

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 24th DAY OF DECEMBER 2021

CONSUMER CASE No.105/2021

S. Chithra,
No.98E, Kattamanikuppam,
Muthialpet,
Puducherry-605003

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Complainant

Vs.

- 1) The Executive Engineer, Urban O&M
Electricity Department,
Puducherry.
- 2) The Assistant Engineer –Town-II,
Electricity Department,
Puducherry.
- 3) The Junior Accounts Officer-Rev.I,
Electricity Department,
Puducherry.
- 4) The Junior Engineer – Muthialpet,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.105/2021 came up before this Forum for final hearing on 22/12/2021. After 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. Chithra during the CGRF camp hearing held on 23/11/2021 at Muthialpet, Puducherry. In the complaint, the Complainant had stated that, new service connection was effected in the month of July 2021. New bill was not issued till date. Requested orders to issue bills. Hence the complaint.
2. The complaint has been registered as C.C. No.105/2021 on 23/11/2021 and the copy of the complaint was handed over to the Executive Engineer, Urban and others to furnish reply by 03/12/2021. Reply from the Respondents were received on 07/12/2021 and the same was forwarded to the Complainant. Hearing was posted on 22/12/2021.
3. In the Affidavit dated 03/12/2021, the Junior Accounts Officer-Revenue-I /Respondent No.3 had stated that, the first bill for the service have been generated in the month of September 2021 and served to the Complainant.
4. In the Affidavit dated 08/12/2021, the Assistant Engineer Town-II /Respondent No.3 informed that delay in issue of first bill is due to technical issue which were sorted out and the bill was served to the Complainant.
5. During the hearing the Complainant was absent. She has called CGRF Office over phone and informed that since her grievances have been attended to, she is not attending the hearing.

ORDER

- i. Since the grievances of the Complainant has been attended to by the Respondent, the Complaint is closed.
- ii. In future, the Respondent is directed to issue first bill within 2 billing cycles of energising a new connection as per Regulation 7.4 of the Supply Code 2018.

Dated at Puducherry on this the 24th day of December, 2021

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN