

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 17th DAY OF AUGUST 2023

CONSUMER CASE No.101/2023

K.V. Mohanan,
Ex.Councillor,
Kunhipurayil,
P.O. Pandakkal,
Palloor,
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-Palloor,
Electricity Department,
Mahe.

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Respondents

This case in C.C. No.101/2023 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 K.V. Mohanan during the public interaction programme of this Forum held at Palloor section of Mahe on 24/06/2023. In the complaint, the Complainant had stated that the posts erected for transformer in front of the I.K. Kumaran Master Higher Secondary School at Pandakkal are likely to snap at any time. Many vehicles are passing to Palloor and Thalassery areas and the above mentioned school students pass through this road. If a major accident is to be avoided, the above mentioned post should be replaced as soon as possible and the high mast light at Moolakkadavu area is in non-burning condition for many years. Therefore, the Complainant prayed this Forum to issue necessary directions to the Respondents to rectify the above matter. Hence, the Complaint.

2. The complaint was registered as C.C. No.101/2023 on 24/06/2023 and copy of the Complaint handed over to the Assistant Engineer, Mahe and others to furnish reply by 04/07/2023. 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 03/07/2023, the Assistant Engineer-Mahe / Respondent No.2 on behalf of Respondent 1 and 3 had stated that, estimate for replacing the deteriorated DP structure already sanctioned. Quotations are called for the above work, but no response from the private contractors. Quotations to be recalled and the above work will be completed before 31/09/2023. The maintenance and replacement work of high mast lights are done by PWD Mahe.

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. Hearing was held on 10/08/2023 at Puducherry through video conferencing. Both the Complainant and the Respondents were present. The Respondent No.2 informed Tender issued earlier for erection of DP Structure, no response received from the Contractors. Since there is only one registered contractor, he is not interested to

take up the work. The Respondent No.1 present during the hearing suggested undertaking the job on labour contract and the work supervised by the Junior Engineer. The Respondent No.2 has agreed to the proposal and stated that the work will be completed by 30/09/2023. Further, Respondent No.2 informed that there is objection for erecting the Transformer at the same place. This Forum informed that since the DP structure existing for more than 15 years on that place, it need not be shifted and the Transformer be erected at the same place. The present petition is also for replacement of deteriorated poles of transformer structure and not for relocation of transformer. The Respondent No.2 further advised to get in touch with the PWD for rectification of non-burning high mast light.

ORDER

- i. The Respondents are directed to complete the work by 30/09/2023 and furnish a compliance report to this Forum within a week after completion.
- ii. The complaint is allowed to the extent indicated.
- 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 17th day of August, 2023

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN