

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 27th DAY OF DECEMBER 2021

CONSUMER CASE No.99/2021

S.P. Kuppuraj and
Karaikalmedu Village People,
Karaikalmedu,
Karaikal.

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Complainant

Vs.

- 1) The Executive Engineer,
Electricity Department,
Karaikal.
- 2) The Assistant Engineer –Town-II,
Electricity Department,
Karaikal.
- 3) The Junior Engineer – Town-North,
Electricity Department,
Karaikal.

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Respondents

This case in C.C. No.99/2021 came up before this Forum for final hearing on 10/12/2021. 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 S.P. Kuppuraj and Karaikalmedu village people during the CGRF camp hearing held on 17/11/2021 at Town North (O&M) Karaikal. In the complaint, the Complainant had stated that, in Karaikalmedu village the following problems are existing:

- i. LT lines are getting snapped frequently due to old conductors.
- ii. Several street lights are not burning.
- iii. Poles are in deteriorated condition
- iv. whenever there is a power interruption, time taken to restore power supply is more.
- v. Bills are not being issued in time every month.

Hence the complaint.

2. The complaint has been registered as C.C. No.99/2021 on 17/11/2021 and the copy of the complaint was handed over to the Executive Engineer, Karaikal and others to furnish reply by 29.11.2021. Reply from the Respondents was received on 01/12/2021 and the same was forwarded to the Complainant. Hearing was posted on 10/12/2021 at Karaikal.

3. In the Affidavit dated 29/11/2021, the Assistant Engineer, Town-II / Respondent No.2 had stated that, estimate for replacement of deteriorated ACSR conductor and RCC poles at Kilinjalmedu old Village in Karaikal has already been sanctioned. The work is under progress and will be completed soon. Further the existing damaged 40 watts street lights and 250 watts SVL is being replaced by 20 watts LED and 120 watts LED in phased manner after observing usual procedure. The existing staff strength is insufficient to cater the day today work of operation and maintenance of the section especially in rainy season, it is very difficult to attend fuse off calls, line cut, transformer failure. However, the complaints received from the consumer were being rectified in time and in a time bound manner. The existing staff strength is poor due to retirement and transfer. The staffs are instructed to attend the night hour's complaint based on duty chart provided every month in cyclic

manner due to very meagre strength. There is no separate meter reader in the Town North section. The available technical staff have to be engaged in breakdown maintenance /service connection extension work etc., and also for meter reading. However, the issue of current consumption bills within the billing period every month will be carried out regularly.

4. Hearing was held on 10/12/2021 at Karaikal. The Complainant was absent. During the hearing, the reasons for the work sanctioned in 16/05/2018 not completed in time was raised. The Respondent informed that due to e-tender process they have floated tender several times and official work order issued on 12/01/2021 and work is under progress. The Department will take all efforts to complete all the work within 30 days. The department had also informed that due to non-availability of conductors, the work is getting delayed.

ORDER

- i. The Department shall expedite the work sanctioned in work order dated 12/01/2021 and complete the work within 30 days. The Department shall also make arrangements to reduce the power restoration time during break down and to comply with the provisions of Standards of Performance for restoring the power supply.
- ii. The Department shall take action to provide new street lights on receipt of resolution and on compliance of provisions of Supply Code 2018. Shortage of staff mentioned by the Department is a permanent problem and the consumer should not suffer due to shortage of staff. The Department shall explore possibility of issue of monthly bills in time to the Consumers. The Department shall evolve a comprehensive scheme for this purpose within 30 days from the date of this Order and send to competent authority for sanction and a copy of the same shall be sent to this Forum.

iii. The Department is also informed that as per Section 7.1 of the Supply Code 2018, the billing period is monthly and as per Section 7.6 of Supply Code 2018, the responsibility of delivering the bills to the consumers lies with the Licensee. Hence a plan to be evolved should strictly comply with the Supply Code 2018.

iv. The Complaint is closed accordingly.

v. The Department should furnish a compliance report after completion of works indicated in Para 4 of this Order.

vi. 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 27th day of December, 2021

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN