

BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM
(Under the Electricity Act, 2003)
PUDUCHERRY

PRESENT:

THIRU T. GOPALAKRISHNAN, B.E.,
CHAIRMAN

THIRU R. KRISHNAMURTHY, B.Com., LLB., PGDFL.,
JERC NOMINATED MEMBER

MONDAY, THE 25TH DAY OF JULY 2022

CONSUMER CASE No.108/2022

T. Habibu ummal,
S/o Thoufik,
No.4, Thiruvassal Kollai Street,
Neravy,
Karaikal.

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Complainant

Vs.

- 1) The Executive Engineer,
Electricity Department,
Karaikal.
- 2) The Assistant Engineer –Town I,
Electricity Department,
Karaikal.
- 3) The Junior Engineer-Neravy,
Electricity Department,
Karaikal.

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Respondents

This case in C.C. No.108/2022 came up before this Forum for final hearing on 15/07/2022. 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. Habibu Ummal S/o Thoufik during the public interaction programme of this Forum held at Neravy Section at Karaikal on

15/06/2022. In the complaint, the Complainant had stated that there is a electrical pole in front of her house and stay block is erected in front of her house which hinders people living the street as well as children. Hence, the Complainant prayed to pass necessary Orders to the Respondents to shift the stay block to avoid hindrance. Hence, the Complaint.

2. The complaint was registered as C.C. No.108/2022 on 15/06/2022 and copy of the complaint was handed over to the Executive Engineer, Karaikal and others to furnish reply by 27/06/2022. Reply received from the Respondents on 28/06/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 15/07/2022.

3. In the Affidavit dated 23/06/2022, the Assistant Engineer, Town -I/ Respondent No.2 for himself and on behalf of Respondent No.1 and 3 had stated that, location was inspected and action taken to shift the stay in front of the house within 20 days.

4. Hearing was held on 15/07/2022 at Karaikal. Both the Complainant and the Respondents were present. During the hearing, the Complainant stated that they are not in a position to extend assistance to the Department in shifting the stay block by excavating the pit and engage mason for the above work. Hence, the Complainant requested to defer the work till his father returns from abroad. The Respondents were asked to detail the work to be carried out for shifting the stay wire. On the submission it is noted that the stay wire is still hindering the movement of the residents living in the house. Hence, this Forum directed the Respondents to reconsider the methodology of providing stay to avoid hindrance.

ORDER

i. Since the Complainant requested to defer the work for the time being in view of the unavoidable position, the Respondent is directed to defer the work accordingly.

- ii. Thus, the complaint is closed.
- 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.

Dated at Puducherry on this the 25th day of July, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN