

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.126/2021

T. K. Gangadaran,
'Ushas'
Pandakkal,
Mahe-673310.

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Complainant

Vs.

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

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Respondents

This case in C.C. No.126/2021 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 T. K. Gangadaran, during the public interaction programme of this Forum held at Mahe on 15/12/2021. In the complaint, the Complainant had stated that, street lights are not maintained properly and some of the individual and organizations are purchasing and supplying spares to rectify the non-burning of street lights. More than Rs.10 lakhs was sanctioned under Disaster Management Fund during the year 2019. The Department was able to spend only Rs.5 lakhs and the balance amount was refunded. It is also stated that in the purchases of LED lights made GEM portal 400 lights are out of order even before completion of one month. The remaining 100 lights are breathing last. It is understood that the firm are not taking back the defective LED lights for replacement and it is a big loss to the Department. Further 8 numbers of 200 KVA Transformers have not been installed after a lapse of more than three years due to paucity of funds. The remaining 4 numbers of Transformers are yet to be taken up. The Complainant requested to interfere in the above matter and ensure the work is completed in time. Hence, the Complaint.

2. The complaint was registered as C.C. No.126/2021 on 15/12/2021 and copy of the complaint was handed over the Respondents for giving reply by 26/12/2021. The reply of the Respondent No.2 was received on 13/01/2022 and the case was posted for hearing on 21/01/2022 through video conference.

3. The Assistant Engineer, Mahe / Respondent No.2 in his reply stated that Rs.10 Lakhs was sanctioned from Puducherry Disaster Response Fund (PDRF) towards replacement of damaged street lights on 11/11/2019. On receipt of this, request has been sent to Executive Engineer (SPM & Buildings) on 28/11/2019 for procurement of LED street light fittings. 10 Nos. of 120 watts LED fittings has been procured of division level and the Executive Engineer (SPM & Buildings) directed this sub-division procure street lights for the balance amount.

4. Accordingly, procurement action has been taken by this Office with approval of the Regional Administrator, Mahe. An amount of Rs.4,13,000/- has been utilized for procurement till December 2020. Meanwhile, Regional Administrator directed this Office to submit utilisation certificate. As such utilisation certificate was submitted to Regional Administrator, Mahe after surrendering the balance of Rs. 5,87,000/-. Work Order was issued for 8 No.2 of 200KVA transformers at various places in Mahe region under IPDS. 4 Nos. of 63 KVA transformer has already been energized under IPDS. Scheme has been submitted for erection of balance 4 numbers of 63 KVA transformers, under maintenance and improved heads as directed by the Superintending Engineer, MP & OR.

4. The hearing was postponed to 01/02/2022 due to COVID-19 and again postponed to 08/02/2022 on the request of the Respondent. The hearing was held on 08/02/2022 through video conferencing. The Complainant was absent on hearing.

5. During the hearing, the Respondent has been directed to file additional Affidavit on the expenditure incurred in respect of Disaster Management fund by 14/02/2022 and the same was received. The Respondent is also directed to expedite installation of other sanctioned transformers. The Respondent should ensure that adequate spares of street light fittings are arranged to be sent every quarter without short fall to Mahe region. Further, whenever the new fittings fail within the warranty clause, the supplier should be insisted for rectification / replacement at site. In case of non-compliance by the supplier, appropriate measures should be taken.

ORDER

i. The Respondents are directed to file a status report on the erection of other sanctioned transformers within 30/04/2022. A compliance report shall be sent to this Forum before 10/05/2022.

- ii. 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