

BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM  
(Under the Electricity Act, 2003)  
PUDUCHERRY

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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 2<sup>ND</sup> DAY OF MARCH 2023

**CONSUMER CASE No.27/2023**

T. Vadivelu,  
No.22, Pidariamman Koil Street,  
Kuruvinatham (Post),  
Bahour Commune,  
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.27/2023 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 T. Vadivelu, during the Public Interaction Programme of this Forum held at Bahour on 25/01/2023. In the complaint, the Complainant had stated that in Soriyankuppam village at Bahour many poles are in deteriorated condition and needs replacement. The street lights are not burning from Kuruvinatham to Soriyankuppam village. Therefore, the Complainant prayed for issue of Orders directing the Respondents to rectify the above defects. Hence, the Complaint.
2. The complaint was registered as C.C. No.27/2023 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, a scheme for erection of an additional Distribution Transformer replacement of damaged / deteriorated poles and conductor is under preparation. In this scheme, it is proposed to replace poles and conductors. The work will be taken after obtaining Department approval.
4. Hearing was held on 27/02/2023. Both the Complainant and the Respondents were present. During the hearing, the Respondent No.2 / Assistant Engineer-Bahour informed that a scheme for erection of Soriyankuppam SS -VII 315 KVA is under preparation. Further, out of 13 damaged poles 11 Nos. have already been replaced and remaining 2 poles will be attended shortly. The Respondent No.2 had further informed that there are about 6 LED lights in Kuruvinatham road which are not burning. The Respondent No.2 had agreed to attend to the pending / existing problems within 10 days. The Complainant had prayed for posting of at least one staff for each village to look after maintenance. The Respondent No.1 has been

advised to take up the matter for filling up of vacant posts with the appropriate authority.

### ORDER

- i. As agreed to by the Respondents the pending / existing problems are to be rectified within 10 days from the date of this Order and a send compliance report to this Forum within 7 days thereafter.
- ii. The Respondents are also directed to send monthly reports on the progress / sanction / erection of Soriyankuppam SS-VII.
- iii. Thus the complaint is allowed.
- iv. 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](mailto:ombudsman.jercuts@gov.in) within 30 days from the date of this Order under intimation to this Forum and the Respondents.
- v. 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 2<sup>nd</sup> day of March, 2023

**Sd/-**

**(R. KRISHNAMURTHY)**  
**JERC NOMINATED MEMBER**

**Sd/-**

**(A.S. JITENDRA RAO)**  
**LICENSEE MEMBER**

**Sd/-**

**(T. GOPALAKRISHNAN)**  
**CHAIRMAN**