

Before the Ombudsman, K.E.R.C., Bangalore

Present: S.D.Ukkali

Ombudsman

Case No.OMB/C/G-48/2008/5839

Dated 08.04.2009

Shri M.R.Sreedhara,
Managing Director,
Precitech Engineers Pvt.Ltd.,
58A, 16th Cross, Ramanuja Road,
MYSORE-570004

.. **Complainant**

Vs

1. The Asst.Executive Engineer(EI)
CESC, Hootagalli Sub Division,
MYSORE

2. The Consumer Grievance Redressal Forum,
CESC Corporate Office, 2nd Floor,
927, L.J.Avenue Commercial Complex,
New Kantharaj Urs Road,
MYSORE-570009

.. **Respondent**

This is a Complaint from M/s.Precitech Engineers Pvt.Ltd, 58A, 16th Cross, Ramanuja Road, Mysore-570004 against the non-redressal of its grievance by the 1st Respondent.

Whereas the Consumer Grievance Redressal Forum (CGRF), Chamundeshwari Electricity Supply Corporation (CESC) Mysore (2nd Respondent) passed an Order on the complaint filed by M/s.Precitech Engineers Pvt.Ltd. dated 22.7.2008 in file No.07/2007-2008 ordering withdrawal of the BBC by the 1st Respondent.

Whereas the 1st Respondent did not comply with the order passed by the 2nd Respondent on the ground that there are certain objections raised by the

Audit Cell, Mysore and that he will take action in this regard after obtaining concurrences from the higher authorities of CESC.

Aggrieved by the non-redressal of its grievance by the 1st Respondent, the Complainant filed an appeal complaint before this Authority on 10.12.2008 stating that the 1st Respondent has not implemented the Order passed by the 2nd Respondent.

This non-implementation of the Order passed by the 2nd Respondent amounts to non-redressal of grievance of the Complainant. This Authority vide letter No.KERC/OMB/C/G-48/2008/5256 dated 15.12.2008 sought the comments of the 1st Respondent on the points raised by the Complainant. The 1st Respondent in his reply No.AEE(E)/AET/HOOT/2368-73 dated 24.12.2008 informed that there were certain objections raised by the Audit Cell, Mysore and that he will take action in this regard after obtaining concurrences from the higher authorities of CESC.

Drawing the attention of the Managing Director, CESC, Mysore, this Authority wrote a letter dated 06.01.2009 intimating him that the grievance of the Complainant stands **“not redressed”** on account of non-implementation of the order passed by the 2nd Respondent by the 1st Respondent. The 1st Respondent if not happy with the Order of the 2nd Respondent can take further legal remedial measures in the appropriate legal forum within the stipulated time and that he should not keep the issue pending without implementation amounting to non-redressal of the grievance of the Complainant.

The Managing Director, CESC, Mysore directed the 1st Respondent to take appropriate action on the Order passed by the 2nd Respondent pending inquiry on the internal objections.

The 1st Respondent sent a cheque for Rs.25,000/- in respect of backbilling charges on 19.1.2009 and it is confirmed by the Complainant that he has

received the cheque for Rs.25,000/- on 21.1.2009 vide his letter dated 27.1.2009. The Complainant has requested this Authority to treat the matter as closed.

Having regard to the facts and circumstances of the case, this appeal complaint is disposed off as the consumer's grievance is redressed by the 1st Respondent.

(S.D.Ukkali)
Ombudsman

To

1. Shri M.R.Sreedhara, Managing Director, Precitech Engineers Pvt.Ltd., 58A, 16th Cross, Ramanuja Road, Mysore-570004
2. CGRF, CESC, 2nd Floor, 927, L.J.Avenue Commercial Complex, New Kantharaj Urs Road, Mysore-570009
3. The Asst.Executive Engineer(EI) CESC, Hootagalli Sub Division, MYSORE
4. The Managing Director, CESC, Mysore
5. PS to Hon.Chairman/PS to Hon.Member(S)/PS to Hon.Member(H)
6. PS to Secretary
7. OCA
8. Chairpersons of all CGRF
9. Advisory Committee Members & Members of CGRF nominated by the Commission

