

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 21st DAY OF DECEMBER 2022

CONSUMER CASE No.176/2022

M. Sankar, Chairman,
Puducherry Kudisai Maatru Vaariya Kudiyiruppore Nalasangam,
VOC Bye Pass Road,
Kovilpathu,
Karaikal 609602

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Complainant

Vs.

- 1) The Executive Engineer,
Electricity Department,
Karaikal.
- 2) The Assistant Engineer –Town II,
Electricity Department,
Karaikal.
- 3) The Junior Engineer- Town-North,
Electricity Department,
Karaikal.

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Respondents

This case in C.C. No.176/2022 came up before this Forum for final hearing on 14/12/2022. 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 M. Sankar, on 10/11/2022. In the complaint, the Complainant had stated that he is residing in the above mentioned address.

There are more than 100 residential houses. The Street lights are not burning in their area and also there are no sufficient numbers of street lights. In this regard, he has given a complaint on 05/09/2022 to the Municipal Commissioner and Assistant Engineer-Town-II, but no action was taken. Again on 26/09/2022 another complaint was given to the District Collector, the Municipal Commissioner and Assistant Engineer-Town-II, but no action was taken so far. Therefore, the Complainant prayed this Forum to issue necessary directions to the Respondents to rectify the defective street lights. Hence, the Complaint.

2. The complaint was registered as C.C. No.176/2022 on 14/11/2022 and copy of the complaint was sent to the Executive Engineer, Karaikal and others to furnish reply by 25/11/2022. Reply received from the Respondents on 25/11/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 14/12/2022 at Karaikal.

3. In the Affidavit dated 22/11/2022, the Assistant Engineer, Town -II / Respondent No.2 for himself and on behalf of Respondent No.1 and 3 had stated that, one number of street light service connection bearing policy No.22483 has been provided in favour of Chief Executive Officer, Puducherry Slum Clearance Board, Packirisamy Pillai Street, Kovilpathu, Karaikal. The above service connection has not been handed over to local body concerned and still on their control only. Hence, the same has to be maintained by slum clearance board. Further regarding street light for outside slum clearance board area, estimate has been prepared for an amount of Rs.75,667/= and forwarded to the Commisioner, Karaikal Municipality for payment of estimated cost vide letter dated 25/01/2022. On receipt of the concurrence from Karaikal Municipality action will be taken.

4. Hearing was held on 14/12/2022 at Karaikal. Both the Complainant and the Respondents were present. During the hearing the Complainant was advised to follow up the matter with the Slum Clearance Board and also to contact the District Collector to issue necessary directions to all concerned on this matter immediately.

The Respondents stated that the matter was already discussed with Slum Clearance Board to provide at least new fitting which would be fixed by the Respondent but nothing materialised so far. However, the Respondent being a public service provider, they are bound to replace the non-burning fittings to avoid any serious law and order problem.

ORDER

- i. The Respondents are directed to replace the street lights inside the premises of Slum Clearance Board within 15 days from the date of this Order by making use of released fittings elsewhere.
- ii. The Respondents are also directed to replace non-burning of lights on the outside of the premises of Slum Clearance Board by using the released reusable fittings as a temporary measure and the same should be replaced after getting concurrence from the Karaikal Municipality.
- iii. Thus the Complaint is allowed.
- iv. 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.
- v. 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 21st day of December, 2022

Sd/-
(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-
(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-
(T. GOPALAKRISHNAN)
CHAIRMAN