to maintain the same periodically in future also.

Observation: Due to non-filling of vacant posts in the O&M Section, the Respondent may explore the possibility of entrusting the HT feeder maintenance work such as trimming work to outside agency or annual maintenance contract, as this consumes more labour. Alternatively, the Respondent may also explore laying of underground cable or use of arial bunched conductors to minimise power interruption duration.

ORDER

i. Since the grievances of the Complainant have been addressed, the complaint is treated as closed.

Dated at Puducherry on this the 3rd day of June, 2022.

Sd/-

Sd/-

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

(A.S. JITENDRA RAO)
LICENSEE MEMBER

(T. GOPALAKRISHNAN)
CHAIRMAN