

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

WEDNESDAY, THE 8TH DAY OF MARCH 2023

CONSUMER CASE No.14/2023

K. Manivannan,
No.71, East Street,
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.14/2023 came up before this Forum for final hearing on 07/03/2023. 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. Manivannan during the Public Interaction Programme of this Forum held at Bahour on 25/01/2023. In the complaint, the Complainant had stated that street lights are not burning in the following locations:

- i. From Bahour thookupalam to Parikalpet
- ii. Near Bahour bus stand to Sivan temple
- iii. In Bahour bungalow street Perumal Coundar Nagar one HT line iron pole is leaning which may cause accident at any time and the same has to be attended.
- iv. Street lights that are not burning have to be repaired then and there.
- v. In Bahour O&M the Junior Engineer post should be filled-up.
- vi. In the entire Bahour section all the street lights should be provided with uniform operating switches.
- vii. In Bahour section there should be permanent phone connection to contact during the emergency time.
- viii. In Bahour Maari Nagar, Aanaikatti Iyanar Koil, the street lights are not burning for many months. The petition of the same was not attended.
- ix. From Bahour Sivan temple to bus stop all the poles are standing on the middle of the road should be shifted to the edge of the road.
- x. On Soriankuppam bridge not even one street light is burning which has to be attended immediately.

The Complainant prayed this Forum to issue directions to the Respondents to rectify the defects. Hence, the Complaint.

2. The complaint was registered as C.C. No.14/2023 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 15/02/2023 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 27/02/2023. The Complainant requested for postponement of hearing to some other date. Hence the case was posted for hearing on 07/03/2023.

3. In the Affidavit dated 09/02/2023, the Assistant Engineer- Bahour/ Respondent No.2 filed for himself and on behalf of Respondent 1 and 3 had stated that,
- i. the street light complaint was inspected, the lights were burning condition.
 - ii. Inspected the streetlight were burning condition;
 - iii. Action will be taken for replacement of Tubular pole to RCC pole.
 - iv. The non-burning street lights are attended with the available materials.
 - v. On temporarily Junior Engineer – Kirumampakkam O&M is holding additional in-charge of Bahour O&M
 - vi. In street light manually operated switch was provided.
 - vii. Bahour O&M office Phone No.041302633444
 - viii. Inspected the street light were burning condition.
 - ix. The PWD proposed for widening the road. After getting an approval the proposal was completed.
 - x. The street lights are maintaining by the PWD Department, meanwhile inspected the street light are glowing.
4. Hearing was held on 07/03/2023. The Complainant called absent and the Respondents were present. During the hearing, the Respondents were directed to replace the damaged poles. The Respondent No.1 confirmed that the poles had been transferred to the work spot and the same shall be attended in few days. Further the Respondents have been directed to shift the LT line to the edge of the road in Siva Koil street to ease movement of vehicle traffic. The Respondents confirmed to take up the shifting work in consultation with the PWD officials.

ORDER

- i. The Respondents are directed to carry out the work as committed within 7 days from the date of this Order and send a completion report to this Forum within a week afterwards.
- ii. The complaint is allowed to the extent indicated.

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 ombudsman.jercuts@gov.in within 30 days from the date of this Order under intimation to this Forum and the Respondents.

iv. 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 8th day of March, 2023

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN