

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 11th DAY OF AUGUST 2023

CONSUMER CASE No.102/2023

P. Sudheesh Kumar,
Vayakkara House,
P.V. Champad,
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.102/2023 came up before this Forum for final hearing on 10/08/2023. 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 P. Sudheesh Kumar, Pandakkal 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 due to a huge tree, there is threat of falling over two houses. The tree could not be removed, as there exist LT lines. The matter was brought to the knowledge of the Department and stated that the power supply would have to be switched off for tree removal. Thereafter, the matter was taken up with REO, Mahe, but no action was taken. Therefore, the Complainant prayed this Forum to issue necessary directions to the Respondents in the above matter. Hence, the Complaint.

2. The complaint was registered as C.C. No.102/2023 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, the work has been completed after dismantling the line on 03/07/2023.

4. Though reply was received earlier, hearing could not be conducted due to heavy rain at Mahe District and all the officials are involved in power restoration. Hearing was held on 10/08/2023 at Puducherry through video conferencing. The Complainant called absent and the Respondents were present. Respondent No.1 was also present at the time of video conferencing in the Forum. The Respondent No.2 has submitted that the work had already been completed and stated that the Complainant could not attend the hearing, since he is residing in neighbouring Kerala State.

ORDER

- i. Since the grievances of the Complainant are resolved the, complaint is treated as closed.
- ii. 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.

Dated at Puducherry on this the 11th day of August, 2023

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN