

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 25th DAY OF FEBRUARY 2022

CONSUMER CASE No.128/2021

M. Revathi,
Madhurakkarantavida House,
Chalakkara,
Mahe-673310

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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,
Electricity Department,
Mahe.

....

Respondents

This case in C.C. No.128/2021 came up before this Forum for final hearing on 08/02/2022. 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 has been received from M. Revathi, during the public interaction programme of this Forum held at Mahe on 15/12/2021. In the complaint, the Complainant had stated that, she had availed power supply through the overhead service connection wire. The service line is found to be at low level and it may cause hazardous to lives and she has requested to replace the same to the adjacent side of the road by erecting a new pole. Hence, the Complaint.
2. The complaint was registered as C.C. No.128/2021 on 15/12/2021 and copy of the complaint was handed over the Respondents for giving reply by 26/12/2021. The reply of the Respondent No.2 was received on 13/01/2022 and the case was posted for hearing on 21/01/2022 through video conference.
3. The Assistant Engineer, Mahe / Respondent No.2 on behalf of Respondent No.1 and 3, in his reply stated that the line feeding the Complainant's house passing through a private land and not having sufficient ground clearance at present. An intermediate pole will be provided in this line to avoid over sagging. The work will be completed within 1 month.
4. In the additional Affidavit dated 20/01/2022 filed by the Assistant Engineer, Mahe / Respondent No.2 has stated that the intermediate pole has been provided and line sagging problem has been rectified.
4. The hearing was postponed to 01/02/2022 due to COVID-19 and again postponed to 08/02/2022 on the request of the Respondent. The hearing was held on 08/02/2022 through video conferencing. The Complainant was not present.
5. During the hearing, the Respondents stated that the work has been completed and not enclosed satisfactory report of the Complainant. The Respondents have been directed to furnish satisfactory report obtained from the Complainant before 11/02/2022. But the same has not been received so far.

ORDER

- i. Since the complaint has been attended to by the Respondents, the Complaint is treated as closed.

Dated at Puducherry on this the 25th day of February 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN