

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 9TH DAY OF MARCH 2023

CONSUMER CASE No.13/2023

K. Ashok kumar,
Thiyagi Kesavan Nagar,
Old Kamaraj Nagar,
Bahour Post,
Puducherry -607 402

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Complainant

Vs.

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

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Respondents

This case in C.C. No.13/2023 came up before this Forum for final hearing on 08/03/2023. 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 was received from K. Ashok Kumar during the Public Interaction Programme of this Forum held at Bahour on 25/01/2023. In the complaint, the Complainant had stated that he is residing in the above mentioned address. Street lights are not burning in his area for several days. The Complainant prayed this Forum to issue necessary directions to the Respondents for rectification of the defects and request to provide two numbers of new street lights. Hence, the Complaint.

2. The complaint was registered as C.C. No.13/2023 on 25/01/2023 and copy of the complaint was handed over to the Executive Engineer, Rural (South) and others to furnish reply by 06/02/2023. Reply from the Assistant Engineer, Bahour/ Respondent No.2 was received on 21/02/2023 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 08/03/2023.

3. In the Affidavit dated 10/02/2023, the Assistant Engineer- Bahour/ Respondent No.2 filed for himself and on behalf of Respondent 1 and 3 had stated that, in Thiyagi Kesavan Nagar, Bahour there exists with 3 Nos. of 4' 40W STL street light. Out of 3 fittings one is non-burning. The non-burning of 4' 40W STL street light complaint was attended on 27/01/2023, now the street lights are glowing. Further, for provision of two numbers of new street lights, no street light proposal is received from LAD / Commune Panchayat. If street light proposal is received from concerned authority, the street light, will be provided.

4. Hearing was held on 08/03/2023. The Complainant called absent and the Respondents were present. During the hearing, the Respondents have stated that they have completed the work as requested by the Complainant. This Forum is satisfied with the reply given by the Respondents.

ORDER

i. Since the grievance of the Complainant has been resolved, the complaint is treated as closed.

ii. 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.

Dated at Puducherry on this the 9th day of March, 2023

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN