

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

WEDNESDAY, THE 1ST DAY OF MARCH 2023

CONSUMER CASE No.12/2023

A. Moorthy,
S/o Arumugam,
No.23, Iyyanar Koil Street,
Irulansandhai,
Bahour,
Puducherry -607 402

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Complainant

Vs.

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

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Respondents

This case in C.C. No.12/2023 came up before this Forum for final hearing on 27/02/2023. 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 A. Moorthy during the Public Interaction Programme of this Forum held at Bahour on 25/01/2023. In the complaint, the Complainant had stated that, electrical poles are in a damaged condition and it may fall down at any time. Many complaints have been lodged at Bahour O&M Office, but till date no action was taken. Therefore the Complainant prayed this Forum to issue necessary directions to the Respondents to replace the damaged poles. Hence, the Complaint.

2. The complaint was registered as C.C. No.12/2023 on 25/01/2023 and copy of the complaint was handed over to the Executive Engineer, Rural (South) and others to furnish reply by 06/02/2023. Reply from the Assistant Engineer, Bahour/ Respondent No.2 was received on 15/02/2023 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 27/02/2023.

3. In the Affidavit dated 06/02/2023, the Assistant Engineer- Bahour/ Respondent No.2 filed for himself and on behalf of Respondent 1 and 3 had stated that, the location was inspected along with the Junior Engineer-Bahour. It was noticed that 7 Nos of 24'RCC poles is in deteriorated condition. Further, the poles were erected more than 15 years ago, due to ageing and natural calamities, the poles are in deteriorated condition. The deteriorated poles and conductors were replaced on 31/01/2023

4. Hearing was held on 27/02/2023. Both the Complainant and the Respondents were present. During the hearing, the Complainant expressed his satisfaction on the action taken by the Department.

ORDER

i. Since the grievance has been addressed to the entire satisfaction of the Complainant, 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 1st day of March, 2023

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN