

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 14th DAY OF AUGUST 2023

CONSUMER CASE No.97/2023

T. Ranjith,
Devi Kriba (Thazhathadathi house),
East Palloor,
Chokly P.O,
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.97/2023 came up before this Forum for final hearing on 10/08/2023. 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 T. Ranjith during the public interaction programme of this Forum held at Mahe on 23/06/2023. In the complaint, the Complainant had stated that the poles on Poosari Kovil Road in East Palloor area Ward -10 are in deteriorated condition. One in front of his house is in danger condition. Therefore, the Complainant prayed this Forum to issue necessary directions to the Respondents to replace the poles. Hence, the Complaint.
2. The complaint was registered as C.C. No.97/2023 on 23/06/2023 and copy of the Complaint handed over to the Assistant Engineer, Mahe and others to furnish reply by 03/07/2023. Reply from the Assistant Engineer, Mahe / Respondent No.2 was received on 12/07/2023 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 10/08/2023.
3. In the Affidavit dated 02/07/2023, the Assistant Engineer-Mahe / Respondent No.2 on behalf of Respondent 1 and 3 had stated that, two numbers of deteriorated poles near Poosari Kovil at East Palloor area will be replaced after preparing the estimate before 31/08/2023.
4. Though reply was received earlier, hearing could not be conducted due to heavy rain at Mahe and all the officials are involved in power restoration. Hence, hearing was conducted on 10/08/2023 at Puducherry through video conferencing. The Complainant called absent 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 informed that an estimate for Rs.71,805/- is ready and will be sanctioned under the powers of Assistant Engineer. The Respondent No.2 has requested time to complete the work by 15/09/2023, due to more number of similar works are on hand on account of monsoon rain, public holiday and as the Respondent No.3 is to be deputed for inspection of works.

ORDER

- i. As agreed to, the Respondents are directed to complete the work by 15/09/2023 and furnish a compliance report to this Forum within a week thereafter.
- ii. Thus the complaint is allowed.
- iii. 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.
- iv. Non-compliance with the directions of Forum by the Licensee shall attract remedial action under Sections 142 and 146, of the Electricity Act 2003.

Dated at Puducherry on this the 14th day of August, 2023

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN