

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 6th DAY OF MAY 2022

CONSUMER CASE No.34/2022

Dr. A. Jayarajan,
No.7/1 Kottaimedu Thoppu,
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.34/2022 came up before this Forum for final hearing on 18/04/2022. 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 Dr. A Jayarajan 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 in Sriram Nagar, Arunthathipuram, Swarna Nagar, Thengaithittu street, Kakkayanthoppu, Veerampattinam Harbour Road, Chunnambar Old Bridge. Due to non-burning of street lights people residing in those areas are finding difficult for safe passage.. The Complainant requested to arrange to pass necessary directions to the Department to rectify the street lights at the earliest. Hence, the Complaint.

2. The complaint was registered as C.C. No.34/2022 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, action on the non-burning of street lights and requirement of new street lights are furnished below:

S.No	Location	Details of Complaint	Action taken
1	Sri Ram Nagar, Ariyankuppam	1. Hi-mass lighting not burning 2. 3 Nos. of street lights are not burning	Informed to approach the electrical wing of the Public Works Department. Attended
2.	Arunthathipuram	3. 2 Nos. of street lights are not burning	To be attended
3.	Anandam Nagar	4. Street lights are continuously burning without control 5. 2 Nos. of street lights are not burning	Attended control switch provided To be attended
4.	Swarna Nagar-Bargat Nagar corner	6. 1 No. of street not burning	Attended
5.	Swarna Nagar – on the way to modern rice mill new burial shed	7. 1 No. of street light not burning	To be attended.

6.	Thengaithittu Street	8. More than 5 Nos. of street lights are not burning	Attended
7.	Kakkayanthoppu a. Bramman Koil St. b. Arikkan medu corner	9. 3 Nos. of street lights are not burning 10. 1 No. of street light not burning	Attended
8	Veerampattinam a. Harbour Road b. Harbour Road last	11. 3 Nos. of street lights are not burning 12. 2 Nos. of street lights are not burning	Attended Attended
9.	Veerampattinam a. Jeevaratnam Street b. Athletic Training Centre	13. 5 Nos. of street lights are not burning 14. No street lights	Attended Informed to approach Ariyankuppam Commune Panchayat
10	Veerampattinam a. Nagoorar Thottam b. Veerampattinam Beach Road c. East Street	15. More than 5 nos. of street lights are not burning. 16. More than 10 Nos. of street lights are not burning 17. More than 2 nos. of street lights are not burning	Attended Attended To be attended
11.	Kottaimedu - Back side of Thiru Ramshigh Ex. MLA	18. Street lights are not provided till date	Informed to approach Ariyankuppam Commune Panchayat
12.	Chunnambar Old Bridge	19. Street lights are not burning due to disconnected link wire.	The disconnected wire between poles are connected with new wire, non-burning streets are being attended and it will be completed within a week.

4. Hearing was held on 18/04/2022. The Complainant was absent. During the hearing the Assistant Executive Engineer, (Rural-South) stated that the balance work of rectification would be completed and for provision of new street light proposal would be sent to Commune Panchayat for their concurrence. The Respondent was been directed to complete the work and file additional Affidavit.

ORDER

- i. The Respondent is directed to file additional Affidavit within 7 days on the action taken to provide new street lights as committed.
- ii. Since the Complaint has been attended, the complaint is treated as closed.

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 06th day of May, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN