

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

TUESDAY, THE 25TH DAY OF APRIL 2023

CONSUMER CASE No. 63/2023

P. Kumaran,
S/o Panneerselvam,
No.2, Atrangarai Street,
Serumavilangai,
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

This case in CC No.63/2023 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 P. Kumaran S/o Panneerselvam, during the public hearing held by this Forum at Nedungadu, Karaikal on 16.03.2023. In the complaint, the Complainant had stated that there are more than 25 houses in the street and there are 2 electric poles. One of the electric pole is in a damaged condition. Hence there was power failure for many times and the lines are low lying. The Complainant therefore, prayed this Forum to issue necessary directions to the Respondents to rectify the above defects. Hence, the complaint.
2. The complaint has been registered as C.C. No.63/2023 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 Nedungadu, 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 the site has been inspected and recently one middle pole has been erected as the span length is too long. The work for replacement of existing one No. of damaged RCC pole and conversion of weather proof line into ACSR conductor will be completed by 30/04/2023. Regarding street there are two nos. of light existing in the above location and are in glowing condition. The Petitioner may contact the Commissioner, Nedungadu Commune Panchayat for requirement of any additional street lights.
4. Hearing was held on 12/04/2023 at NedungaduKaraikal. Both the Complainant and Respondents were present. The Respondents have submitted that they have completed the work on 31/03/2023. The Complainant has also submitted letter of satisfaction to that effect.

ORDER

- i. Since the grievances of the Complainant has been resolved to the satisfaction of the Complainant 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 25th day of April, 2023

Sd/-
(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

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

Sd/-
(T. GOPALAKRISHNAN)
CHAIRMAN