

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

THURSDAY, THE 23RD DAY OF DECEMBER 2021

CONSUMER CASE No.101/2021

K.A. Vijaya Devaraj,
No.96, Muthiamudaliar Street,
Muthialpet,
Puducherry-605003

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Complainant

Vs.

- 1) The Executive Engineer, Urban O&M
Electricity Department,
Puducherry.
- 2) The Assistant Engineer –Town-II,
Electricity Department,
Puducherry.
- 3) The Junior Accounts Officer-Rev.I,
Electricity Department,
Puducherry.
- 4) The Junior Engineer – Muthialpet,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.101/2021 came up before this Forum for final hearing on 22/12/2021. 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 K.A. Vijaya Devaraj during the CGRF camp hearing held on 23/11/2021 at Muthialpet, Puducherry. In the complaint, the Complainant had stated that, i). Lights are not burning in house No.94, 96, 97 and in some other houses at Muthiamudaliar Street, where lights in other houses are burning; ii) Lights are not burning in pole No.79 for the past one year in Muthiyamudaliar street, iii) Street light are not burning in Ponnambala Mudaliar Street; iv) Cable in pillar opposite to the Perumal Koil Street, high mass had burnt. But the Department had put joints. v) Bill remittance is not possible after due date. Hence the complaint.
2. The complaint has been registered as C.C. No.101/2021 on 23/11/2021 and the copy of the complaint was handed over to the Executive Engineer, Urban and others to furnish reply by 03.12.2021. Reply from the Respondents was received on 07/12/2021 and the same was forwarded to the Complainant. Hearing was posted on 22/12/2021.
3. In the Affidavit dated 07/12/2021, the Junior Accounts Officer-Rev.I /Respondent No.3 had stated that, the issue of not receiving the amount on the last date have been rectified in the Computer Section of the Department and now split payment can be made in a single month.

4. In the Affidavit dated 07/12/2021, the Assistant Engineer, Town-II/ Respondent No.2 on behalf of Respondent No.1 and 4 had stated that interruption of power supply to the Complainant's house due to blowing of fuse. No such complaint received from other houses. Non burning of street lights are attended to and the street lights are burning. Due to correction made in software, payment will also be accepted in last date.

4. Hearing was held on 22/12/2021. The Complainant was absent. During the hearing the Respondent No.2. had informed that there are no low voltage complaint in that area. A scheme for erection of pillar in that street have been prepared which comes under the power of the Executive Engineer. The Respondents agreed to complete the work within 30 days. The Respondent No.3 further informed that the height of existing pillar is also proposed to be increased for safety when the street get water logged.

ORDER

- i. As committed above, the Respondent should complete erection of pillar within 30 days and send a compliance report to this Forum. The other issues like non-burning of street lights and acceptance of payment on last date have been solved by the Department.
- ii. The Complaint is allowed to the extent indicated.
- 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 23rd day of December, 2021

Sd/-

Sd/-

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

(A.S. JITENDRA RAO)
LICENSEE MEMBER

(T. GOPALAKRISHNAN)
CHAIRMAN