

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 11th DAY OF NOVEMBER 2022

CONSUMER CASE No.162/2022

M.R. Nirmala,
Sreeragam Kamantenvide,
Near Thekkayil Subramaniyar Koil,
East Palloor,
Mahe.

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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-Palloor
Electricity Department,
Mahe.

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Respondents

This case in C.C. No.162/2022 came up before this Forum for final hearing on 02/11/2022. 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 M.R. Nirmala, during the public interaction programme of this Forum held at Palloor Section, Mahe on 21/09/2022. In the complaint, the Complainant had stated that there is a cement pole in deteriorated condition at the bottom which is very dangerous to his house and to the general public using the road. The damaged pole may fall at any time during the rainy season. Further school vans carrying students are plying through this road frequently. He had orally informed to the Department authorities. But no action was taken so far. Therefore, the Complainant prayed this Forum for issue of necessary directions to the Respondents to rectify the problem. Hence, the Complaint.
2. The complaint was registered as C.C. No.162/2022 on 21/09/2022 and copy of the Complaint handed over to the Assistant Engineer, Mahe and others to furnish reply by 05/10/2022. Reply from the Assistant Engineer, Mahe / Respondent No.2 was received on 17/10/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 02/11/2022.
3. In the Affidavit dated 06/10/2022, the Assistant Engineer-Mahe / Respondent No.2 on behalf of Respondent 1 and 3 had stated that, the deteriorated pole will be replaced and the complaint will be rectified by 30/11/2022.
4. Hearing was held on 02/11/2022 at Puducherry through video conferencing. The Complainant was represented by her son on authorisation. The Respondents were also present. During the hearing, the Respondents stated that the work will be completed in one or two days and another pole to be erected to rectify the sagging of lines. The Complainant stated that another pole is not necessary as it would affect his interest. The exact nature of the objection was not clear. The Respondents were directed to replace the deteriorated pole in the first instance and send a detailed sketch to the Executive Engineer (SPM & Buildings) and proceed as per the directions of the Respondent No.1. The Respondents are directed to send the authorisation letter given by the Complainant to this Forum for record purpose.

ORDER

- i. As directed above, the Respondents are directed to replace the deteriorated pole and after replacement, a Compliance report shall be sent to this Forum along with the satisfaction letter obtained from the Complainant.
- ii. Thus, the complaint is allowed.
- 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.
- iv. Non-compliance with the directions of Forum by the Licensee shall attract remedial action under Sections 142 and 146, of the Electricity Act 2003.

Dated at Puducherry on this the 11th day of November, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN