

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.105/2023

T. Siyad,
President,
Mahathma Residents Association,
Near MGGA college,
New Mahe P.O,
West Palloor, Chalakkara,
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 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 T. Siyad 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 it has been more than two years since the petition was submitted to replace the damaged poles of the Transformer near the house of former MLA, West Palloor and it has not been resolved. Similarly, there is no voltage at night and children are unable to study. It has been six months since the street light are not burning in the Leela Oil Mill area. 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.105/2023 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 is being prepared for replacement of deteriorated DP structure. The work will be completed before 31/10/2023 after monsoon season. Non-burning street lights near Leela Oil Mill, Chalakkara will be rectified within 11/07/2023.

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. 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 during the hearing, that estimate is under preparation. This Forum is not happy with the reply, as the reply of the Respondent No.2 was furnished one month back and still estimate is not prepared and it is not justifiable. The Respondent No.1 had directed Respondent No.2 to prepare estimate within 2 days and send for sanction if

it comes within the powers of the Executive Engineer. If it is within the powers of the Assistant Engineer himself can issue sanction and send proposal for issue of technical sanction. The Respondent No.2 agreed to complete the work by 30/10/2023 after monsoon. The Respondent No.2 further informed that the street lights were made burning on 11/07/2023. The Complainant also informed had the street lights are burning and also agreed for replacement of transformer structure by 31/10/2023.

ORDER

- i. The Respondents are directed to complete the work by 31/10/2023 and furnish a compliance report to this Forum within a week after completion.
- 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 17th day of August, 2023

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN