

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.126/2022

V. Anbarasan,
VII Cross,
V.S. Nagar,
Madukarai,
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-Kariamannickam,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.126/2022 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 V. Anbarasan, during the public interaction programme of this Forum held at Kariamanickam Section, on 29/06/2022. In the complaint, the Complainant had stated that he is residing in a rented building and was not able to remit the current consumption charges as the data are not entered in the computer data base of the Revenue section. Further he has stated that frequent interruption from the distribution transformer SS.27 feeding his area. The Complainant prayed for necessary directions to the Respondents to maintain power supply without interruption and also enable him to remit the monthly current consumption charges. Hence, the Complaint.

2. The complaint was registered as C.C. No.126/2022 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 dated 12/07/2022, the Assistant Engineer- Eripakkam/ Respondent No.2 filed for himself and on behalf of Respondent 1 and 4 had stated that, meter reading has been entered in the computer system and bill amount is Rs.2,051/- for the Policy Code No.49-78-06-0588OM.

4. Hearing was held on 21/07/2022. Both the Complainant and the Respondents were present. The Complainant stated that the non-receipt of bill amount has been resolved, but there is frequent interruption of power in his area was not corrected. The Respondents had not stated anything in the Affidavit. The Respondent orally submitted that two Distribution Transformer are erected in two different feeder and one for Madukarai and another Thirubuvanai interlinked feeder. The interlinked feeder frequently got interrupted. The Respondents are directed to make thorough study and solve the problem within 30 days.

Observation: The Respondent No.3 had not filed reply even though he is one of the Respondent in the matter pertaining to Revenue Section which is highly regrettable. The Respondent No.1 is directed to fix responsibility on Respondent No.3 for any lapses in future.

ORDER

- i. The Respondents are directed to make thorough study of power interruption in the Complainant area and the problem should be set right/ solved within 30 days. The Respondents are also directed to file Additional Affidavit should be filed on the uninterrupted power supply on Complainant's area.
- 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