

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

WEDNESDAY, THE 16TH DAY OF FEBRUARY 2022

CONSUMER CASE No.04/2022

J. Sudharsanam,
No.22, Second Cross Street,
Sri Ganapathy Nagar,
Golden 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.04/2022 came up before this Forum for final hearing on 03/02/2022. After hearing both sides and 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 J. Sudharsanam 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 Golden Avenue, Reddiarpalayam area. Besides timer also not working and requested to attend the complaint. Hence, the Complaint.
2. The complaint was registered as C.C. No.04/2022 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, Boomianept / Respondent No.2 on behalf of Respondent No.1 & 3 had stated that, after inspecting Ganapathy Nagar, it was observed that few street lights were not glowing and the same was rectified. With regard to the provision of LED fittings the Respondent had stated that sanction for provision of new LED fitting and conversion of the existing 40W STL into LED fitting in the area have not been received. It is further stated that as and when sanction is obtained for Ganapathy Nagar, the same would be taken up. The faulty street light timer could not be replaced immediately due to non-availability of timer in the departmental store and the same would be replaced as and when available at the Departmental stores.
4. The case was posted for hearing on 03/02/2022. During the hearing the both the Complainant and the Respondents were present. The Respondent stated that street lights replaced and glowing in Ganapathy Nagar and timer only is not replaced. The Complainant stated that the street lights are not glowing and only manual fuse has been provided which is risky to the public. Besides, there is no staff from the Department to switch on and off the same and was operated by the public.

5. The reply given by the Respondent is found not satisfactory and were directed to furnish additional Affidavit by 15/02/2022 after attending to the complaint, the Complainant was also directed to have joint inspection to confirm the burning of street lights after rectification by the Respondent.

6. In the additional Affidavit dated 04/02/2022 filed by the Assistant Engineer, Boomianpet / Respondent No.2 had stated that street light inspection was carried out at Ganapathy Nagar on 25/01/2022 and found that 2 Nos. of street lights were non-burning and the same were rectified. Copy of the work allocation for attending the street light maintenance is furnished. During the hearing on 03/02/2022, the Complainant had complained that street lights are not glowing in the Ganapathy Nagar. In this regard, street light inspection had been carried out in the presence of the Complainant at Ganapathy Nagar on 03/02/2022 and found that 5 Nos. of street lights were non-burning and the same were rectified and all the street lights at Ganapathy Nagar are glowing. Further the fault of the street light timer was also replaced by a new one and the street light timer is working. Copy of the photos and copy of the work allocation for attending to the street light maintenance are furnished. Further the Respondent had stated that neither sanction for provision of new LED fitting nor to replace existing 40W STL into LED fitting in the area of the Ganapathy Nagar, Reddiarpalayam were received from the concerned Municipality and the Local Administration Department.

7. The Respondent has also attached the work allocation entrusted to the staff for attending complaint in Ganapathy Nagar as well as change of timer and the photographic evidence provided for all the street lights burning in Ganapathy Nagar. It is also stated that inspection has been carried out with the Complainant and the timer switch changed on 03/02/2022.

ORDER

- i. Since the complaint had been attended by the Respondent to the satisfaction of the Complainant, the complaint is closed.

Dated at Puducherry on this the 16th day of February, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN