

**BEFORE THE ELECTRICITY OMBUDSMAN
(For the State of Goa and Union Territories)
Under Section 42 (6) of the Electricity Act, 2003**
3rd Floor, Plot No. 55-56, Udyog Vihar - Phase IV, Sector 18
Gurugram (Haryana) 122015,
, Email ID: ombudsman.jercuts@gov.in
Phone No.:0124-4684708

Appeal o.188 of 2022

**Date of Video Conferencing:
16.03.2023**

Date of Order: 17-03-2023

Sh. V. Veerakkannu,
Puducherry.

.... Appellant

Versus

The Superintending Engineer com
HOD,
Electricity Department,
Puducherry and others

.... Respondents

Parties Present:

Appellants(s) Sh. V. Veerakkannu- Appellant,
On mobile phone

Respondent(s) Sh. K. Ramanathan- Executive Engineer,
Electricity Department



Date of Order: 17-03-2023

The Appellant has preferred an Appeal against non-implementation of CGRF- Puducherry's order in C.C.NO: 173/2022 dated -28.11.2022. Appellant has sent the Appeal on 26.12.2022 by post. Appeal was admitted on 09.01.2023 as Appeal No.188 of 2022. Copy of the same as received was forwarded to the respondents with a direction to submit their remarks/ counter reply on each of the points. A copy of counter reply was supplied to the Appellant with a request to file the rejoinder.

(A) Submissions by the Appellant:

The brief facts as under: -

- (1) The Appellant has not filed the appeal in Annexure-IV, as required as per Regulations, despite due notice.
- (2) He has also not explicitly submitted his grounds and prayer for in the Appeal.
- (3) Only in the subject he has written as "The CGRF order not obeyed by the Pondicherry Electricity Department-Matter".
- (4) From the subject, it transpired that he is appealing against non-implementation of CGRF order and accordingly his appeal was admitted in the consumer interest.
- (5) In nutshell he tried to state that the electro mechanical meter was removed from his house. Further the Electricity Department installed a repaired electro mechanical meter in place of a removed meter and the new installed meter is not showing the reading display properly.
- (6) He prayed that new good condition meter be fixed in his house.

(B) Submissions by the Respondents:

Shri. K. Ramanathan, Executive Engineer-Rural North O&M in Electricity Department, Puducherry, do stated on oath as under: -

1.That the deponent is working as Executive Engineer, and is authorized by Electricity Department, Puducherry being Deemed Licensee vide letter no. 5427/ ED/EE-R(N)O&M/ Tech/F-Omb/22-23Date: 15-02-2023 (certified copy enclosed), to file this reply and represent on behalf of Electricity Department, Puducherry, in this case.

2.That para wise counter reply is as under –

- a) The Respondent respectfully submit that the appellant / complainant, Thiru. V. Veerakannu, No. 88, 89/2, Thiru-V.KA. Street, V.P. Singh Nagar, Shanmugapuram, Thattanchavady, Puducherry – 605 502 had requested to fix good condition meter in the Domestic service connection bearing policy code 32-81-03-0234/A2 standing in the name of Veerakannu ,Balar Palli st, Periyapet, Kanuvapet, vide Appeal no 188/2022, Dt:19-12-22.
- b) The Respondent respectfully submit that the Junior Engineer/Villianur O&M had inspected the service connection bearing policy code 32-81-03-0234/A2 and reported that the old electro mechanical meter was replaced with static meter on

17-11-22 with the following meter details and furnished copy of the Meter fixed released statement .

Meter Details	Old Electromechanical Released Meter	New Electrostatic fixed Meter
Date	17-11-22	17-11-22
Meter No	1513080	269191
Type	Electromechanical	Electrostatic
Make	ECE	IT
Capacity	2.5-5A	5-20A
Reading	4768	14577

- c) The Respondent respectfully submit that the complainant had filed an Appeal to Honorable Ombudsman and stated that the display is not working in the newly fixed meter, based on the compliant our field officials have inspected the location and reported that the neutral wire was cut off in the incoming supply and the same was rectified on 05-01-2023.
- d) The Respondent respectfully submit that the Junior Engineer/Villianur O&M has reported that at present the existing newly fixed electrostatic meter is working properly and found in good condition.
- e) The Respondent further respectfully submits that the additional data statement has been prepared as per the format of Hon'ble Electricity Ombudsman and enclosed herewith for kind perusal.
3. The Respondent respectfully pray that the Hon'ble Electricity Ombudsman may be pleased to dismiss the complaint in the appeal and render justice.

(C) Ld.CGRF- Puducherry's order in C.C.NO:173/2022 preferred for appeal:

(i) Ld. CGRF-Puducherry, has passed the following order **C.C.NO: 173/2022**: -

ORDER

- i. *"The Complainant is directed to pay a sum of Rs.301/- as claimed by the Respondents within 2 days from the date of receipt of this Order.*
- 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.”*

(D) Deliberations during Video hearing on 16.03.2023 :-

Appellant's Submission:

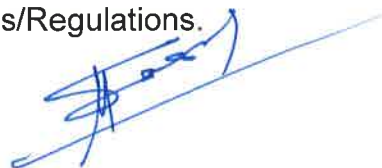
- a. None appeared for the Appellant, though Sh. V. Veerakkannu -Appellant, participated in the e-hearing through mobile phone.
- b. Shri K. Ramanathan, -Executive Engineer was requested during e-hearing to contact the Appellant on his mobile phone and asked him what is his grievance.
- c. Executive Engineer contacted the Appellant and ask his grievance in the local language.
- d. Executive Engineer submitted that Appellant has informed him that his grievance of installing a new meter has been resolved and now he has no grievance against the Respondents.
- e. Earlier Appellant has send a SMS to the Registry, which is reproduced informing that "Appellant V.Veerakkannu proof of identity aadhar card no.-251651638994 e-hearing through video conferencing on GOOGLE Meet opp on 16.03.2023 at 11 Am in Thursday I jointing the court activity in no comfortable please I Am sorry Sir thank You Sir “.

Respondent's Submission:

- a. Shri K. Ramanathan, -Executive Engineer, reiterated his version as submitted in reply to the appeal.
- b. He informed that grievance of the Appellant has been resolved and the Appellant has also confirmed during e-hearing on mobile phone, therefore Appeal be dismissed.

(E) Findings & Analysis: -

1. I have perused the documents on record, CGRF orders and pleadings of the parties.
2. The documents submitted by the parties have been believed to be true and if any party submitted a fake/forged document, then they are liable to be prosecuted under relevant Indian Penal Code/Rules/Regulations.



3. The issues which have arisen for considerations in the present Appeal are as under:

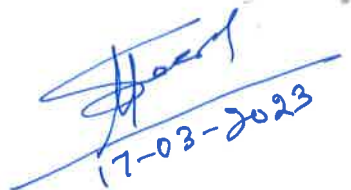
i. Whether the CGRF order is not implemented by Respondents and if Appellant is entitled to relief for installation of a new good condition meter, as prayed for?

4. Regarding issue no 3(i) as above, as to whether the CGRF order is not implemented by Respondents and if Appellant is entitled to relief for installation of a new good condition meter, as prayed for?

The Respondents have submitted in the reply that the new meter was installed and after installation the neutral of the meter got disconnected from the pole. The same was attended to on the complaint of the Appellant and now meter is working properly. The Appellant during e-hearing has also confirmed on mobile phone that he has no grievance now against the Electricity Department. He has also sent a written communication dated-16.03.2023, through the email of Respondents that he is withdrawing his Appeal, as his grievances were satisfactorily attended. There is no such order of CGRF which is required to be complied by the Respondents.

(F) DECISION

- (i) For the reasons discussed above, the Appeal of the Appellant is dismissed as withdrawn.
- (ii) The order No-_C.C.NO:173/2022. passed by the Learned CGRF-Puducherry is upheld.
- (iii) In case, the Appellant or the Respondents are not satisfied with the above decision, they are at liberty to seek appropriate remedy against this order from the appropriate bodies in accordance with Regulation 37(7) of the Joint Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2019.
- (iv) The appeal is disposed of accordingly.



17-03-2023

(M.P. Singh Wasal)
Electricity Ombudsman
For Goa & UTs (except Delhi)

Dated: 17.03.2023