

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 20TH DAY OF APRIL 2023

CONSUMER CASE No. 57/2023

K. Manogaran,
No.22, Velavan Nagar,
Near Railady Street,
Thirunallar,
Karaikal.

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Complainant

Vs.

- 1) The Executive Engineer,
Electricity Department,
Karaikal.
- 2) The Assistant Engineer -Rural,
Electricity Department,
Karaikal.
- 3 The Junior Engineer – Thirunallar,
Electricity Department,
Karaikal.

....

Respondents

This case in CC No.57/2023 came up before this Forum for final hearing on 12.04.2023. 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 K. Manogaran, during the public hearing held by this Forum at Nedungadu O&M, Karaikal on 16.03.2023. In the complaint, the Complainant had stated that he has given application for permanent service connection during August 2020 for the newly constructed house. However, the electric poles were not erected as approved for the above service. In this regard the Complainant had approached the Department several times, but no action was taken till date. The Complainant therefore, prayed this Forum to issue necessary directions to the Respondents for erection of pole for the permanent service connection to his house. Hence the complaint.

2. The complaint has been registered as C.C. No.57/2023 on 16/03/2023 and copy of the complaint was handed over to the Executive Engineer – Karaikal for giving reply by 27.03.2023. Reply received from Respondent No.2 on 03.04.2023 and the same was communicated to the Complainant. The case was posted for hearing on 12/04/2023 at Karaikal.

3. In the reply filed by the Second Respondent i.e. the Assistant Engineer, Rural, Electricity Department, Karaikal, on behalf of himself and for Respondent No.1 and 3, had stated that a scheme has been sanctioned for extension of 1 phase 2 wire line at Velavan Nagar near Railady Thery, Thirunallar. The work has been completed on 28/03/2023.

4. Hearing was held on 12/04/2023 at Nedungadu, Karaikal. Both the Complainant and Respondents were present. The Respondents have stated that the work has been completed on 28/03/2023. The Complainant has also given a letter of satisfaction.

ORDER

- i. Since the grievances of the Complainant are addressed to the satisfaction by the Respondents, 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 within 30 days from the date of this Order under intimation to this Forum and the Respondents.

Dated at Puducherry on this the 20th day of April, 2023

Sd/-
(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-
(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-
(T. GOPALAKRISHNAN)
CHAIRMAN