

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

MONDAY, THE 25<sup>TH</sup> DAY OF SEPTEMBER 2023

**CONSUMER CASE No. 126/2023**

Z. Sultan Ghouse Hameed Malim,  
No.4, Halithu Maraicayar Street,  
T.R. Pattinam,  
Karaikal.

....

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.

....

Respondents

This case in C.C. No.126/2023 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 Z. Sultan Ghouse Hameed Malim during the public hearing held by this Forum at Karaikal on 22.08.2023. In the complaint,

the Complainant had stated that he had given a complaint to the Executive Engineer on 13/07/2023 with regard to the billing issue in the bill dated 10/07/2023, but no action was taken on his complaint. Therefore, the Complainant prays this Forum to issue necessary directions to the Respondents to issue corrected bill. Hence the complaint.

2. The complaint has been registered as C.C. No.126/2023 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 13.09.2023. 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 the Complaint on energy meter billing in the policy No.T-5688 (64-43-02-0120B) has been resolved as per the statement enclosed and the current consumption bill amount arrived to Rs.3,945/- and also paid by the Petitioner vide Receipt dated 08/09/2023.

4. Hearing was held on 19/09/2023 at Karalikal. The Complainant called absent and the Respondents were present. During the hearing the Respondents have submitted that they have revised the bill and the Complainant had also paid the amount as per the revised bill and hence the Complaint has been resolved to the entire satisfaction of the Complainant.

#### ORDER

i. Since the grievances of the Complainant has been resolved, 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 [cgrfpon@gmail.com](mailto: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 25<sup>th</sup> day of September. 2023

**Sd/-**  
**(R. KRISHNAMURTHY)**  
**JERC NOMINATED MEMBER**

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

**Sd/-**  
**(T. GOPALAKRISHNAN)**  
**CHAIRMAN**