

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 18th DAY OF AUGUST 2023

CONSUMER CASE No.99/2023

E.V. Ramachandran,
Represented by: Parambath area Residents,
Amrita, Chembra,
P.O. Parat,
Mahe-670 671.

....

Complainant

Vs.

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

....

Respondents

This case in C.C. No.99/2023 came up before this Forum for final hearing on 10/08/2023. 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 E.V. Ramachandran during the public interaction programme of this Forum held at Mahe on 23/06/2023. In the complaint, the Complainant had stated that they are the residents of Kunduparampath area. There is only one street light in the area. Women, children and elderly people are afraid to go out on such dark streets at nights. The absence of street light in Kunduparambath area are enabling the anti social elements to carry out their evil deeds pro-actively during the night hours. Therefore, the Complainant prayed this Forum to issue necessary directions to the Respondents to provide for additional 3 Nos. of street lights in the area. Hence, the Complaint.

2. The complaint was registered as C.C. No.99/2023 on 23/06/2023 and copy of the Complaint handed over to the Assistant Engineer, Mahe and others to furnish reply by 03/07/2023. Reply from the Assistant Engineer, Mahe / Respondent No.2 was received on 12/07/2023 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 10/08/2023.

3. In the Affidavit dated 02/07/2023, the Assistant Engineer-Mahe / Respondent No.2 on behalf of Respondent 1 and 3 had stated that, new street lights are being provided by the Department on approval of the Mahe Municipality.

4. Though reply was received earlier, hearing could not be conducted due to heavy rain at Mahe and all the officials are involved in power restoration. Hence, hearing was conducted on 10/08/2023 at Puducherry through video conferencing. Both the Complainant and the Respondents were present. The Complainant stated that he met the Municipal Commissioner and he assured that he will send resolution to the Respondents to provide street lights. The Respondents have also assured to provide new street lights on receipt of the resolution. This Forum suggested Respondent No.2 to discuss with the Municipal Commissioner and provide at least one street light immediately to mitigate the problem.

ORDER

- i. As assured above, the Respondents are directed to provide new street lights on receipt of the Resolution from the Municipality, Mahe without any further delay.
- ii. The Complainant is directed to follow-up with the Commissioner, Municipality to speed up the matter.
- iii. Thus, the complaint is allowed to the extent indicated.
- iv. The Complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF Order by the Licensee, may make an Appeal in prescribed Annexure-IV to the Electricity Ombudsman, Joint Electricity Regulatory Commission for the state of Goa and Union Territories, 3rd Floor, Plot No. 55-56, Pathkind Lab Building, Service Road, Udyog Vihar, Phase IV, Sector -18 Gurugram, Haryana-122015; Phone 0124-4684708; email ombudsman.jercuts@gov.in within 30 days from the date of this Order under intimation to this Forum and the Respondents.

Dated at Puducherry on this the 18th day of August, 2023

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN