

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

THURSDAY, THE 23RD DAY OF JUNE 2022

CONSUMER CASE No.96/2022

N. Kaliappan S/o
P. Narayanasamy,
76C, Pilliarkoil Street,
Pilliyarkuppam,
Bahour
Puducherry

N. Nagamuthu S/o
P. Narayanasamy,
Pilliyarkuppam,
Bahour,
Puducherry.

Represented by: N. Mugundaraman

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Complainant

Vs.

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

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Respondents

This case in C.C. No.96/2022 came up before this Forum for final hearing on 17/06/2022. 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 N. Kaliappan and N. Nagamuthu, represented by N. Mugundharaman during the public interaction programme of this Forum held at Kirumampakkam on 31/05/2022. In the complaint, the Complainant had stated that their policy No.21566/D and 28999/A2 for the house which is far away from the village and lines are crossing the road. The lines are in a deteriorated condition and sagging which endangering the lives of the people. He has already given a complaint during the consumer camp at Karikalampakkam, but no action was taken by the Department. He also prayed for providing underground cable. Hence, the Complaint.
2. The complaint was registered as C.C. No.96/2022 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 10/06/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 16/06/2022.
3. In the Affidavit dated 08/06/2022, the Assistant Engineer- Rural-South / Respondent No.2 filed for himself and on behalf of Respondent 1 and 3 had stated that, the Project Implementing Agency, Puducherry has converted the existing overhead Low Tension electrical lines into underground cable system in Puducherry coastal areas. The PIA had converted the existing low tension electrical lines in residential cum commercial and industrial areas and converted OH S/C into underground cable system. In PIA Project scope, power supply fed to Agricultural service are not covered. The Complainant service is agricultural service with policy No.21566/D and Domestic service connection policy No.28999/A2 are located middle of his agricultural land. Hence the consumer's service could not be converted in cable system.

4. The Respondent No.2 further stated that, the Electricity Department has no proposal to convert the existing domestic / commercial / industrial / Agricultural service in over head system to under ground cable system in coastal areas. Further the Complainant has desire to convert over head service to under ground system, the services will be converted as per JERC norms. Further, the deteriorated RCC pole and weak conductor were replaced on 07/06/2022. Now, the poles and conductor are in good condition.

5. Hearing was held on 17/06/2022. Both the Complainant and Respondents were present. The Complainant stated that the deteriorated RCC pole and conductors were replaced. The Respondents stated that there is no provision to provide underground cable for domestic services which are located away from the public road amidst agricultural lands along with agricultural services. The written submission dated 17/06/2022 at the time of hearing made by the Complainant is not considered as the foot path to his residence is not a public road. However, the safety issue raised by the Complainant in case of snapping of conductors is to be taken care by providing snap guard / earth mat guarding or suitable measures.

ORDER

i. The Respondents are directed to provide snap guard/ earth mat guarding for low tension lines crossing the road to avoid any untoward incident and a compliance report shall be sent to this Forum within 7 days after completion of the work.

ii. Thus, the Complaint is partially allowed.

iii. 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 23rd day of June, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN