

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 25th DAY OF FEBRUARY 2022

CONSUMER CASE No.125/2021

P. Shyamjith,
President,
Youth Congress Committee,
Mahe-673310

....

Complainant

Vs.

- 1) The Executive Engineer, SPM & Buildings,
Electricity Department,
Puducherry.
- 2) The Assistant Engineer-(O&M),
Electricity Department,
Mahe.
- 3) The Junior Engineer,
Electricity Department,
Mahe.

....

Respondents

This case in C.C. No.125/2021 came up before this Forum for final hearing on 08/02/2022. 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 has been received from P. Shyamjith during the public hearing of this Forum held at Mahe on 15/12/2021. In the complaint, the Complainant had stated that, street lights in many places in Mahe are in a dangerous condition. Most of them are not burning. Further it is requested to take action to fill up the posts of Wireman and Junior Engineer in Electricity Department. Also consider the redressal of voltage fluctuation in the Mahe region. Hence, the Complaint.

2. The complaint has been registered as C.C. No.125/2021 on 15/12/2021 and copy of the complaint was handed over to the Respondents for giving reply by 26/12/2021. The reply of the Respondent No.2 was received on 13/01/2022.

3. The Assistant Engineer, Mahe / Respondent No.2 in his reply stated that the Complainant has not mentioned any specific area regarding non-burning of street lights and voltage fluctuation. As such it may be difficult to take remedial action. Necessary action will be taken if area has been mentioned specifically.

4. The case was initially posted for hearing on 21/01/2022 which was postponed to 01/02/2022 and subsequently postponed to 08/02/2022. Hearing was conducted through video conferencing. The Complainant was absent. The Respondents are directed to contact the Complainant over phone and to take note of the correct location where action needs to be taken and to rectify the complaint within 30 days.

ORDER

i. As directed above the Respondents are directed to furnish the action taken report on the complaint within 30 days to this Forum, from the date of this Order.

ii. Thus, the complaint is 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 25th day of February 2022.

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN