

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

FRIDAY, THE 31ST DAY OF MARCH 2023

CONSUMER CASE No. 61/2023

S. Christop Juliene,
S/o R. Sebastian,,
No.5, Pidari Koil Street,
Melakasakudy,
Nedungadu,
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 – Nedungadu,
Electricity Department,
Karaikal.

....

Respondents

The case of the complainant is as follows.

1. A Complaint was received from S. Christop Juliene 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 there is one electric pole near his

house for several years. Some time back, the Department has laid a new electric line over the pole. After that the pole near to his house started slanting. The Complainant therefore, prayed this Forum to issue necessary directions to the Respondents for rectification of the defects. Hence the complaint.

2. The complaint has been registered as C.C. No.61/2023 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 29.03.2023 and the same was communicated to the Complainant.

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 inspection has been carried out and the inclined pole has been straightened without hindrance to the house on 21/03/2023. In this connection, a letter of satisfaction received from the Complainant after carrying out the work, is submitted.

4. In the letter the Complainant had mentioned that the work has been carried out satisfactorily on 21/03/2023. Since the work has been completed and satisfaction letter from the Complainant is enclosed, no hearing was held.

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 31st day of March, 2023

Sd/-
(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

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

Sd/-
(T. GOPALAKRISHNAN)
CHAIRMAN