

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

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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 25<sup>TH</sup> DAY OF APRIL 2023

**CONSUMER CASE No. 64/2023**

N. Kumaragurunathan,  
Nedungadu Varthaga Munnetra Sangam,  
A.K. Maligai, First Floor,  
Main Road,  
Nedungadu,  
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.

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Respondents

This case in CC No.64/2023 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 P. Kumaran S/o Panneerselvam, during the public hearing held by this Forum at Nedungadu, Karaikal on 16.03.2023. In the complaint, the Complainant had stated that (i) In the Market Street, the high mast light is not burning; (ii) From Nedungadu Market Street to Nallathur Road, the height of the post is to be raised (iii) In the night time, low voltage is experienced in Nedungadu Market Street; (iv) In Nedungadu, the Urban Area Limit is to be extended from Nallathur Road Muniyandi Vilas to Best Muniyandi Vilas and Annavasal Road Nedunchezian Tea stall to Vasavi Complex, so that the entire market road is fed from same supply. The Complainant therefore, prayed this Forum to issue necessary directions to the Respondents to rectify the above defects. Hence, the complaint.

2. The complaint has been registered as C.C. No.64/2023 on 16/03/2023 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 Nedungadu, 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 high mast light situated at Bus stand, Nedungadu is not coming under the purview of the Electricity Department. The Petitioner may contact the Executive Engineer, B&R, Public Works Department, Karaikal for function of high mast light. Four numbers of 30' RCC pole ahs been erected in Nallathur main Road from Nedungadu Bazaar, straining of conductor is pending due to site clearance. The work will be completed within one month after making special arrangements as per site condition. The voltage has been measured in commercial establishment in Nedungadu bazaar and the average

voltage is found to be 240V. So the low voltage complaint does not arise. Photo copy of the voltage measured at various places is submitted. Estimate is under preparation to provide two numbers of section switches one in Nallathur Main road and the another in Annavasal Main road, to minimize the interruption in Nedungadu bazaar during breakdown period in the Annavasal spur line, which will be completed within 3 months.

4. Hearing was held on 12/04/2023 at Nedungadu, Karaikal. Both the Complainant and Respondents were present. The Respondents expressed that disturbance in power supply is not much experienced in the commercial area of Nedungadu market for the past 3 months. However, action will be taken by May 2023. The Complainant expressed satisfaction as the high mast light rectified with the help of Electricity officials. Further the low voltage problem is also rectified but the height of the post has to be raised and power supply extended to the entire market area from single feeder line. The Respondents replied that due to ongoing public exams the work could not be carried out. Further, the Respondents sought time till May 2023 for provision of two numbers of section switches for the feeder supply management in Nedungadu market area. The time sought by the Respondents is justifiable due to ongoing exams. The Respondents should send single line sketch proposing the location of two AB switches in the feeder.

#### ORDER

- i. As committed by the Respondents the work should be completed in all respects by May 2023 and send a compliance report within 7 days 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 [ombudsman.jercuts@gov.in](mailto:ombudsman.jercuts@gov.in) 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 25<sup>th</sup> day of April, 2023

**Sd/-**  
**(R. KRISHNAMURTHY)**  
**JERC NOMINATED MEMBER**

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

**Sd/-**  
**(T. GOPALAKRISHNAN)**  
**CHAIRMAN**