

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

THURSDAY, THE 15TH DAY OF DECEMBER 2022

CONSUMER CASE No.182/2022

R. Soundarrajan,
S/o Ramachandran,
Vinayagar Koil Street,
Keezhagraharam,
Vadamangalam,
Villianur,
Puducherry

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Complainant

Vs.

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

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Respondents

This case in C.C. No.182/2022 came up before this Forum for final hearing on 12/12/2022. 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 R. Soundarrajan Keezhagraharam on 16/11/2022. In the complaint, the Complainant had stated that, during 2020 Nivar Cyclone had damaged three numbers of RCC poles, due to which power supply to one school and five residential buildings got disrupted. However, alternative arrangements were made to school and Residential building for restoring power supply. The Complainant stated that 250 meters of service connection wire and supporting pipes were made available at his own cost for extending supply. Since the existing wires is running for more than 250 meters power supply to his house is not adequate, due to which washing machine and other electrical gadgets got damaged. He enclosed a copy of the damaged pole during the cyclone. He had made complaint to the Junior Engineer in person and gave a letter to replace the damaged poles. But no action has been taken for the past two years. Therefore, the Complainant prayed this Forum for issue of necessary directions to the Respondents to replace the damaged poles at the earliest. Hence, the Complaint.

2. The complaint was registered as C.C. No.182/2022 on 16/11/2022 and copy of the complaint was sent to the Executive Engineer, Rural (South) and others to furnish reply by 28/11/2022. Reply from the Assistant Engineer, Rural, South/ Respondent No.2 was received on 25/11/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 12/12/2022.

3. In the Affidavit, the Assistant Engineer- Rural- South/ Respondent No.2 filed for himself and on behalf of Respondent 1 and 3 had stated that, the work has been carried out by replacing LT poles and lines which was damaged during Nivar cyclone.

4. Hearing was held on 12/12/2022. Both the Complainant and the Respondents were present. During the hearing, the Complainant expressed his satisfaction on the work done and had also given a letter to that effect. The Respondents were enquired about the delay in replacing the damaged poles for more than 2 years. The Respondents stated that due to administrative reasons and shortage of major materials the delay was happened in replacing the damaged materials.

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 15th day of December, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN