

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 18TH DAY OF JULY 2022

CONSUMER CASE No.118/2022

S. Mariappan,
No.28, Theradi Street,
Thondamanatham Post,
Puducherry.

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Complainant

Vs.

- 1) The Executive Engineer, Rural-North,
Electricity Department,
Puducherry
- 2) The Assistant Engineer –Sedharapet, O&M,
Electricity Department,
Puducherry.
- 3) The Junior Engineer- Ramanathapuram,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.118/2022 came up before this Forum for final hearing on 14/07/2022. 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 S. Mariappan during the public interaction programme of this Forum held at Ramanathapuram on 21/06/2022. In the

complaint, the Complainant had stated that he is residing in the above mentioned address. The existing LT wires are in deteriorated condition due to which the lines are snapping frequently and he is not getting adequate power supply causing damages to electrical gadgets. Besides, street lights are also not burning in his street. The Complainant prayed this Forum to pass necessary Orders for replacement of existing deteriorated LT wires and also provision of new LED street lights in his area. Hence, the Complaint.

2. The complaint was registered as C.C. No.118/2022 on 21/06/2022 and copy of the complaint was handed over to the Executive Engineer, Rural (North) and others to furnish reply by 01/07/2022. Reply received from the Respondents on 01/07/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 14/07/2022.

3. In the Affidavit dated 01/07/2022, the Assistant Engineer, Sedharapet / Respondent No.2 for himself and on behalf of Respondent No.1 and 3 had stated that, the aged two span of five wires LT line have been replaced with ACSR 7/2.59 size conductor at Theradi Street, Thondamanatham on 27/06/2022. Further, the existing aged three number of 4'40 watts STL fittings have been replaced with new 20 watts LED fittings at Theradi Street, Thondamanatham on 27/06/2022.

5. Hearing was held on 14/07/2022. The Respondents were present. However, the Complainant informed this Forum over phone that the Respondents have completed the works in all respects and he was not able to attend the hearing due to pre-occupation. The Respondents were directed to obtain a satisfaction letter from the Complainant and forward a copy of the same to this Forum.

ORDER

i. Since the grievances of the Complainant has been addressed, 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 18th day of July, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN