

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

THURSDAY, THE 28TH DAY OF JULY 2022

CONSUMER CASE No.131/2022

S. Sasikala,
No.3, V.S. Nagar,
6th Cross Street,
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 Engineer-Kariammanickam,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.131/2022 came up before this Forum for final hearing on 21/07/2022. After 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 S. Sasikala, during the public interaction programme of this Forum held at Kariammanickam Section, on 29/06/2022. In the

complaint, the Complainant had stated that she is residing in the above mentioned address. Her policy code no.49-78-06-0599AB/A2. She has stated that the energy meter installed in her house had developed fault and is in 'MS' condition. She has requested the Department for replacement of the meter on 27/05/2022. However, the electricity staff has required to purchase the new meter on her own for replacement. Since, she is not in a position to purchase a new meter, she has prayed this Forum to pass necessary Orders to the Respondents to supply energy meter by the Department. Hence, the Complaint.

2. The complaint was registered as C.C. No.131/2022 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 3 had stated that, the house has been inspected and found with MS energy meter Sl.No.214499, Indo tech, 2.5-10A capacity. The same MS meter replaced with serviceable meter Sl.No.1637803 make L andis Gyr, 5-30A with initial reading 3830.0KWH on 08/07/2022.

4. Hearing was held on 21/07/2022. The Complainant called absent. The Respondents only were present. The Respondents stated that the faulty meter has been replaced with spare meter of the section, as requested by the Complainant and revised the bill for MS period.

ORDER

i. The Respondents are directed to revise the bill for the MS period and communicate to the Complainant for payment and a compliance report be sent to this office within 15 days.

- ii. The Complainant, is directed to remit the amount as per the bill communicated within 10 days from the date of receipt of the bill.
- iii. Thus the complaint is allowed.
- iv. 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.
- v. 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 28th day of July, 2022

Sd/-

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

(T. GOPALAKRISHNAN)
CHAIRMAN