

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

TUESDAY, THE 30TH DAY OF AUGUST 2022

CONSUMER CASE No.142/2022

K. Kumar,
VIP Nagar,
Kadaisi Theru,
Koonichampattu,
Puducherry.

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Complainant

Vs.

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

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Respondents

This case in C.C. No.142/2022 came up before this Forum for final hearing on 25/08/2022. 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 K. Kumar during the public interaction programme of this Forum held at Thirukkanur O&M Section on 19/07/2022. In the

complaint, the Complainant had stated that he is residing in the above mentioned address. LT lines are crossing over the house constructed by him and lines are sagging dangerously. Therefore, the Complainant has requested this Forum to pass necessary directions to shift the line. Hence, the Complaint.

2. The complaint was registered as C.C. No.142/2022 on 19/07/2022 and copy of the complaint was handed over to the Executive Engineer, Rural (North) and others to furnish reply by 29/07/2022. Reply received from the Respondents on 01/08/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 25/08/2022.

3. In the Affidavit dated 29/07/2022, the Assistant Engineer, Thethampakkam / Respondent No.2 for himself and on behalf of Respondent No.1 and 3 had stated that, the LT lines passing over the Complainant's house has been shifted and sagging LT lines are also restrained by replacing the damaged pole on 28/07/2022 and enclosed a copy of the satisfaction letter received from the Complainant.

4. Hearing was held on 25/08/2022. The Complainant called absent. Respondents were present. During the hearing, the Respondents were asked whether any charges was collected from the Complainant for shifting LT lines. The Respondents stated that in view of the dangerous condition, the lines have been shifted and estimate is to be prepared and necessary charges to be collected from the Complainant. The Complainant had also sent satisfaction letter to this Forum on 19/08/2022.

ORDER

i. Since the complaint has been resolved to the 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 30th day of August, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN