

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.68/2022

Palliyan Pramod,
Balapadmam,
Mundoctmahe,
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.68/2022 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 Palliyan Pramod, during the public interaction programme of this Forum held at Mahe on 29/04/2022. In the complaint, the Complainant had stated that maintenance work in respect of domestic and commercial consumers is one of the major deficiencies in Mahe. He requested to designate one staff for one ward to attend the work. Further he has suggested solar panel lights be provided for street lights including high and low mast lights. More number of street lights in Mahe region is not working for the past several days. He suggested for laying underground cable in the entire Mahe region as only in ward 3, 4 and 5 underground cable work are completed so far. He requested that the tower line crossing Mahe river may be provided with 2 lines, which was originally installed during the past to provide uninterrupted power supply during the break down of the feeder. The Complainant prayed this Forum for issue of necessary directions to the Department on the above matter. Hence, the Complaint.

2. The complaint was registered as C.C. No.68/2022 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, entrusting the electrical complaints to the staff on municipal ward-wise is not practical. Introduction of solar street to be initiated by Mahe Municipality. Introduction of UG cable can be done in a phased manner only. New tower line across Mahe river already sanctioned and work entrusted with KSEB. Rectification of high mast and mini mast light on Mahe bridge and other places to be carried out by PWD Mahe.

4. Hearing was held on 30/05/2022 at Puducherry through video conferencing. Both the Complainant and Respondent were present. During the hearing the Complainant stated that he was satisfied on the status of the erection of tower line across Mahe river. The Forum appreciates, that eventhough PWD is not a Respondent to this case, the Public Works Department had started attending to high and mini mast lights and to be completed within a few days

ORDER

- i. Since the grievances of the Complainant at Respondent level are attended, the Complaint is treated as closed.
- ii. The Respondents are directed to follow up with KSEB officials on regular basis on the erection of tower line and ensure completion of the work within the stipulated time frame and file a compliance report on the progress made to this Forum at the end of three months i.e., by September 2022.
- 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/-

Sd/-

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

(A.S. JITENDRA RAO)
LICENSEE MEMBER

(T. GOPALAKRISHNAN)
CHAIRMAN