

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 2ND DAY OF JUNE 2023

CONSUMER CASE No.75/2023

D.P. Kedarnath,
D.No.03-03-001,
Jaladangi Street,
Mettakur,
Yanam-533464

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Complainant

Vs.

- 1) The Executive Engineer, Cables & TTC,
Electricity Department,
Puducherry.
- 2) The Assistant Engineer-(O&M),
Electricity Department,
Yanam.
- 3) The Junior Engineer, Yanam
Electricity Department,
Yanam.

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Respondents

This case in C.C. No.75/2023 came up before this Forum for final hearing on 26/05/2023. 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 has been received from D.P. Kedarnath, representing the residents of Sriram Murthy Nagar, Yanam during the visit of this Forum on 18/04/2023. In the complaint the Complainant stated that they are residing near Nawaz Gardens beside G.N. Naidu colony, Yanam, The people residing Nawaz gardens in newly constructed houses have taken lines from the poles in GN Naidu colony which are hanging down, posing danger to by-passers. Due to non-availability of electrical poles the lines are hanging to a height of nearly 6 feet and touching to the hands while moving and may endanger to the life of the people as well as the animals. This also cumbersome to carry out the newly construction work Therefore, the Complainant prayed this Forum to issue directions to the Respondents to erect suitable electric poles along with electrical lines. Hence, the Complaint.

2. The complaint has been registered as C.C. No.75/2023 on 18/04/2023 and copy of the complaint was handed over to the Respondents for giving reply by 02/05/2023. The reply of the Respondent No.2 was received on 24/05/2023 a copy of the same was communicated to the Complainant and the case was posted for hearing on 26/05/2023 through video conferencing.

3. In the Affidavit dated 08/05/2022 the Assistant Engineer, Yanam / Respondent No.2 stated that on field inspection of the location at GN Naidu colony and Nawaz Gardens it was observed that:

i. the area GN Naidu colony is a developed colony provided with all basic amenities long back. LT 3 phase lines are existing in the colony along with one No. of 200 KVA Distribution Transformer. Besides, one lay out developed adjacent to Naidu Colony. The lay out owner has just sold the sites without providing any basic amenities. Hence, no roads are formed yet. There is no approach road from the adjacent Naidu colony to Nawaj Gardens. Recently, another lay out has been developed between Naidu Colony to Nawaj Gardens facilitating the approach road to Nawaj Gardens and gravel roads have been formed.

ii. At present, some houses are constructed in Nawaj Gardens and the services are availing power supply from the adjacent Naidu Colony.

iii. To avoid lengthy service wires, a proposal is prepared by the sub-division to erect LT poles and lines in Nawaj colony and obtain sanction under relevant head to be issued by Respondent No.2 for which work order has to be obtained.

iv. Work will be completed within 2 months and compliance report will be submitted

4. Hearing was held on 26/05/2023 at Puducherry through video conferencing. The Complainant was not present. Shri IKVK Mohan of Sri Ram Nagar represented the case and informed that the Complainant is away from Yanam due to personal work and since he is also living in the same area and he is aware of the problem. Respondent No.1 who was also present during the hearing, had informed that he also inspected the area during his routine visit to Yanam in the first week of May and asked the Respondents No.2 and 3 whether they have straightened the leaning wooden poles as directed by him to ensure safety of the Public. Respondent No.2 and 3 informed that they have done the work. When the Forum asked Respondent No.2 about the cost of the estimate, Respondent No.2 informed that the estimate is worked about 2 to 3 lakhs and being submitted to the Executive Engineer for getting sanction and assured that to complete all the work like getting expenditure / technical sanction, Issue of work order and execution of work within 45 days. The Complainant also satisfied for completion of work within the said time.

ORDER

i. As agreed to, the Respondents are directed to complete the work within 45 days from the date of this Order and a compliance report to be sent to this Forum within a week afterwards.

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 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 02nd day of June 2023.

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/

(T. GOPALAKRISHNAN)
CHAIRMAN