

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 24TH DAY OF JUNE 2022

CONSUMER CASE No.95/2022

M. Umasankar,
No.13, Pilliyarkoil Street,
Pilliyarkuppam P.O.,
Bahour,
Puducherry 607 405

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Complainant

Vs.

- 1) The Executive Engineer, Rural-South,
Electricity Department,
Puducherry
- 2) The Assistant Engineer –Bahour S.S.,
Electricity Department,
Puducherry.
- 3) The Junior Engineer- Bahour
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.95/2022 came up before this Forum for final hearing on 22 /06/2022. After 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 M. Umasankar during the public interaction programme of this Forum held at Kirumampakkam on 31/05/2022. In the

complaint, the Complainant had mainly stated general points which pertains to the maintenance of Distribution Transformer network in the area. He had suggested that old LT / HT lines be replaced with new conductors and deteriorated poles to be replaced with new one. To carry out tree clearance in prescribed schedule in order to minimise the interruption. He also suggested that the creepers going on the lines and structures on several places be removed. He has suggested that the infrastructure of the Department to be maintained in the best possible way for maintaining uninterrupted power supply. The Complainant further suggested to purchase and stock the required quantity of spares to meet emergency and to have well trained maintenance staff for improving efficiency of maintenance. The Complainant wanted best possible technology to be implemented by the Department in all its works. He further suggested to bring down the transmission losses. Hence, the Complaint.

2. The complaint was registered as C.C. No.95/2022 on 31/05/2022 and copy of the complaint was handed over to the Executive Engineer, Rural (South) and others to furnish reply by 10/06/2022. Reply received from the Respondents on 09/06/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 22/06/2022.

3. In the Affidavit dated 08/06/2022, the Assistant Engineer, Bahour/ Respondent No.2 on behalf of Respondent No.1 and 3 had stated that, Kirumampakkam O&M has carried out periodic maintenance work such as replacement of weak jumpers, tree clearance replacement of deteriorated conductors, poles re-straining of sagging lines, maintenance of Distribution Transformers in all respect. Regarding overtime works out of office hours, an emergency duty staffs were posted in O&M office for attending all kinds of emergency and breakdown works. Periodically checking the earth electrodes and healthiness of all Transformer has been conducted. Thus, the suggestions of the Complainant will be taken on priority basis and the due care will be given to reduce the issues pointed out.

5. Hearing was held on 22/06/2022. The Complainant was not present. However, he has sent a satisfaction letter through email on 21/06/2022 for having attended to his grievances by the Respondents. The Assistant Engineer, Bahour also informed that they are carrying out maintenance work regularly with the available men and materials. The Forum appreciates the action taken by the O &M staff in upkeeping the infrastructure and request to maintain the same tempo in the coming days.

ORDER

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

Dated at Puducherry on this the 24th day of June, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN