

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 22ND DAY OF SEPTEMBER 2023

CONSUMER CASE No. 125/2023

K. Vaishnu Devi,
No.26, Abirami South Street,
T.R. Pattinam,
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 –TR Pattinam,
Electricity Department,
Karaikal.

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Respondents

This case in C.C. No.125/2023 came up before this Forum for final hearing on 19/09/2023. 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 K. Vaishnu Devi during the public hearing held by this Forum at Karaikal on 22.08.2023. In the complaint, the Complainant had stated that she had purchased a plot in T.R. Pattinam, 36 Keezhayur South and applied for a new service connection. She was informed that she had to pay a huge amount which had been kept outstanding amount previously in Policy code No.T-1440/C1 (64-42-06-0417). The Complainant stated that in her document nowhere it was mentioned about the previous electric connection. She has also attached copy of documents. Therefore, the Complainant prays this Forum to issue necessary directions to the Respondents for extending new service connection. Hence the complaint.

2. The complaint has been registered as C.C. No.125/2023 and copy of the complaint was handed over to the Executive Engineer – Karaikal for giving reply by 04.09.2023. Reply received from Respondent No.2 on 11.09.2023. The case was posted for hearing on 19/09/2023 at Karaikal.

3. In the reply filed by the Second Respondent i.e. the Assistant Engineer, Town-I, Electricity Department, Karaikal, on behalf of himself and for Respondent No.1 and 3, had informed that one new service connection application was received from Tmt. Vaishnu Devi, TR Pattinam and registered as No.153 dated 23/01/2023. The service which existed at the said location and under old disconnection will be dealt separately at this Office. As per the procedure in vogue the Petitioner will be advised to submit online application and the same will be processed further and power supply will be extended within 15 days.

4. Hearing was held on 19/09/2023 at Karaikal. Both the Complainant and the Respondents were present. Reply from the Respondents could not be sent by post due to postal problem and hence delivered in person to the Complainant. The Complainant was asked to go through the reply before starting proceedings.

During the hearing the Respondents had informed that they could not locate the policy file of the service connection which existed in the land belonging to the Complainant. The Forum had remarked that in the Certificate of Encumbrance produced by the Complainant, the name of Policy holder i.e., Uthirapathy is not mentioned anywhere. The Department has agreed to initiate separate proceedings to collect arrears from the earlier policy holder itself. Since the Department delinked the arrears and agreed to give fresh connection, the Complainant had agreed to apply afresh through online.

ORDER

- i. As agreed to by the Department, the arrears from the previous consumer i.e., the actual user at that time shall be collected from the policy holder without linking to the property of the Complainant and on receipt of a valid application from the Complainant the Respondents should effect service within 15 days.
- 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 cgrfpon@gmail.com 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 September. 2023

Sd/-
(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-
(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-
(T. GOPALAKRISHNAN)
CHAIRMAN