

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 26TH DAY OF APRIL 2022

CONSUMER CASE No.25/2022

Matta Stinivas &
Villagers of Dommetipetta New Colony,
5-1-22,
Industrial Road
Yanam-533464

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Complainant

Vs.

- 1) The Executive Engineer, Cables & TTC,
Electricity Department,
Puducherry.
- 2) The Assistant Engineer-(O&M),
Electricity Department,
Yanam.
- 3) The Junior Engineer, Yanam
Electricity Department,
Yanam.

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Respondents

This case in C.C. No.25/2022 came up before this Forum for final hearing on 25/04/2022. 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 has been received from Matta Srinivas and Villagers during the camp of this Forum held at Yanam on 08/03/2022. In the complaint, the Complainant had stated that, the transformer located in their area is in a very bad condition and public are feared of crossing as the transformer may collapse at any time. Several complaints are given to the Department. But no action was taken so far. Apart from that street lights are not burning properly in their village and the Department staff are not taken action for rectification. The Complainant requested for orders for rectification of transformer and also making street light to burn. Hence, the Complaint.

2. The complaint has been registered as C.C. No.25/2022 on 08/03/2022 and copy of the complaint was handed over to the Respondents for giving reply by 18/03/2022. The reply of the Respondent No.2 was received on 19/04/2022 and the case was posted for hearing on 25/04/2022.

3. In the Affidavit dated 04/04/2022 the Assistant Engineer, Yanam / Respondent No.2 stated that the Dommetipeta Canal SS.100 KVA was erected nearly 6 years back. One big drain canal is passing adjacent to the canal road and also at the DP structure. Due to non-construction of retaining walls to the drainage channel by concerned authorities, the drain water stagnation has been expanded upto DP structure causing rusting of poles. As and when noticed by the Department separate plinth has been constructed for the DTR and additional concreting works are already taken up towards strengthening of Poles. The rectification works to the non-burning street lights have been taken up regularly, however, additional check-up for the non-burning street lights if any has been conducted and rectified. The street lights at industrial road are frequently damaging by the heavy load vehicles are replaced with LED lights.

4. Hearing was held on 25/04/2022 through video conferencing. Both the Complainant and Respondents were present. The Complainant is satisfied with the work done by the Department regarding transformer work. Regarding provision of additional street lights, the Complainant has been informed by the Department that action will be taken only on receipt of the Resolution from the Yanam Municipality and requested to follow up with the Commissioner. Simultaneously, the Department should take up the matter with the Yanam Municipality requesting for resolution. Regarding replacing of damaged poles, the Assistant Engineer, Yanam informed that 2 numbers of HT poles which are in a damaged condition will be replaced within 10 days.

ORDER

- i. The Respondents should ensure that the repair work done to the structure of the Transformer is not getting damaged in future and write to the Commissioner Yanam Municipality requesting for Resolution to provide additional street lights in the industrial road.
- ii. The Department shall replace the damaged HT poles within 10 days as committed and a compliance report in this regard shall be sent to this Forum within 5 days after that.
- iii. Hence the Complaint is allowed.
- 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 26th day of April 2022.

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/

(T. GOPALAKRISHNAN)
CHAIRMAN