

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.98/2022

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.98/2022 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 stated that in Kirumampakkam village the distribution transformer namely Kirumampakkam SS V was not maintained periodically. He has requested periodical maintenance to be carried out to avoid prolonged interruption. All low level sagging lines which are to be restrained to avoid short circuit. Slanting pole should be straightened and paths to be made easily accessible to the transformer structure during rainy times. He also requested that all creepers climbing electrical pole should be removed. Further, tree branches falling on lines to be trimmed. Also requested to display the telephone numbers of all staff and officers in the office for easy communication during emergency times. Hence, the Complaint.

2. The complaint was registered as C.C. No.98/2022 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 filed on behalf of Respondent No.1 and 3 had stated that, Kirumampakkam O&M staff 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. Further, the petitioner mentioned LT lines sagging was re-strained and corrected on 02/06/2022. In out of Office / Working hrs, an emergency duty staffs were posted in O&M Office for attending all kind of emergency and break down works. Periodically checking the earth electrodes in all Distribution Transformer has been conducted.

4. Hearing was held on 22/06/2022. The Complainant was not present. However, he has sent a satisfaction letter through email and appreciated the Respondents for having attended to his grievances promptly. This Forum also places on record for taking prompt action by the Respondents for the immediate response in attending to the grievances of the Complainant. This Forum also advised the Respondents to keep up the tempo in resolving the complaints in fast tract 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