

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

MONDAY, THE 27th DAY OF MARCH 2023

CONSUMER CASE No.41/2023

K.P. Ramadasan,
NIRMALYAM,
P.O.Pandakkal,
Near Navodaya Vidyalaya,
Mahe-670672.

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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-Mahe
Electricity Department,
Mahe.

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Respondents

This case in C.C. No.41/2023 came up before this Forum for final hearing on 21/03/2023. 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. P. Ramadasan, during the public interaction programme of this Forum held at Mahe on 16/02/2023. In the complaint, the Complainant had stated that the electrical pole near Navodaya Vidyalaya and two poles near the newly formed roads are in a dilapidated condition causing danger to general public. The Complainant also complained about the street lights in front of Navodaya Vidyalaya are not burning. Therefore the Complainant prayed this Forum to issue necessary directions to the Respondents to rectify the above complaints. Hence, the Complaint.
2. The complaint was registered as C.C. No.41/2023 on 16/02/2023 and copy of the Complaint handed over to the Assistant Engineer, Mahe and others to furnish reply by 28/02/2023. Reply from the Assistant Engineer, Mahe / Respondent No.2 was received on 02/03/2023 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 21/03/2023.
3. In the Affidavit dated 24/02/2023, the Assistant Engineer-Mahe / Respondent No.2 on behalf of Respondent 1 and 3 had stated that, the deteriorated HT Poles has been replaced and non-burning street lights also rectified on 23/02/2023.
4. Hearing was held on 21/03/2023 at Puducherry through video conferencing. The Complainant not appeared and the Respondents were present. The Respondent No.2 informed that the work has been completed in all respects and the Complainant also given satisfactory letter to the Respondent to that effect.

ORDER

- i. Since the grievances of the Complainant has been attended, 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 27th day of March, 2023

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN