

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.26/2022

S. Sridhar,
3-9-003,
Yelamurthy Street,
Yanam.

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Complainant

Vs.

- 1) The Executive Engineer (Cables & TTC),
Electricity Department,
Puduchery
- 2) The Assistant Engineer –Yanam
Electricity Department,
Yanam.
- 3) The Junior Engineer-Yanam,
Electricity Department,
Yanam.

....

Respondents

This case in C.C. No.26/2022 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 was received from S. Sridhar during the camp hearing of this Forum held at Yanam on 08/03/2022. In the complaint, the Complainant had

stated that he has lodged a complaint on non-burning of street lights in the new Market yard during August 2021. Till date, the same was not rectified. The Complainant prayed for rectification of non-burning of street lights. Hence, the Complaint.

2. The complaint was registered as C.C. No.26/2022 on 08/03/2022 and the copy of the complaint was handed over to the Assistant Engineer, Yanam and others to furnish reply by 18.03.2022. The reply was received on 19/03/2022 and was communicated to the Complainant. The case was posted for hearing on 25/04/2022 through video conferencing.

3. In the Affidavit dated 04/04/2022, the Assistant Engineer, Yanam/ Respondent No.2 had stated that, the non-burning of street lights at New Market Yard have been rectified on 11/03/2022.

4. Hearing was held on 20/04/2022 through video conferencing. Both the Complainant and Respondents were present. The Complainant stated that the non-burning of street lights was attended and within 10 days the same became defective. The Respondent replaced the defective lights with LED fittings and it is now burning. The Complainant was satisfied with the action taken by the Department.

Observation: The Complaint of non-burning of street light recorded in the section register during August 2021 was not attended due to non-availability of spares. The Respondents are directed to periodically review non-burning complaints and adequate spares be maintained in the section to avoid such prolonged non-rectification.

ORDER

i. Since the Complaint has been addressed, the complaint is treated as closed.

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