

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 31ST DAY OF AUGUST 2023

CONSUMER CASE No. 115/2023

Villagers of Marutham Nagar,

Represented by:

M. Kandibane,

No.12, Marutham Nagar,

Pudu Nagar 4th Cross,

Keezhakasakudy,

Karaikal.

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Complainant

Vs.

1) The Executive Engineer,
Electricity Department,
Karaikal.

2) The Assistant Engineer –Town-II,
Electricity Department,
Karaikal.

3) The Junior Engineer –Kottucherry,
Electricity Department,
Karaikal.

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Respondents

This case in C.C. No.115/2023 came up before this Forum for final hearing on 22/08/2023. 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 M. Kandibane on behalf of the villagers of Marutham Nagar during the public hearing held by this Forum at Karaikal on 19.07.2023. In the complaint, the Complainant had stated that Marutham Nagar is located in the beginning of fourth cross street of Keezhakasakudy in Karaikal. About 10 houses are existing in this area since 2009. No street lights are provided in this area for the last 14 year and entire area is under dark. Children and elders are afraid of going out of house in the night due to lack of protection. Therefore, the Complainant prayed this Forum for issue of directions to the Respondents for providing street lights. Hence the complaint.

2. The complaint has been registered as C.C. No.115/2023 and copy of the complaint was handed over to the Executive Engineer – Karaikal for giving reply by 01.08.2023. Reply received from Respondent No.2 on 04.08.2023 and the same was communicated to the Complainant.

3. In the reply filed by the Second Respondent i.e. the Assistant Engineer, Rural, Electricity Department, Karaikal, on behalf of himself and for Respondent No.1, had stated that based on the petition, estimate has been prepared for an amount of Rs.38,776/- for provision of new street light to the above area. Further letter has been sent to the Commissioner, Karaikal Municipality to furnish resolution and financial soundness certificate along with consent letter to bear the estimate cost vide letter dated 25.07.2023. On receipt of the consent letter from the Commissioner, action will be taken to provide street light to the above area.

4. Hearing was held on 22/08/2023 at Karaikal. The Complainant represented by Kathalingam and the Respondents were present. The Complainant reiterated his demand for provision of additional street lights and

about 6 Nos. of lights required in the area. The Respondent No.2 informed that already estimate was sent to the Municipality and there is no response from the Municipality so far. The Respondents are asked to give a copy of the estimate to the Complainant to follow up with the Municipality for expediting resolution.

ORDER

- i. Since the Department can provide street light only based on the Resolution of the Municipality, the Complainant has been advised to follow up with the Municipality for sending the Resolution to the Department.
- ii. The complaint is not allowed.
- iii. The Complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF Order by the Licensee, may make an Appeal in prescribed Annexure-IV to the Electricity Ombudsman, Joint Electricity Regulatory Commission for the state of Goa and Union Territories, 3rd Floor, Plot No. 55-56, Pathkind Lab Building, Service Road, Udyog Vihar, Phase IV, Sector -18 Gurugram, Haryana-122015; Phone 0124-4684708; email within 30 days from the date of this Order under intimation to this Forum and the Respondents.

Dated at Puducherry on this the 31st day of August, 2023

Sd/-
(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-
(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-
(T. GOPALAKRISHNAN)
CHAIRMAN