

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

TUESDAY, THE 18TH DAY OF OCTOBER 2022

CONSUMER CASE No.158/2022

S. Rajasekaran, President,
AFT Rajiv Gandhi Nagar Kudiyirupor Nala Sangam,
No.67, Rajiv Gandhi Nagar,
Poorananguppam Post,
Puducherry-605007

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Complainant

Vs.

1) The Executive Engineer, Rural-South O&M,
Electricity Department,
Puducherry

2) The Assistant Engineer – Bahour Sub-Station,
Electricity Department,
Puducherry.

3) The Junior Engineer- Thavalakuppam,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.158/2022 came up before this Forum for final hearing on 07/10/2022. 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 S. Rajasekaran, President, AFT Rajiv Gandhi Nagar Kudiyirupor Nala Sangam during the public interaction programme of this Forum held at Thavalakuppam Section, on 06/09/2022. In the complaint, the Complainant had stated that, street lights in his area have been completed in the underground cable system with provision of timer switch. The timer switch was not working for the past 6 months due to which switches are being operated manually. At the time of rainy season, operating of switches causes stare and hence requested to pass orders to rectify the defects of timer switch. Further, at the road junction, the street lights fixed on the posts are not burning. The Complainant prayed this Forum with directions to the Department to rectify the defective street lights. Hence, the Complaint.

2. The complaint was registered as C.C. No.158/2022 on 06/09/2022 and copy of the complaint handed over to the Executive Engineer, Rural (South) and others to furnish reply by 19/09/2022. Reply from the Assistant Engineer, Bahour/ Respondent No.2 was received on 19/09/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 07/10/2022.

3. In the Affidavit, the Assistant Engineer- Bahour/ Respondent No.2 filed for himself and on behalf of Respondent 1 and 3 had stated that, the street lights were inspected and found that the existing Automatic street light timer was installed inside of the existing pillar box at Pooranankuppam. The timer clock was found in defective condition and the same was replaced on 12/09/2022. Further the damaged street light load switch was replaced on 09/09/2022 and the street lights are working properly.

4. Hearing was held on 07/10/2022. Both the Complainant and the Respondents were present. During the hearing, the Complainant stated that the cable work done by the Project Implementation Agency have not been handed over to the Department for proper maintenance. He has given a letter to the Project Implementation Agency to rectify the faults, but there was no response. Whereas the Department has stated

that the system after conversion of underground cabling is not handed over to the Department for further maintenance. He had stated that near bus stop shelter, where the school children board the school bus from the underground system to the street lights are found to be exposed power cables which is dangerous to the pedestrians. The Department was advised to rectify the faults in view of safety aspects immediately and send a compliance report. The Respondents have also directed that in view of safety aspects all street light complaints shall be addressed by the Department and regularly escalate the matter of not handing over the cabling system work by the Project Implementing Agency for proper maintenance and upkeep.

ORDER

- i. In view of the above, the Respondents shall rectify the faults pointed by the Complainant during the hearing and a compliance report shall be sent within 3 days from the date of rectification.
- ii. Thus the complaint is allowed.
- 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 18th day of October, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN