

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 22ND DAY OF DECEMBER 2021

CONSUMER CASE No.100/2021

S. Kumaravelu,
No.41, Third cross,
Nehru Nagar,
Karaikal-609605

....

Complainant

Vs.

- 1) The Executive Engineer,
Electricity Department,
Karaikal.
- 2) The Assistant Engineer –Town-II,
Electricity Department,
Karaikal.
- 3) The Junior Engineer – Town-North,
Electricity Department,
Karaikal.

....

Respondents

This case in C.C. No.100/2021 came up before this Forum for final hearing on 10/12/2021. 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 S. Kumaravelu, Nehru Nagar, during the CGRF camp sitting held on 17/11/2021 at Town North (O&M) Karaikal. In the complaint, the Complainant had stated that, very frequently the street lights are not burning at Nehru Nagar area. The type of street lights include new LED lights. The non-burning of street lights cause many issues of security of the neighbourhood. The Department informed that there is no stock of spare materials to attend to the complaint. The Complainant prayed to take cognizance of the matter and sought for monitoring of non-burning of street lights regularly. Hence the complaint.

2. The complaint has been registered as C.C. No.100/2021 on 17/11/2021 and the copy of the complaint was handed over to the Executive Engineer, Karaikal and others to furnish reply by 29.11.2021. Reply from the Respondents was received on 01/12/2021 and the same was forwarded to the Complainant. Hearing was posted on 10/12/2021 at Karaikal.

3. In the Affidavit dated 29/11/2021, the Assistant Engineer, Town-II / Respondent No.2 had stated that, based on the complaint, the location was inspected and furnished the non-burning of street light.

40W STL 27 out of 43 Nos.

250W SVL	Nil out of 2 Nos.
20W LED	17 out of 24 Nos.
120W LED	3 out of 4 Nos.

The work order for replacement of 210 Nos. of damaged 40 watts STL into 20 watt LED in various places of North O&M issued on 26/11/2021 to the contractor. The above non-burning STL will be rectified in phased manner. The Respondent further stated that eventhough the street light maintenance is not a core activity of the Department, maintenance of the street lights are being carried out in the interest of the public subject to availability of funds.

4. The hearing on 10/12/2021 at Karaikal was attended by both. During the hearing, the Complainant stated that no proper inspection of the street lights were made and there is discrepancies in the number of burning and non-burning street lights. Further the Complainant requested the Respondent to furnish relevant G.O.s and notification under whose responsibility for such activity is coming under. The Respondent informed that there is no Order to that effect. In the hearing, the Respondents were directed to attend to all street lights in a week time and furnish a compliance report.

5. In the additional Affidavit been filed by the Respondent No.2 has stated that the non-burning of 40 STL and burning of 40W STL fitting were converted into new 20W LED fittings from 1st cross to 6th cross of Nehru Nagar area and all the new 20W LED fittings energised on 16/12/2021 (Total 43 Nos.) The two numbers of non-burning 250W SVL fitting faults rectified and made lit as on 16/12/2021. The non-burning of 17 Nos. of 20W LED fitting were replaced by new 20W LED

fitting and energized as on 16/12/2021. The non-burning of 120W LED fittings were replaced by new 120W LED fittings and energised on 16/12/2021.

6. The Respondent should ensure adequate stock of street light spares and whenever the complaints of non-burning are made, the same should be attended to avoid any security problem.

ORDER

- i. The non-burning of street lights complaint in Nehru Nagar in Karaikal are attended by the Respondent.
- ii. Thus, the complaint is closed accordingly.

Dated at Puducherry on this the 22nd day of December, 2021

Sd/-	Sd/-	Sd/-
(R. KRISHNAMURTHY) JERC NOMINATED MEMBER	(A.S. JITENDRA RAO) LICENSEE MEMBER	(T. GOPALAKRISHNAN) CHAIRMAN