

BEFORE THE ELECTRICITY OMBUDSMAN

No.16 C-1, Miller Tank Bed Area (Behind Jain Hospital)
Vasanthanagar, Bengaluru-560052.

Present: S.S Pattanashetti,
Electricity Ombudsman,
Case No. OMB/G/G-342/2019
Dated 21-06-2019

In the matter of

Smt. Sumalatha Munnur
W/o Govardhan Munnur,
No.12-10-50 & 12-10-88,
Sath Kacheri Road,
Siya Talab,
Raichur-584101.

Represented by:

Shri S. Mehboob,
No.13-2-2/195, Arjunappa Colony,
Yeramaras Camp,
Raichur-584135.

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Vs

Appellant

The Chairman/Members,
Consumer Grievance Redressal Forum,
Raichur District,
Superintending Engineer (Ele.)
GESCOM, Near Basaveshwara Circle,
Raichur

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Respondent

1. This Application/Complaint is filed by Smt. Sumalatha Munnur (Appellant/Complainant), under the provisions of clause 21.2 of the KERC (Consumer Grievance Redressal Forum and Ombudsman) Regulations 2004, in Form 'B' for her grievance not being redressed satisfactorily.

2. Brief facts, which are relevant to the case as claimed by the Appellant/Complainant, are as follows:
 - a) It is stated that the Appellant has filed application for power connection on 10-03-2017. As the licensee did not take any action on her application, she has filed a complaint in Form 'A' before the CGRF-Raichur District on 15-10-2018.
 - b) It is further alleged that the Respondent herein has not passed any order on her complaint so far.
3. Both the parties were informed vide this office letter No. OMB/G/ G-342/2019/D-1293 dated 06-06-2019, regarding availability of provisions in Sub-Regulation 1 of Regulation 20 of KERC (CGRF & Ombudsman) Regulations, 2004 for settlement through conciliation and mediation and to appear before this Authority on 21-06-2019. However, they have not availed the benefit of the said provision. The case was heard on 21-06-2019.
4. During the course of hearing, I have perused the documents filed by the Appellant/Complainant and it is found that the Appellant has filed complaint in Form 'A' before the CGRF-Raichur District on 15-10-2018 and even after lapse of 8 months the CGRF-Raichur District has not passed any order on her complaint. As per KERC (CGRF & Ombudsman) Regulations, 2004, Clause 7.4, "upon admission of complaint, the Forum shall cause a notice of hearing after the registration of the complaint, and pass orders within a maximum period of 60 days from the date of admission". This is a serious lapse on the part of the CGRF-Raichur District.

5. For the foregoing reasons, I proceed to pass the following order:

No. OMB/G/G-342/2019/D-1302

Dated 21-06-2019

O R D E R

The CGRF-Raichur District is directed to dispose of the complaint filed by Smt. Sumalatha Munnur (Appellant/Complainant) within 31-07-2019.

Sd/-

(S.S Pattanashetti)
Electricity Ombudsman.

- 1) Smt. Sumalatha Munnur
W/o Govardhan Munnur,
No.12-10-50 & 12-10-88,
Sath Kacheri Road,
Siya Talab,
Raichur-584101.
- 2) Shri S. Mehboob,
No.13-2-2/195, Arjunappa Colony,
Yeramaras Camp,
Raichur-584135.
- 3) The Assistant Executive Engineer (Electrical),
O & M Urban Sub-Division-1, GESCOM,
Raichur.
- 4) The Chairman,
Consumer Grievance Redressal Forum,
Raichur District,
Superintending Engineer, GESCOM,
Raichur.
- 5) PS to Hon'ble Chairman, KERC
- 6) PS to Hon'ble Member (M), KERC
- 7) PS to Hon'ble Member (R), KERC
- 8) PS to Secretary, KERC.
- 9) Chairperson of all CGRFs in the State.