

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

MONDAY, THE 27th DAY OF DECEMBER 2021

CONSUMER CASE No.95/2021

D. Natarajan and
Residents of MMG Nagar,
Seventh Cross,
M.M.G Nagar,
Karaikal.

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Complainant

Vs.

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

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Respondents

This case in C.C. No.95/2021 came up before this Forum for final hearing on 10/12/2021. After 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 D. Natarajan and Residents of MMG Nagar, during the CGRF camp hearing held on 17/11/2021 at Town North (O&M) Karaikal. In the complaint, the Complainant had stated that, street lights are not functioning for long time for more than one year. Since speed breakers are there in the road, many accidents are happening in the night time. In MMG Nagar, 1 to 7th cross, street lights are glowing continuously. The Complainant prayed to take action immediately for rectification. Hence the complaint.
2. The complaint has been registered as C.C. No.95/2021 on 17/11/2021 and the copy of the complaint was handed over to the Executive Engineer, Karaikal and others to furnish reply by 29.11.2021. Reply from the Respondents was received on 01/12/2021 and the same was forwarded to the Complainant. Hearing was posted on 10/12/2021 at Karaikal.
3. In the Affidavit dated 29/11/2021, the Assistant Engineer, Town-II / Respondent No.2 had stated that, the work order for replacement of damaged 210 Nos. of 40 watts STL into 20 watts LED has been issued to the contractor on 26/11/2021. The non-burning street lights in the above area will be rectified and made lit within a week subject to force majeure condition.
4. Hearing was held on 10/12/2021 at Karaikal. The Complainant was absent. During the hearing the Assistant Engineer, Town-II had informed that the rectification of street lights is going and will be completed within a week. The Forum has directed the Respondent to complete the work within a week and send a report. The Assistant Engineer, Town-II filed additional Affidavit on 21/12/2021 wherein he had mentioned that all 36 Nos. of 40watt STL in MMG Nagar have been converted into 20watt LED fitted in 1st to 10th cross and energised on 17/12/2021 and all lights are burning.

ORDER

i. The grievances of the Complainant has been addressed and the complaint is closed.

Dated at Puducherry on this the 27th day of December, 2021

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN