

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

WEDNESDAY, THE 27TH DAY OF JULY 2022

CONSUMER CASE No.124/2022

T. Vanasundari,
W/o Thangarasu,
No.20, Mariamman Koil Street,
Eripakkam,
Nettapakkam,
Puducherry.

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Complainant

Vs.

- 1) The Executive Engineer, Rural-South,
Electricity Department,
Puducherry
- 2) The Assistant Engineer – Eripakkam,O&M,
Electricity Department,
Puducherry.
- 3) The Junior Accounts Officer-Rev.III,
Electricity Department,
Puducherry.
- 4) The Junior Engineer-Kariammanickam,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.124/2022 came up before this Forum for final hearing on 21/07/2022. 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 T. Vanasundari W/o Thangarasu, during the public interaction programme of this Forum held at Kariamannickam Section, on 29/06/2022. In the complaint, the Complainant had stated that she is residing in the above mentioned address with service connection Policy code No.49-82-01-0048AA. She has stated that in the monthly current consumption bill her husband's name has been mentioned as Thangavelu instead of Thangarasu. Hence, the Complainant prayed this Forum to issue directions to the Respondents to rectify the mistake. Hence, the Complaint.

2. The complaint was registered as C.C. No.124/2022 on 29/06/2022 and notice for giving reply sent to the Executive Engineer, Rural (South) and others to furnish reply by 11/07/2022. Reply from the Assistant Engineer, Eripakkam/ Respondent No.2 was received on 12/07/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 21/07/2022.

3. In the Affidavit, the Assistant Engineer- Eripakkam/ Respondent No.2 filed for himself and on behalf of Respondent 1 and 4 had stated that, the wrong entry of her husband's name is changed from Thangavelu to L. Thangarasu.

4. Hearing was held on 21/07/2022. Both the Complainant and the Respondents were present. The Respondents stated that the correction had been made in the records, however, no Orders have been issued by the Respondents till the hearing. Further, the Respondent No.3 had not filed Affidavit in this case which is highly regrettable.

Observation: Non-filing of Affidavit by the Junior Accounts Officer(Revenue-III) / Respondent No.3 is to be condemnable. And the Respondent No.1 should take action on the delinquent official to avoid any such lapse in the future.

ORDER

- i. The Respondents are directed to issue bills within 2 billing cycle after effecting necessary correction in the husband's name of the Complainant. A copy of the corrected bill shall be sent to this Forum for records.
- ii. Thus the complaint is allowed.
- iii. 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.
- iv. 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 27th day of July, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN