

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

THURSDAY, THE 5th DAY OF MAY 2022

CONSUMER CASE No.30/2022

M. Ramesh,
No.2 Arul Nagar,
Old Ambai,
Ambagarathur,
Karaikal.

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Complainants

Vs.

1.The Executive Engineer,
Electricity Department,
Karaikal.

2.The Assistant Engineer-Rural,
Electricity Department,
Karaikal.

3. The Junior Engineer - Ambagarathur,
Electricity Department,
Karaikal.

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Respondents

This case in C.C. No.30/2022 came up before this Forum for final hearing on 20/04/2022. 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 M. Ramesh during the camp sitting of this forum for public interaction in Ambagarathur Section on 15/03/2022. In the complaint, the Complainant requested for new street lights as there are more than 8 families around 30 persons are living there. Due to non-burning of street lights there is darkness and they are to put hardship and requested to arrange for new street lights. Hence the complaint.
2. The Complaint was registered as consumer case No.30/2022 and the copy of the complaint was handed over to the Respondents to furnish reply by 25/03/2022. On receipt of reply from the Respondents, the copy of the same was sent to the complainants and hearing was posted on 20/04/2022.
3. In the Affidavit dated 24/02/2022, Respondent No.2 on behalf of the Respondents No.1 and 3, stated that the site was inspected by the jurisdictional Engineer and observed that existing single phase two wire line is available in the above area. In view of the above, new street light estimate will be prepared after obtaining necessary sketch showing the required number of street lights along with concurrence letter to bear the estimate cost and financial soundness certificate from the concerned Municipality. Letter has been sent on 23/03/2022 to the Commissioner, Thirunallar Commune Panchayat for taking necessary action at their end.
4. The hearing was attended by both Complainant and Respondents during the camp hearing at Karaikal. The Forum directed the Respondents to examine the possibility for providing new street lights as it is essential for the safe livelihood of the residents. The Forum directed the Respondents to take up the matter with the Commissioner, Thirunallar and with the Collector, Karaikal for earlier Resolution of the Complaint.

ORDER

- i. Since, the complaint has is to be jointly redressed by various Government Departments, as per Regulations 5.59 of the Electricity Supply Code 2018, the complaint is allowed to that extent.
- ii. The Respondent is directed to file compliance report on the progress made within one month from the date of this Order.
- iii. 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 5th day of May, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN