

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 5<sup>th</sup> DAY OF May 2022

**CONSUMER CASE No.33/2022**

B. Jamil,  
No.243, Ram Singh Street,  
Shanmuga Nagar,  
Ariyankuppam,  
Puducherry 605007

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Complainant

Vs.

- 1) The Executive Engineer Rural-South (O&M),  
Electricity Department,  
Puducherry
- 2) The Assistant Executive Engineer –Rural (South)  
Electricity Department,  
Puducherry.
- 3) The Junior Engineer- Ariyankuppam,  
Electricity Department,  
Puducherry.

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Respondents

This case in C.C. No.33/2022 came up before this Forum for final hearing on 18/04/2022. 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 B. Jamil during the public interaction programme of this Forum held at Ariyankuppam Section on 25/03/2022. In the complaint, the Complainant had stated that street lights are not burning and requesting new street lights in the following areas: Shanmugam Nagar, Thiagi Perimichi Street, Kannayirakaounder Street, Anu Garden, Singaravelan Street, Perumal Veethi, Bakthavachalam Veethi, Poongodipuram Third Street, Anna Nagar, Periyar Nagar, Entrance of Ramdev Nagar, Odaiveli and Chinna Veerampattinam, Hence, the Complaint.

2. The complaint was registered as C.C. No.33/2022 on 25/03/2022 and copy of the Complaint handed over to the Executive Engineer, Rural(South) and others to furnish reply by 04.04.2022. The Assistant Executive Engineer, (Rural-South) filed his reply on 04/04/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 18/04/2022.

3. In the Affidavit dated 04/04/2022, the Assistant Executive Engineer-Rural-South / Respondent No.2 had stated that, the details of action taken are furnished below:

| S.No | Location                                 | Details of Complaint                                           | Action taken                                                                                                                                          |
|------|------------------------------------------|----------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | Shanmugam Nagar Subrayan Street (last)   | Requesting additional posts for extension of distribution main | The Complainant is informed to clear the tree branches for erection of pole. Estimate is under preparation and it will be completed within 2 months   |
|      | Thiagi Perimichi Street (Sudalai Street) | Requesting additional post for extension of distribution main  | Service connection lines are found to be extended by temporary post, hence estimate is under preparation. The work will be completed within 2 months. |
|      | Kannayirakounder St.                     | Requesting additional post for extension of distribution main  | Service connection lines are found to be extended by temporary posts, a sanctioned scheme is already in hand, the work will be                        |

|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                       |                                                                                                                                                                                                                                                               |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | Anu Garden                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Requesting additional post for extension of distribution main         | completed within one month<br>Action has been taken separately as an another complaint has been received vide case No.37/2022.                                                                                                                                |
| 2. | <p>Shanmugam Nagar</p> <p>a. Singaravelan St.<br/>b. Perumal Veethi,<br/>c. Bakthavachalam St</p> <p>Poongodipuram</p> <p>a. Third St.<br/>b. Kalikoil Opposite (Kizhakkuvalm Sandu)</p> <p>Anna Nagar</p> <p>a. 5<sup>th</sup> Cross Mettu sandhu,<br/>b. Sevalier Veethy next</p> <p>Periyar Nagar</p> <p>a. Entrance 2<sup>nd</sup> Cross<br/>b. Periyar Nagar Extn<br/>c. Pilliyar Koil St. &amp; Periyar Nagar Muttu Sandhu.<br/>d. Near murugan Koil Street</p> <p>Entire area of Ramdev Nagar,<br/>Odaiveli and Chinna Veerampattinam salai.</p> | No Street lights<br>Requesting new street lights in the existing pole | The Complainant is informed to approach Ariyankuppam Commune Panchayat for resolution and Financial Soundness Certificate.                                                                                                                                    |
| 3. | <p>a. Shanmugam Nagar Singaravelan Street</p> <p>b. PCP St.<br/>c. Indira Nagar</p> <p>i. 6<sup>th</sup> Cross Street<br/>ii. 7<sup>th</sup> Cross Street<br/>iii. Pallivasal Back side</p> <p>d. Poongodipuram 3<sup>rd</sup> Cross Street</p> <p>e. Anna Nagar 4<sup>th</sup> Cross</p> <p>f. Periyar Nagar II Cross<br/>IV Cross</p> <p>g. Murugan Koil Odaiveli street</p> <p>Odaiveli Chinna Veerampattinam</p>                                                                                                                                    | Non Burning of street lights                                          | <p>One No. of 20 W LED is found to be non-burning and it is attended.</p> <p>To be attended</p> <p>Attended</p> <p>To be attended</p> <p>To be attended</p> <p>Attended</p> <p>To be attended</p> <p>Attended</p> <p>To be attended</p> <p>To be attended</p> |

4. Hearing was held on 18/04/2022. Both the Complainant and Respondents were present. During the hearing the Assistant Executive Engineer, (Rural) mentioned that for item at S.No.1 of the Affidavit the poles are transported to the site and the work will be completed by 29/04/2022. This Forum directed the Assistant Executive Engineer, Rural to file additional Affidavit along with the satisfactory letter from the Complainant. The works at S.No.3(ii)(a) have been attended to, and the remaining work will be attended by 24/04/2022.

5. The Assistant Executive Engineer (Rural) has filed additional Affidavit on 29/04/2022 wherein it has been mentioned that the work at S.No.1 except Anu Garden have been completed in full shape. For providing new street lights an Estimate for Rs.95,790/- has been prepared for 24 No.s of 20W LED fittings have been sent to Ariyankuppam Commune Panchayat for sending Resolution. Regarding non-burning of street lights which were earlier mentioned that the work will be completed by 04/04/2022 have been rectified and all non-burning street lights are made burning. The Assistant Executive Engineer-Rural had not filed satisfactory letter from the Complainant, as directed during the hearing.

#### ORDER

- i. Since the defects mentioned in the Complaint have been attended and the complaint is treated as closed.
- ii. The Respondents and the Complainant are requested to follow up with the Ariyankuppam Commune Panchayat for getting the Resolution at the earliest.
- iii. The Assistant Executive Engineer, Rural shall obtain the letter from the Complainant for the satisfactory completion of the work and submit to this Forum within a week from the date of this Order,

Dated at Puducherry on this the 05<sup>th</sup> day of May, 2022

**Sd/-**

**(R. KRISHNAMURTHY)**  
**JERC NOMINATED MEMBER**

**Sd/-**

**(A.S. JITENDRA RAO)**  
**LICENSEE MEMBER**

**Sd/-**

**(T. GOPALAKRISHNAN)**  
**CHAIRMAN**