

A consumer is the important visitor on our premises.  
He is not dependent on us. We are dependent on him.  
-Mahatma Gandhi



## **TAMIL NADU ELECTRICITY OMBUDSMAN**

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**Before The Tamil Nadu Electricity Ombudsman, Chennai**  
**Present : Thiru. N.Kannan, Electricity Ombudsman**

**A.P.No. 07 of 2025**

Tmt. V.Chandrothayam,  
22B, Pillaiyar Kovil Street, Pulliyambedu,  
Chennai – 600 077.

. . . . . Appellant  
(Rep. by Thiru V. Sathish Velavan)

Vs.

The Executive Engineer/O&M/Ambattur,  
Chennai Electricity Distribution Circle/West,  
TNPDC,  
110-33-11KV Ambattur 3rd Main Road SS Premises,  
No: 73-11-A, Ambit Park Road, Sai Nagar,  
Ambattur 3rd Main Road, Chennai – 76.

. . . . Respondent  
(Thiru V. Malaiventhan, EE/O&M/Ambattur)

**Petition Received on: 28-01-2025**

**Date of hearing: 13-03-2025**

**Date of order: 19-03-2025**

The Appeal Petition received on 28.01.2025, filed by Thiru V.Chandrothayam, 22B, Pillaiyar Kovil Street, Pulliyambedu, Chennai – 600 077 was registered as Appeal Petition No. 07 of 2025. The above appeal petition came up for hearing before the Electricity Ombudsman on 13.03.2025. Upon perusing the Appeal Petition, Counter affidavit, written argument, and the oral submission made on the hearing date from both the parties, the Electricity Ombudsman passes the following order.

## **ORDER**

### **1. Prayer of the Appellant:**

The Appellant has prayed to take action against AE and to remove or disconnect temporary EB connection immediately.

### **2.0 Brief History of the case:**

2.1 The Appellant has prayed to remove or disconnect temporary EB connection immediately in the name of Thiru Selvakumar.

2.2 The Respondent has stated that the service connection was effected to Thiru Selvakumar based on online application along with requisite documents.

2.3 Not satisfied with the Respondent's reply, the Appellant filed a petition with the CGRF of Chennai EDC/West on 19.09.2024.

2.4 The CGRF of Chennai EDC/West has issued an order dated 16.12.2024. Aggrieved over the order, the Appellant has preferred this appeal petition before the Electricity Ombudsman.

### **3.0 Orders of the CGRF :**

3.1 The CGRF of Chennai EDC/West issued its order on 16.12.2024. The relevant portion of the order is extracted below: -

#### **“Order:**

*“As per the above findings, the forum concludes that the service connection no.428-001-1029 has been effected in accordance with the TNE Distribution Code. The request of the petitioner to disconnect/remove the temporary service connection is not feasible of compliance.*

*With this, the petition is disposed of.”*

### **4.0 Hearing held by the Electricity Ombudsman:**

4.1 To enable the Appellant and the Respondent to put forth their arguments, a hearing was conducted in person on 13.03.2025.

4.2 On behalf of the Appellant Thiru V. Sathish Velavan attended the hearing and put forth his arguments.

4.3 The Respondent Thiru V. Malaiventhan, EE/O&M/Ambattur of Chennai EDC/West attended the hearing and put forth his arguments.

4.4 As the Electricity Ombudsman is the appellate authority, only the prayers which were submitted before the CGRF are considered for issuing orders. Further, the prayer which requires relief under the Regulations for CGRF and Electricity Ombudsman, 2004 alone is discussed hereunder.

#### **5.0 Arguments of the Appellant:**

5.1 The Appellant has stated that he represented that Puliambedu AE getting bribe from Selvakumar and give temporary EB connection to Selvakumar whose meter no.5439488 using forgery fake document submitted by Selvakumar to the petitioner's land. She is the original landlord for the land, he approached Puliambedu AE to raise complaint to remove EB meter with his original documents. But AE did not give proper response for his request and also he did not get complaint for his side. Hence, the Appellant requested to take action against AE and to remove or disconnect temporary EB connection immediately.

#### **6.0 Arguments of the Respondent:**

6.1 The Respondent has submitted that the petitioner has filed an appeal petition No: 07 of 2025 dt. 17.02.2025 before the Hon'ble TNE Ombudsman against Assistant Engineer/Puliyambedu for getting bribe from Selvakumar and give temporary EB connection to Selvakumar whose meter No.5439488 using forgery fake document submitted by Selvakumar to his land. Further he states that he is the original landlord for the land, and he approached the Pullyambedu Assistant Engineer to raise complaint to remove EB meter with his original documents. But AE did not give proper response for him. And also the Assistant Engineer did not get complaint from him. The petitioner requested to take action against the Assistant Engineer and also to remove or disconnect temporary EB connection immediately

and praying to set aside the Consumer Grievances Redressal Form Order No. CGRF/CEDC/W/No.306 of 2024, dated 16.12.2024.

6.2 The Respondent has submitted that the petition is neither maintainable in law nor on facts and as such the same is liable to be closed in timeline.

6.3 The Respondent has submitted that in the first instance the history of the case on hand is that, Thiru.Selvakumar has requested for LT temporary service connection to a load of 2 KW under Tariff-VI at Survey No.17/4, D.No.50, Piliyalar Koll Street, Pullyambedu, Poonamallee through online portal vide Application No.200094280524486, dt. 10.05.2024 and the registration fee with other charges has been collected on 13.05.2024, vide receipt no. PGCCAN633565824.

6.4 The Respondent has submitted that the following soft copies of the application alongwith the documents received through online web portal:

1. Partition Deed in the name of Thiru.K.Selvakumar for proof of ownership.
2. Temporary Service connection undertaking.
3. Legal heir certificate
4. Self Declaration Form
5. Registration Department Receipt

6.5 The Respondent has submitted that on verifying the online Application and the documents uploaded along with the application, it was found that documents are in complete shape in all aspects as per TNERC Distribution Code, the site was inspected on 17.05.2024 and estimate prepared and sanctioned by the concerned officer on 21.05.2024, Under Mere category in Tariff - VI and the Service Connection was effected on 28.05.2024, bearing A/c.No.428-001-1029 and the application was closed.

6.6 The Respondent has submitted that at this juncture, Tmt. V. Chandrothayam has approached Puliyaambedu EB office in person and filed a complaint on 16.09.2024 with no enclosures (for proof of ownership to claim the property by the petitioner) and the complaint was received by the Assistant Engineer/O&M/ Puliyaambedu on the same date.

The complaint stated as follows:

"நாங்கள் மேற்கண்ட விலாசத்தில் பத்திரப்பதிவு செய்து (28.10.1993) வசித்து வருகிறோம். தாங்களும் எங்கள் இடத்திற்கு மின் இணைப்பு 17/4 (சர்வே எண்) வேலாயுதம் சந்த்ரோதயம் என்பவர்களுக்கு மின் இணைப்பு கொடுத்திருக்கிறீர்கள். நாங்கள் பிற்காலத்தில் இடம் வேண்டுமென, இடம் விட்டு வீடு கட்டியிருக்கிறோம் . நாங்கள் விட்ட இடத்தில் செல்வகுமார் என்பவர் தற்காலிக கூரை போட்டு இருக்கிறார் . அதற்கு தாங்கள் பத்திரமே இல்லாத இடத்திற்கு மின் இணைப்பு கொடுத்திருக்கிறீர்கள் . அவர்கள் கொடுத்து மின் இணைப்பு பெற்ற பத்திரத்தை எங்களுக்கு காண்பிக்கும்படி மிக தாழ்மையுடன் கேட்டு கொள்கிறேன். மிக சரியான பதில் தரும்படி கேட்டுக் கொள்கிறேன்".

6.7 The Respondent has submitted that further, a petition has been filed in "Consumer Grievance Redressal Forum" by Tmt.V.Chandrothayam, No.228, Pillaiyar Koil Street, Puliyaibedu, Noombal, Chennai-600 077, vide online petition no. 1909242217834, dt.19.09.2024, alleging that Puliyaibedu Assistant Engineer getting bribe from Selvakumar gave temporary EB connection to Selvakumar, with a request to take action against the Assistant Engineer and to disconnect the temporary EB connection.

6.8 The Respondent has submitted that at this Juncture, the following is Submitted:

Application Registered on	: 10.05.2024
Payment Made on	: 13.05.2024
Service effected on	: 28.05.2024
Objection Raised by the petitioner on	: 16.09.2024
Petition filed in CGRF on	: 17.09.2024

Existing service connection still under Tariff - VI as per the Consumer ledger as on 27.02.2025.

6.9 The Respondent has submitted that in this regard, a hearing was conducted on 25.10.2024 by the Chairman, Consumer Grievance Redressal Forum and issued an order with the reference number CGRF/CEDC/W/No.306 of 2024, dt.16.12.2024 which stated as follows:

*"It is observed that, on receipt of the complaint, the site at Survey No.17/4, Pillaiyar Koil Street, Puliyaibedu, Poonamallee was inspected and found that 1 No. temporary service connection was available vide no.428-001-1029. After that, consumer ledger of service connection was verified and it was found that service stands in the name of Selvakumar and*

*temporary service was effected on 28.05.2024. Further on verifying the temporary service application details, it was noticed that partition deed has been uploaded along with the application as a proof of ownership for getting service connection.*

*From the above, the forum concludes that the service connection has been effected in accordance with the TNE Distribution Code. The request of the petitioner to disconnect/remove the temporary EB connection is not feasible of compliance."*

6.10 The Respondent has submitted that(a) The Complaint dated 16.09.2024 given by the petitioner to the Assistant Engineer/Puliambedu has been properly received by the section officer on the same date and he has not denied to receive the complaint, (b) The documents submitted by the applicant Thiru.K.Selvakumar through online vide Application No. 200094280524486, dt. 10.05.2024 is in order. Hence the temporary Service connection No:428-001-1029 was effected on 28.05.2024 and hence prayed to dismiss the Appeal Petition.

## **7.0 Findings of the Electricity Ombudsman:**

7.1 I have heard the arguments of both the Appellant and the Respondent. Based on the arguments and the documents submitted by them, the following conclusion is arrived

7.2 The appellant contends that the Assistant Engineer / Puliambedu has provided a temporary electricity connection to Thiru. K. Selvakumar using fraudulent and forged documents. The appellant asserts that she is the rightful owner of the land and approached the AE with original ownership documents to file a complaint and request removal of the electricity meter issued under meter number 5439488. However, the AE failed to respond appropriately and refused to accept the complaint. As a result, the appellant seeks immediate action against the AE for misconduct and demands the immediate disconnection of the temporary electricity connection issued to Thiru. K. Selvakumar.

7.3 The respondent contends that the temporary electricity connection issued to Thiru. K. Selvakumar was processed in accordance with the Tamil Nadu Electricity Distribution Code and was legally sanctioned based on the documents submitted through the online portal. The application, which included a partition deed as proof

of ownership, was verified and found to be in order. After an inspection conducted on 17.05.2024, the estimate was sanctioned, and the service connection was effected on 28.05.2024 under Tariff-VI.

7.4 The respondent refutes the appellant's allegation that the Assistant Engineer of Puliyaibedu accepted a bribe to provide the connection fraudulently. It is asserted that the appellant approached the Puliyaibedu EB office on 16.09.2024, filing a complaint without enclosing any ownership documents to substantiate her claim over the land. The complaint was duly received and recorded. The appellant later escalated the issue to the Consumer Grievance Redressal Forum (CGRF), which conducted a hearing and determined that the temporary service connection was granted as per regulations. The CGRF order, dated 16.12.2024, concluded that the request for disconnection was not feasible for compliance.

7.5 Furthermore, the respondent highlights that the appellant raised objections only four months after the service was effected. The timeline of events indicates that the process followed for the service connection was transparent and adhered to legal requirements. The consumer ledger confirms that the service connection remains under Tariff-VI as of 27.02.2025, validating its continued legitimacy.

7.6 The respondent emphasizes that the Assistant Engineer did not deny receiving the appellant's complaint and asserts that the documents submitted by Thiru. K. Selvakumar were complete and valid. Given that the connection was issued following all procedural norms, the respondent prays for the dismissal of the appeal petition, maintaining that the disconnection request is unjustified.

7.7 Based on the arguments and documents submitted by both the appellant and the respondent, it is clear that the appellant has not provided sufficient evidence to substantiate her claim of ownership over the disputed property. The appellant's claim has been made only verbally, and no ownership documents have been submitted to support her case.

7.8 In contrast, the respondent has followed the prescribed procedures as per the Tamil Nadu Electricity Distribution Code, processing the temporary electricity connection based on valid documents submitted by Thiru.Selvakumar. Furthermore, the Consumer Grievance Redressal Forum (CGRF) has already ruled that the service connection was granted in accordance with regulations and that the request for disconnection is not feasible. In view of the above findings, I too concur with the orders of the CGRF. Hence the Appellant's prayer is rejected since the existing service connection can be disconnected only as per regulation 21 of TNE Supply code or by the specific order of disconnection issued by the Court. Further, it is informed that the appellant's claim regarding ownership of the land is comes under Civil dispute and out of jurisdiction of the Ombudsman.

## **8.0 Conclusion:**

8.1 Based on the findings, the Appellant's claim to disconnect the service connection is rejected.

8.2 With the above findings the A.P. No. 07 of 2025 is finally disposed of by the Electricity Ombudsman. No Costs.

**(N. Kannan)**  
Electricity Ombudsman

“நுகர்வோர் இல்லையேல், நிறுவனம் இல்லை”  
“No Consumer, No Utility”

To

1. Tmt. V.Chandrothayam,  
22B, Pillaiyar Kovil Street, Pulliyambedu,  
Chennai – 600 077.

- By RPAD

2. The Executive Engineer/O&M/Ambattur,  
Chennai Electricity Distribution Circle/West,  
TNPDC,  
110-33-11KV Ambattur 3rd Main Road SS Premises,  
No: 73-11-A, Ambit Park Road, Sai Nagar,  
Ambattur 3rd Main Road, Chennai – 76.

3. The Superintending Engineer,  
Chennai Electricity Distribution Circle/West,  
TNPDC,  
Thirumangalam 110/33/11 KV SS Complex,  
Anna nagar, Chennai - 600 040.

- By Email



4. The Chairman & Managing Director,  
TNPDC,  
NPKRR Maaligai, 144, Anna Salai, Chennai -600 002.

– By Email

5. The Secretary,  
Tamil Nadu Electricity Regulatory Commission,  
4th Floor, SIDCO Corporate Office Building,  
Thiru-vi-ka Industrial Estate, Guindy, Chennai – 600 032.

– By Email

6. The Assistant Director (Computer) – **For Hosting in the TNERC Website**  
Tamil Nadu Electricity Regulatory Commission,  
4th Floor, SIDCO Corporate Office Building,  
Thiru-vi-ka Industrial Estate, Guindy, Chennai – 600 032.