

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 8TH DAY OF NOVEMBER 2021

CONSUMER CASE No.67/2021

Abdul Hai,
S/o Abdullah Shaib,
No.17, South Pallivasal Street,
Katterikuppam,
Puducherry.

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Complainant

Vs.

- 1) The Executive Engineer – Rural (North),
Electricity Department,
Puducherry.
- 2) The Assistant Engineer – Thethampakkam,
Electricity Department,
Puducherry.
- 3) The Junior Engineer - Katterikuppam,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.67/2021 came up before this Forum for final hearing on 26/10/2021 at Puducherry. 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 has been received from Abdul Hai S/o Abdullah Shaib through email, in whose name one agricultural service connection with policy No.11426 exists. In the complaint, the Complainant has stated that on 04/09/2021 one electric pole fell down due to heavy rain fall which has caused power supply failure to electric

agriculture motor. As a result, 4 acres of cultivable land was rendered dry and crops got damaged without water. He had given written complaint to the Assistant Engineer, Thethampakkam on 08/09/2021 and to the Junior Engineer Katterikuppam, on 09/09/2021 and sent an email to the Executive Engineer on 17/09/2021. But, no action was taken for the past three weeks. The Complainant further feared that, due to absence of power supply, there might be chances of theft of electric service wires and motor and requested to take action on war time basis. The Complainant prayed this Forum to take action, for continuing agricultural activities in his land. Hence, the complaint.

2. The complaint has been registered as C.C. No.67/2021 on 30/09/2021 and the copy of the complaint was sent to the Executive Engineer – Rural (North) and others as respondents to furnish reply by 11/10/2021. The case was posted for hearing on 26.10.2021. The reply has been received from the Respondent on 08/10/2021. Hearing was attended by both the parties. The Assistant Engineer, Thethampakkam has furnished reply on behalf of the Executive Engineer, Rural(North) and others.

3. In the Affidavit dated 08/10/2021, it has been stated that the Complainant has given online complaint on 25/09/2021 to the CGRF and sought for replacement of damaged RCC pole for restoration of power supply to the agricultural service bearing policy No.11426 standing in the name of his father Abdullah Shaib at Kuppam village in Katterikuppam. The Respondent further stated that, earlier the Complaint was received on 04/09/2021 over phone, that the electric pole was damaged due to wind and fell down and the same was inspected by the staff on the same day and the power supply was disconnected. Since 24' RCC poles are not available at Katterikuppam O&M, replacement of damaged pole could not be done immediately. Later, the same has been replaced and power supply was restored on 07/10/2021. Further the Complainant has not sought for any other relief other than replacement of damaged pole and restoration of power supply

ORDER

i. As the Complaint has been attended satisfactorily, the Complaint is treated as closed.

Dated at Puducherry on this the 8th day of November 2021

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN