

BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM
(Under the Electricity Act, 2003)
PUDUCHERRY

PRESENT:

THIRU T. GOPALAKRISHNAN, B.E.,
CHAIRMAN

THIRU A.S. JITENDRA RAO, B. Tech., M.B.A.,
LICENSEE MEMBER

THIRU R. KRISHNAMURTHY, B.Com., LLB., PGDFL.,
JERC NOMINATED MEMBER

FRIDAY, THE 11TH DAY OF FEBRUARY 2022

CONSUMER CASE No.02/2022

D. Balakrishnan,
No.104, Second Cross Street,
Azeez Nagar,
Reddiarpalayam,
Puducherry.

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Complainant

Vs.

- 1) The Executive Engineer Rural (North) O&M,
Electricity Department,
Puducherry
- 2) The Assistant Engineer –Boomianpet,
Electricity Department,
Puducherry.
- 3) The Junior Engineer – Boomianpet,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.02/2022 came up before this Forum for final hearing on 03/02/2022. After having stood over till this date for consideration this Forum has delivered the following:

The case of the Complainant is as follows:

1. A Complaint was received from D. Balakrishnan during the public interaction programme conducted by CGRF at Boomianpet O&M on 06/01/2022. In the complaint, the Complainant had stated that the street lights are not burning in Azeez Nagar, JJ Nagar, Gopalan Kadai, Deva Nagar, Pitchaveeranpet, Vayalveli Nagar, Pudu Nagar, Reddiarpalayam area. The Complainant requested for rectification of non-burning of street lights. Hence, the Complaint.
2. The complaint was registered as C.C. No.02/2022 on 06/01/2022 and the copy of the complaint was handed over to the Executive Engineer, Rural (North) and others to furnish reply by 17.01.2022. Reply from the Respondents was received on 18/01/2022.
3. In the Affidavit dated 13/01/2022, the Assistant Engineer, Boomianpet / Respondent No.2 on behalf of Respondent No.1 & 3 had stated that, all the street lights of Azeez Nagar, were inspected and found that 5 Nos. of street lights were non-functioning and the same were rectified and all the street lights at Azeez Nagar are glowing. The street light complaints received from various areas of JJ Nagar, Gopalan Kadai, Deva Nagar, Pitchaveeranpet, Vayalveli Nagar, Pudu Nagar etc., are recorded in the street light complaint register maintained and the same is being attended on priority basis.
4. The case was posted for hearing on 03/02/2022. During the hearing the Complainant was not present. The reply of the Respondent was not satisfactory as the number of street lights not working exact date of rectification was not mentioned. In some areas, still the street lights are not rectified and only assurance is given that the same would be attended on priority basis. The Complaint was not taken seriously and the matter was handled in casual manner. The Respondent was directed to attend all non-glowing street lights and furnish the date of rectification. The Respondent was directed to file additional Affidavit by 07/02/2022.

5. The Assistant Engineer, Boomianpet / Respondent No.2 filed additional Affidavit on 07/02/2022. In the Affidavit the details called for were furnished as follows:

S.No	Name of the location	Date of complaint received	No. of non-burning street lights	Date of fault attended
1	Azeez Nagar	06/01/2022	4 Nos.	08/01/2022
2	J.J Nagar	06/01/2022	11 Nos.	06/01/2022
3	Pudu Nagar	06/01/2022	5 Nos	11/01/2022
4	Deva Nagar	06//01/2022	2 Nos.	07/01/2022
5	Gopalan Kadai	06/01/2022	3 Nos	08/0//2022
6	Pitchveeranpet	21/12/2021	10 Nos.	21/01/2022
7	Vayalveli Nagar	06/01/2022	4 Nos.	14/01/2022

Observation: Non-burning street lights causes security threats to public, pedestrians, motorists, and other users of roads. In view of the above, due importance should be given for attending to the street light complaints.

ORDER

- i. The Respondents are directed to maintain non-burning street light register compulsorily in the section. The non-burning street lights are to be attended within three working days. In case of non-attending to the fault, the reason for non-attending to the fault should be recorded in the Register. Non-availability of spares should be arranged within a definite time frame. A compliance of the above, with a copy of the street light register with entries from 14/02/2022 to 13/03/2022, should be sent by 17/03/2022.
- ii. Since the Complaint is attended the complaint is not allowed.
- iii. Non-compliance with the directions of Forum by the Licensee shall attract remedial action under Sections 142 and 146, of the Electricity Act 2003.

Dated at Puducherry on this the 11th day of February, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN