

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 19th DAY OF MAY 2022

CONSUMER CASE No.57/2022

A. Sairabanu,
W/o Amrudeen,
No.17, Berlin Nagar,
Dharmapuram,
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 -Town,
Electricity Department,
Karaikal.

...

Respondents

This case in C.C. No.57/2022 came up before this Forum for final hearing on 13/05/2022. 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 A. Sairabanu W/o Amrudeen, Karaikal during the public interaction programme of this Forum held in Karaikal on 20/04/2022. In the complaint, the Complainant stated that she is having service connection, but the last electrical pole situated 100 feet from her house. This service connection to her house has been given through GI pipes provided in between. Since there is no electric pole, no street lights has been provided and living in darkness in that area. There are snakes in the darkness and requested for Orders for providing one electric pole and street light. Hence the complaint.

2. The Complaint was registered as consumer case No.57/2022 and the copy of the complaint was handed over to the Respondents to furnish reply by 02/05/2022. The reply was received from the Respondents on 05/05/2022. On receipt of reply from the Respondents, the copy of the same was sent to the complainant and hearing was posted on 13/05/2022.

3. In the Affidavit dated 02/05/2022, The Assistant Engineer, Town-I/ Respondent No.2 on behalf of the Respondents No.1 and 3 informed that necessary estimate is being evolved and after sanctioning by the competent authority the works will be taken up and completed within one month.

4. Hearing was held on 13/05/2022 at Karaikal. The hearing was attended by both Complainant and Respondents. During the hearing, the Respondents have agreed to complete the work by 31/05/2022 and to furnish a compliance report. The Department also agreed to provide one street light.

ORDER

i. As committed by the Respondents, the work of erection of pole shall be completed by 31/05/2022 and other work should also be completed by that time. A compliance report shall be sent to this Forum within a week after that.

ii. Thus, the complaint is allowed.

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 19th day of May, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN