

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

WEDNESDAY, THE 29<sup>th</sup> DAY OF MARCH 2023

**CONSUMER CASE No.46/2023**

Joshwa Roland,  
Pallikannu House,  
Valiya Poyil,  
(PO) West Palloor,  
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-Palloor,  
Electricity Department,  
Mahe.

....

Respondents

This case in C.C. No.46/2023 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 Joshwa Roland during the public interaction programme of this Forum held at Palloor, Mahe on 16/02/2023. In the complaint, the Complainant had stated that he has performed his house warming 6 years back and applied for electricity connection. During that period there is no line near his house and he has purchased service wire and obtained service connection, by taking connection from pole located at a distance at that time. The service wire to his house is now dangerously leaning and also hanging. Therefore, the Complainant prayed this Forum to issue necessary directions to the Respondents to provide one mid electric pole. Hence, the Complaint.

2. The complaint was registered as C.C. No.46/2023 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, two numbers of LT poles will be provided in the middle to hanging service line, work will be completed before 15/03/2023.

4. Hearing was held on 21/03/2023 at Puducherry through video conferencing. The Complainant not appeared and the Respondents were present. Respondent No.1 was also present at the time of video conferencing in the Forum. The Respondent No.2 has submitted that they have completed the work on 27/02/2023. This Forum directed the Respondents to send a copy of the letter of satisfaction obtained from the Complainant to this Forum.

#### ORDER

i. Since the grievances of the Complainant are resolved 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](mailto: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 29<sup>th</sup> day of March, 2023

**Sd/-**

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

**Sd/-**

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

**Sd/-**

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