

BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM
(Under the Electricity Act, 2003)
PUDUCHERRY

PRESENT:

THIRU T. GOPALAKRISHNAN, B.E.,
CHAIRMAN

THIRU R. KRISHNAMURTHY, B.Com., LLB., PGDFL.,
JERC NOMINATED MEMBER

FRIDAY, THE 22ND DAY OF JULY 2022

CONSUMER CASE No.109/2022

D. Lakshmi,
No.1 Agalankannu Road,
Vizhithiyur,
Thirunallar,
Karaikal.

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Complainant

Vs.

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

....

Respondents

This case in C.C. No.109/2022 came up before this Forum for final hearing on 15/07/2022. 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 D. Lakshmi during the public interaction programme of this Forum held at Neravy Section at Karaikal on 15/06/2022. In the

complaint, the Complainant had stated that she is residing in the above mentioned address. She has further stated that service connection has been given to her house, but policy number is not indicated in the monthly bills and also Policy Code is not given. She also requested for change of address. Hence, the Complaint.

2. The complaint was registered as C.C. No.109/2022 on 15/06/2022 and copy of the complaint was handed over to the Executive Engineer, Karaikal and others to furnish reply by 27/06/2022. Reply received from the Respondents on 28/06/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 15/07/2022.

3. In the Affidavit dated 23/06/2022, the Assistant Engineer, Town -I/ Respondent No.2 for himself and on behalf of Respondent No.1 and 3 had stated that, the request of the Complainant has been completed and necessary entries has been made in the Revenue records.

4. Hearing was held on 15/07/2022 at Karaikal. Both the Complainant and the Respondents were present. During the hearing, the Respondents submitted that policy number and address of the Complainant have been updated in the system and the same will be reflected in the monthly bill from the next billing cycle.

ORDER

i. Since the grievances of the Complainant has been addressed, the complaint is treated as closed.

ii. 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 22nd day of July, 2022

Sd/-
(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-
(T. GOPALAKRISHNAN)
CHAIRMAN