

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 27TH DAY OF MAY 2022

CONSUMER CASE No.53/2022

G. Vijayakumar,
No.46, Sri Venkateshwara Nagar,
Thiruvandarkoil,
Puducherry 605102.

....

Complainant

Vs.

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

....

Respondents

This case in C.C. No.53/2022 came up before this Forum for final hearing on 20/05/2022. 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 G. Vijayakumar during the public interaction programme of this Forum held at Thirubuvanaï Section on 19/04/2022. In the complaint, the Complainant had stated that he is residing in the above mentioned address. In his area, new LED street lights have provided by the Department, 4 months back. But, the same were not working within 2 weeks. Therefore, he prays for rectification of non glowing of new LED lights and to provide two nos. of street lights and also to sort out the low voltage problem. Hence, the Complaint.
2. The complaint was registered as C.C. No.53/2022 on 19/04/2022 and copy of the Complaint handed over to the Executive Engineer, Rural(South) and others to furnish reply by 29/04/2022. Reply from the Assistant Engineer, Thirubuvanaï/ Respondent No.2 was received on 09/05/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 20/05/2022.
3. In the Affidavit dated 05/05/2022, the Assistant Engineer-Thirubuvanaï / Respondent No.2 on behalf of Respondent 1 and 3 had stated that, the above location was inspected with Respondent No.3. The entire street is having 7 nos. of poles with LT 3 phase 5 wire line. Out of these 5 nos., of poles having STL street light fitting, it was noticed 4 nos of STL fittings were non glowing. New 20W LED fitting 4 nos. have been fixed in place of faulty lights and rectified non burning of street lights on 02/05/2022. During that time two more 20W LED fitting new street lights have also been fixed where dark spot noticed. Regarding the supply complaint, the voltage at Thiruvandarkoil SSX 200KVA was measured as 225V, 220V, 230V voltage measured at the Complainant's House. No dim supply noticed. The grievances of the Complainant has been suitably addressed and solved.
4. Hearing was held on 20/05/2022. The Complainant called absent. During the hearing the Respondent has submitted that they have attended the grievances of the Complainant and filed Affidavit accordingly.

ORDER

- i. Since the grievances of the Complainant have been redressed, the Complaint is treated as closed.

Dated at Puducherry on this the 27th day of May, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN