

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

FRIDAY, THE 10TH DAY OF MARCH 2023

CONSUMER CASE No.18/2023

T. Kesavan,
S/o Thangavel,
No.7, Old Kamaraj Street,
Bahour,
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.18/2023 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 T. Kesavan during the Public Interaction Programme of this Forum held at Bahour on 25/01/2023. In the complaint, the Complainant had stated that in the road opposite to old Balwadi building tube light fittings exists on the pole which is not working for the past few months. He has requested to issue directions to the Respondents to replace the old type tube lights fittings to new lights fittings. Hence, the Complaint.
2. The complaint was registered as C.C. No.18/2023 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 08/02/2023 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 08/02/2023, the Assistant Engineer- Bahour/ Respondent No.2 filed for himself and on behalf of Respondent 1 and 3 had stated that, the existing non-burning of 4' 40W STL street light complaint was attended on 30/01/2023, now the street light is glowing. Non-availability of new street light fitting in the Department store, the existing street light fittings are replaced by LED lights on conversion basis in a phased manner by the Department. Further, new fitting will be fixed after arrival of stock in the Department stores.
4. Hearing was held on 08/03/2023. The Complainant called absent and the Respondents were present. During the hearing, the Respondent No.2 / Assistant Engineer-Bahour stated that 4' STL fitting is not being procured by the Department as a policy matter. LED street lights are not available presently in stock. On receipt of the LED fittings the old STL fittings will be replaced and this Forum satisfied with the action taken by the Respondents.

ORDER

- i. Since the grievance of the complainant is 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 10th day of March, 2023

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN