

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

PRESENT:

THIRU A.S. JITENDRA RAO, B. Tech., M.B.A.,
LICENSEE MEMBER

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

WEDNESDAY, THE 15th DAY OF JULY, 2020

CONSUMER CASE No.16/2020

Dasan Kani,
Janasabdam,
Swaradas,
Naluthra,
Mahe – 673 310.

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Complainant

Vs.

- 1) The Executive Engineer- SPM & Buildings,
Electricity Department,
Puducherry.
- 2) The Assistant Engineer,
Electricity Department,
Mahe.
- 3) The Junior Engineer,
Electricity Department,
Mahe.

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Respondents

This case in C.C. No.16/2020 came up before this Forum for Orders on 15/07/2020. After perusal of the records and Affidavit filed by both the parties, this Forum has delivered the following Order.

The case of the Complainant is as follows:

1. A Complaint has been received from Shri Dasan Kani, Mahe during the public hearing conducted by this Forum on 28/02/2020 at Mahe. The Complainant has mentioned that street lights are burning in the morning time and the timer is not working. Action to be taken to bring the removed poles lying on the road side to the stores. Hence, the complaint.

2. The complaint has been registered as C.C. No.16/2020 and a copy of the complaint has been handed over to the Assistant Engineer, Mahe on 28/02/2020. Notice has also been issued to furnish reply on or before 20/03/2020. The reply from the Assistant Engineer, Mahe was received on 09/06/2020.

3. In the reply the Assistant Engineer, Mahe had mentioned that the post has been erected and line stringing work could not be completed due to want of conductor and the street light timer could not be repaired as the timer is not available in the central stores and also in local market.

4. Hearing could not be conducted due to restrictions in work due to the 'Lock Down' order imposed by the Government due to COVID 19. An e'mail was sent by this Forum to the Assistant Engineer, Mahe on 09/06/2020 to inform the latest position in the complaint. The Assistant Engineer, Mahe through his letter dated 01/07/2020 had stated that the line erection was planned in April 2020. But could not be carried out due to heavy rain and the area is under containment zone. The erection work will be carried out within 15 days from the date of removal of restrictions in the area.

ORDER

i. The line erection shall be completed by 30th July 2020.

- ii. The Assistant Engineer, Mahe shall take efforts to procure street light timer switches by floating tender under the powers of appropriate authority and rectify faulty timer switches within 60 days from the date of this Order.
- iii. Order is issued after perusal of records filed by both parties without conducting hearing as this Forum could not travel to outlying region of Mahe due to lock down imposed.' If the Complainant is having any issue, he may file Review Petition before this Forum within 30 days from the date of this Order.
- iv. Thus the complaint is allowed.
- v. A Compliance report shall be submitted to this Forum on the action taken in this regard within 60 days.
- vi. Non-compliance with the directions of Forum by the Licensee shall attract remedial action under Sections 142 and 146, read with Section 149 of the Electricity Act 2003.

Dated at Puducherry on this the 15th day of July 2020.

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER