

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 No-248 of 2025

Date of Order: 13.11.2025

In the matter of

Tmt. Kavitha Kanthaiya,
2 Udhayam garden,
Rayanpalayam, Varichikudi,
South Karaikal.

.... Appellant

VERSUS

The Executive Engineer,
Electricity Department,
Karaikal.

The Assistant Engineer Town-II,
Electricity Department,
Karaikal

The Junior Engineer Kottucherry O&M,
Electricity Department,
Karaikal.

....Respondent(s)



ORDER

This representation was filed on 15.10.2025 under Section 42(6) of the *Electricity Act, 2003*, read with Regulations 35 and 36 of the *Joint Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2024*, challenging the order dated 25.09.2025 passed by the Learned Consumer Grievance Redressal Forum (CGRF), Puducherry in Case No. PDY/CG 20/2025.

After due scrutiny of the representation and upon satisfaction that it met the requirements prescribed under the Regulations, an admission notice was issued on 21.10.2025. A copy of the representation was forwarded to the Respondent-Executive Engineer, Electricity Department, Karaikal, directing them to file their reply to the appeal filed by the Appellant, vide this office letter dated 21.10.2025.

On 13.11.2025, the Appellant, through her email dated 12.11.2025, informed this Forum that the Respondent-Executive Engineer, Electricity Department, Karaikal had contacted her and assured that the Transformer in question would be shifted to a new location, thereby resolving the grievance raised in the appeal.

The Appellant accordingly expressed her willingness to withdraw the representation and requested that the matter be treated as settled and closed.

In view of the submission made by the Appellant and the assurance given by the Respondent, the grievance stands amicably resolved. The Appellant's request for withdrawal is allowed.

Accordingly, the case is disposed of as withdrawn, with liberty to the Appellant to approach this Forum afresh in case any residual grievance survives in the implementation of the Respondent's assurance.

A certified copy of this order be sent to both Appellant and Respondents.

Order accordingly.

Dated: 13.11.2025


(C M Sharma)
13/11/25

Ombudsman JERC