

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 3RD DAY OF JUNE 2022

CONSUMER CASE No.65/2022

P.P. Vinodan,
Former Vice Chairman,
Mahe Municipal Council,
Puthan Purayil House,
Choodikotta,
Mahe-673310

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Complainant

Vs.

- 1) The Executive Engineer SPM & Buildings,
Electricity Department,
Puducherry
- 2) The Assistant Engineer – O&M,
Electricity Department,
Mahe.
- 3) The Junior Engineer-O&M,
Electricity Department,
Mahe.

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Respondents

This case in C.C. No.65/2022 came up before this Forum for final hearing on 30/05/2022. 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 P.P. Vinodan, during the public interaction programme of this Forum held at Mahe on 29/04/2022. In the complaint, the Complainant had stated some general issues pertaining to Mahe which are reproduced below:

- i. The street lights on the Mahe bridge, around twelve in number have been out of order and not lighting for more than a year. As you are aware these lights have been installed at a cost of approximately Rs.25 lakhs. Since, the Mahe bridge is the entry point from the neighbouring state of Kerala, the darkness makes a bad impression of Mahe and Puducherry administration.
- ii. The street lights of the main road(NH) are almost not working, so also the lights on the Railway station road. The street light posts on many important roads remain like scarecrows. Either the bulbs or the tubes are not there or it is with just empty fixtures. Even, on important temple festival days, the roads leading to the Sree Krishna Temple, Choodikotta and the road behind the temple remained dark in spite of request from temple committee to rectify it and help the devotees.
- iii. Most of the High mast lights on National Highways and Railway Station roads do not function and the very purpose of installing such lights spending huge amounts are defeated. Once a high mast is removed due to damage caused by accident, the underground cables remain exposed causing obstruction to free passage of vehicles and people. Lack of proper maintenance make these lights useless and birds conveniently build their nests on these lights. Several such instances can be cited.
- iv. The power failure in Mahe has been a very common thing causing serious hardship to all. Hence, the Complaint.

2. The complaint was registered as C.C. No.65/2022 on 29/04/2022 and copy of the Complaint handed over to the Assistant Engineer, Mahe and others to furnish reply by 10/05/2022. Reply from the Assistant Engineer, Mahe / Respondent No.2 was received on 11/05/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 30/05/2022.

3. In the Affidavit dated 06/05/2022, the Assistant Engineer-Mahe / Respondent No.2 on behalf of Respondent 1 and 3 had stated that, the high mast and mini mast lights and street lights along Mahe bridge, National Highways and Railway Station road are installed and maintained by the Public Works Department, Mahe. The non-burning of street lights around Sree Krishna Temple, Mahe are replaced during the festival season and no complaint received in the Department. The non-burning street lights are rectified on availability of new LED fittings from Central Stores, Puducherry or Mahe Municipality. Discarded electric poles are being removed from public roads. The delay is due to non-availability of lorry during work time. Only one old lorry is available in the Department used by both O&M sections. Modernisation proposal for sub-station already taken up with the Executive Engineer, EHV, Electricity Department, Puducherry.

4. Hearing was held on 30/05/2022 at Puducherry through video conferencing. Both the Complainant and Respondent were present. As informed enquiry was made with the Public Works Department, regarding maintaining of street lights in roads and Mahe bridge and high mast and mini mast towers. It has been learned from PWD that 130 CFL lights are existing in main roads of Mahe which are being replaced with LED fittings. Out of 130 lights 112 have been replaced as on 30/05/2022 and the balance will be done by 31/05/2022. 12 Nos of lights in the Bridge road are special type and will be replaced within 10 days. Regarding high and mini mast; out of 12 Nos. 5 Nos are working and balance 7 will be made working by June 2022. Though PWD is not Respondent, action taken by the PWD is appreciated by this Forum. Regarding non burning of LED lights, the Respondent No.2 stated that the consignment is on the way from Puducherry and efforts will be made to rectify the defective street lights within 15 days. All the dismantled poles are being removed to the stores. The other issues mentioned in the Complaint will be attended subject to availability of man power and funds.

ORDER

- i. The Complaint is general in nature and not specific, except non-burning of street lights, hence, the reply of the Assistant Engineer, Mahe is accepted and the complaint is closed. If the Complainant is having any specific grievance, he may file a fresh case.
- ii. The Respondents are directed to file a compliance report within 30 days after rectification of defective LED fittings.
- 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 3rd day of June, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN