

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 14th DAY OF AUGUST 2023

CONSUMER CASE No.100/2023

E.V. Ramachandran,
Amrita,
Chambra,
Mahe-670672.

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Complainant

Vs.

- 1) The Executive Engineer SPM & Buildings,
Electricity Department,
Puducherry
- 2) The Assistant Engineer – O&M,
Electricity Department,
Mahe.
- 3) The Junior Engineer-Mahe,
Electricity Department,
Mahe.

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Respondents

This case in C.C. No.100/2023 came up before this Forum for final hearing on 10/08/2023. 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 E.V. Ramachandran during the public interaction programme of this Forum held at Mahe on 23/06/2023. In the

complaint, the Complainant had stated that in his locality two numbers of electric poles in front of his house are in fully damaged condition and dangerous to all. Therefore, the Complainant prayed this Forum to issue necessary directions to the Respondents for installation of new electric poles in the said location. Hence, the Complaint.

2. The complaint was registered as C.C. No.100/2023 on 23/06/2023 and copy of the Complaint handed over to the Assistant Engineer, Mahe and others to furnish reply by 03/07/2023. Reply from the Assistant Engineer, Mahe / Respondent No.2 was received on 12/07/2023 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 10/08/2023.

3. In the Affidavit dated 02/07/2023, the Assistant Engineer-Mahe / Respondent No.2 on behalf of Respondent 1 and 3 had stated that, three numbers of HT poles to be replaced. Estimate is under preparation and the work will be completed before 31/08/2023.

4. Though reply was received earlier, hearing could not be conducted due to heavy rain at Mahe and all the officials are involved in power restoration. Hence, hearing was conducted on 10/08/2023 at Puducherry through video conferencing. Both the Complainant and the Respondents were present. Respondent No.1 was also present at the time of video conferencing in the Forum. The Complainant reiterated the necessity for replacing the electric poles. The Respondents also agreed that it needs to be replaced, but due to flood and rain, they have requested time upto 30/09/2023 for replacement of poles. After detailed discussion, the Respondent No.2 had agreed to replace the poles by 15/09/2023. The Complainant also agreed for the same.

ORDER

i. As agreed to, the Respondents are directed to complete the work by 15/09/2023 and furnish a compliance report to this Forum within a week thereafter.

- ii. Thus the complaint is allowed.
- iii. The Complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF Order by the Licensee, may make an Appeal in prescribed Annexure-IV to the Electricity Ombudsman, Joint Electricity Regulatory Commission for the state of Goa and Union Territories, 3rd Floor, Plot No. 55-56, Pathkind Lab Building, Service Road, Udyog Vihar, Phase IV, Sector -18 Gurugram, Haryana-122015; Phone 0124-4684708; email ombudsman.jercuts@gov.in within 30 days from the date of this Order under intimation to this Forum and the Respondents.
- iv. 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 14th day of August, 2023

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN