

BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM
(Under the Electricity Act, 2003)
PUDUCHERRY

PRESENT:

THIRU T. GOPALAKRISHNAN, B.E.,
CHAIRMAN

THIRU R. KRISHNAMURTHY, B.Com., LLB., PGDFL.,
JERC NOMINATED MEMBER

THURSDAY, THE 28TH DAY OF JULY 2022

CONSUMER CASE No.128/2022

K. Sugumar,
Pasumai Puratchi Ilangargal Narpani Mandram,
Panayadikuppam,
Veeranam,
Puducherry.

....

Complainant

Vs.

- 1) The Executive Engineer, Rural-South,
Electricity Department,
Puducherry
- 2) The Assistant Engineer – Eripakkam,O&M,
Electricity Department,
Puducherry.
- 3) The Junior Engineer-Karayambuthur,
Electricity Department,
Puducherry.

....

Respondents

This case in C.C. No.128/2022 came up before this Forum for final hearing on 21/07/2022. 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. Sugumar, Pasumai Puratchi Ilangargal Narpani Mandram, Panayadikuppam during the public interaction programme of this

Forum held at Kariamannickam Section, on 29/06/2022. In the complaint, the Complainant had stated that there are steel poles which are in a deteriorated condition in their village. He had requested to replace with cement poles. Further new street lights to be provided in all the streets. In some of the streets old steel poles are existing which are to be replaced by cement poles with new street lights in the following places Manjal Mettu Street, Mettu Street, Main Road, Ramar Koil Street. The Complainant has prayed for necessary directions to the Respondents to replace old deteriorated poles and to provide new street lights. Hence, the Complaint.

2. The complaint was registered as C.C. No.128/2022 on 29/06/2022 and notice for giving reply sent to the Executive Engineer, Rural (South) and others to furnish reply by 11/07/2022. Reply from the Assistant Engineer, Eripakkam/ Respondent No.2 was received on 12/07/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 21/07/2022.

3. In the Affidavit, the Assistant Engineer- Eripakkam/ Respondent No.2 filed for himself and on behalf of Respondent 1 and 3 had stated that, the deteriorated 26' RSJ pole which is inside the house of Thiru Arumugam, Manjal Mettu Street, Panayadikuppam will be replaced with 24' RCC pole on or before 15/07/2022. There are 67 No.s of street lights available in that village. Out of 67 nos. of street lights 18 nos. of 20W LED lights, 2 Nos. of 120W LED lights, 4 No.s 250W Sodium lights and 43 No. of 40W STL lights are glowing. All lights are glowing.

4. Hearing was held on 21/07/2022. Both the Complainant and the Respondents were present. During the hearing the Respondent stated that as committed in the Affidavit the Respondents are to replace the pole within 3 months after preparing necessary estimate for replacement of RCC Pole within three months. In respect of new street lights, necessary proposal be sent to the Commune Panchayat for resolution as per Regulation 5.59 of the Electricity Supply Code 2018. A copy of the proposal shall be marked to the Complainant for follow up.

ORDER

- i. The Respondents are directed to complete the work as committed, within 3 months and a compliance report be sent to this Forum within 10 days thereafter.
- ii. The Respondents are also directed to send a proposal for new street light to the Commune Panchayat and mark a copy to the Complainant.
- iii. The Complainant on receipt of the copy of letter shall take up the matter with the Commune Panchayat for issue of resolution.
- iv. Thus, the complaint is allowed.
- v. 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 ombudsman.jercuts@gov.in within 30 days from the date of this Order under intimation to this Forum and the Respondents.
- vi. 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 28th day of July, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN