

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 20th DAY OF MAY 2022

CONSUMER CASE No.59/2022

S. Dhanasekaran,
No.16, New Colony,
Surakudy Road corner,
Thirunallar,
Karaikal.

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Complainants

Vs.

- 1.The Executive Engineer,
Electricity Department,
Karaikal.
- 2.The Assistant Engineer-Rural,
Electricity Department,
Karaikal.
3. The Junior Engineer - Thirunallar,
Electricity Department,
Karaikal.

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Respondents

This case in C.C. No.59/2022 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 S. Dhanasegaran, Surakudy Karaikal during the camp sitting of this forum for public interaction programme in Karaikal on 20/04/2022. In the complaint, the Complainant stated that they are residing in New Colony, Surakudy Road. LT lines in the area are going very low level because of less height of the electric poles. Recently during wind, the lines have touched one another resulting in sparks. People are afraid to go near. Also, the area is facing low voltage problem. Street lights are also burning continuously. They have given several complaints to the Department, but no action has been taken so far. The Complainant prayed for rectification of defects. Hence the complaint.

2. The Complaint was registered as consumer case No.59/2022 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, Rural / Respondent No.2 on behalf of the Respondents No.1 and 3, stated that the LT lines have been restrained, whether proof wires replaced and the street light control box attended and the Complaints resolved.

4. Hearing was held on 13/05/2022 at Karaikal. The hearing was attended by both Complainant and Respondents. During the hearing, the Complainant expressed satisfaction of the work done by the Department. The Respondent has been directed to file additional Affidavit with details indicating the voltage level before and after rectification for records.

ORDER

- i. Since the grievances of the Complainant has been redressed, the complaint is treated as closed.

Dated at Puducherry on this the 20th day of May, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN