

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

Appeal No-250 of 2025

Date of Video Conferencing: 26.11.2025 &  
01.12.2025

Mode: Video conferencing.

Date of Order:01.12.2025

**In the matter of**

Tmt. S. Sarawathy & Ors

House No. G-32, Housing Board Colony,

Thiyagu Mudaliar Nagar,

Mudaliarpeta, Puducherry-605004

....Appellant

**VERSUS**

Executive Engineer, Urban (O&M),

Electricity Department Puducherry

....Respondent

**Present**

Appellant(s)      Absent

Respondent(s)    Tmt. K. Rajshree,  
Executive Engineer, Urban (O&M),  
Electricity Department Puducherry



## ORDER

This representation was filed on 29.10.2025, under Section 42(6) of the Electricity Act 2003 read with Regulations 35 & 36 of Joint Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations 2024 against the order dated 20<sup>th</sup> August 2025 in case No. CG No. PDY/CG/17/2025 dated 20.08.2025 passed by the Ld. Consumer Grievance Redressal Forum (CGRF), Puducherry.

After a thorough examination of the complaint and following due process, the admission notice was issued on 07.11.2025. A copy of the complaint was forwarded to the Respondent, Executive Engineer, Urban (O&M), Electricity Department Puducherry directing them to file a reply to the appeal filed by the Appellant Tmt. S. Sarawathy & Ors vide this office letter dated 07.11.2025.

The matter was first listed for hearing on 26.11.2025 through video conferencing. A hearing notice for this date was issued to the Appellant via email dated 21.11.2025. On the scheduled date, the Respondent, represented by Smt. K. Rajshree, Executive Engineer (Urban–O&M) appeared and was ready to present submissions.

The Appellant did not appear.

Considering this to be the first non-appearance, the Forum decided to grant one more opportunity and fixed the matter for the second hearing on the next available date.

A fresh hearing notice was issued to the Appellant via email dated 26.11.2025.

On the second date of hearing, the Respondent again appeared, whereas the Appellant remained absent without assigning any reason for absence, and no request for adjournment was either received by this Forum.

Applicability of Regulation 24(6)

Regulation 24(6) of the JERC (CGRF & Ombudsman) Regulations, 2024 provides:

*"Where any person who has been a party to the proceedings before the Forum fails to appear, on the date of hearing either physical or virtual, as may be fixed, on more than two consecutive occasions, in this behalf, the Forum may decide the grievance ex-parte."*



*Provided that no adjournment shall ordinarily be granted unless sufficient cause is shown and the reasons for the grant of adjournment have been recorded in writing."*

In the present case, the Appellant has failed to appear on two consecutive scheduled hearings; despite service of hearing, notices through email dated 21.11.2025 and 26.11.2025, and has not shown any sufficient cause or sought adjournment.

The repeated absence, despite proper service of notice, indicates that the Appellant does not intend to pursue the representation. The Respondent is continuously attending, and the Forum cannot keep the matter pending indefinitely.

Accordingly, the Forum is required to proceed ex-parte in terms of Regulation 24(6).

#### Findings

The Appellant was provided adequate and reasonable opportunity to appear and present her case. Notices were duly issued via email and no communication was received from the Appellant.

No material has been placed on record to justify the Appellant's non-appearance on both dates of hearing.

The Ombudsman is not expected to gather or substitute evidence in the absence of the party who invoked appellate jurisdiction.

Since the Appellant has failed to prosecute her own representation, and there is no substantive ground to disturb the CGRF order, the representation cannot be examined further on merits.

#### Order

The representation filed by Tmt. S. Sarawathy is dismissed ex-parte, in view of her failure to appear on two consecutive hearing dates despite service of hearing notices via email dated 21.11.2025 and 26.11.2025, as per Regulation 24(6) of the JERC (CGRF & Electricity Ombudsman) Regulations, 2024.

The order of the Consumer Grievances Redressal Forum, Puducherry, therefore, stands confirmed.


#### 5. Disposal

The case is disposed of accordingly.



Copy of this Order shall be provided to both parties as per Regulations.

Dated: 01.12.2025

  
(C M Sharma)

Ombudsman (JERC)