

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 20TH DAY OF APRIL 2023

CONSUMER CASE No. 55/2023

G. Salimbasha, and Villagers of Roja Nagar,
No.2, Roja Nagar,
ONGC Salai,
Neravy,
Karaikal.

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Complainant

Vs.

- 1) The Executive Engineer,
Electricity Department,
Karaikal.
- 2) The Assistant Engineer –Town-I,
Electricity Department,
Karaikal.
- 3) The Junior Engineer – Nervy,
Electricity Department,
Karaikal.

....

Respondents

This case in CC No.55/2023 came up before this Forum for final hearing on 12.04.2023. 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 the villagers of Roja Nagar, Neravy during the public hearing held by this Forum at Karaikal on 16.03.2023. In the complaint, the Complainant had stated that due to absence of street lights in the Roja Nagar area the public are facing difficulties during night time. The Complainant therefore, prayed this Forum to issue necessary directions to the Respondents to provide street light connections in Roja Nagar area. Hence, the complaint.
2. The complaint has been registered as C.C. No.55/2023 on 16/03/2023 and copy of the complaint was handed over to the Executive Engineer – Karaikal for giving reply by 27.03.2023. Reply received from Respondent No.2 on 03.04.2023 and the same was communicated to the Complainant. The case was posted for hearing on 12/04/2023 at Karaikal.
3. In the reply filed by the Second Respondent i.e. the Assistant Engineer, Rural, Electricity Department, Karaikal, on behalf of himself and for Respondent No.1 and 3, had stated that an estimate has already been prepared for provision of street lights at various places in Neravy O&M jurisdiction including Roja Nagar for providing street light and a letter has been sent to the Commissioner Karaikal Municipality to pay the Estimate amount vide letter dated 27/03/2023. After depositing the estimate amount by the Commissioner, Karaikal Municipality, the work will be taken up.
4. Hearing was held on 12/04/2023 at Karaikal. Both the Complainant and Respondents were present. The Complainant was informed that an estimate has been sent to the Commissioner, Karaikal Municipality for approval to make payment. On perusal of the estimate given by the Assistant Engineer, Town-I, it is seen that several areas have been combined and the Assistant Engineer was

advised to separate the estimate for Roja Nagar alone and give to the Petitioner, so that they could follow up with the Commissioner and get the required approval.

ORDER

- i. The Respondents should take action for providing street lights on getting approval from the Commissioner, Karaikal Municipality.
- ii. The Complainants are advised to follow up the case from their end also for getting approval.
- iii. Thus, the complaint is allowed to the extent indicated.
- iv. The Complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF Order by the Licensee, may make an Appeal in prescribed Annexure-IV to the Electricity Ombudsman, Joint Electricity Regulatory Commission for the state of Goa and Union Territories, 3rd Floor, Plot No. 55-56, Pathkind Lab Building, Service Road, Udyog Vihar, Phase IV, Sector -18 Gurugram, Haryana-122015; Phone 0124-4684708; email within 30 days from the date of this Order under intimation to this Forum and the Respondents.

Dated at Puducherry on this the 20th day of April, 2023

Sd/-
(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-
(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-
(T. GOPALAKRISHNAN)
CHAIRMAN