

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

MONDAY, THE 29ST DAY OF AUGUST 2022

CONSUMER CASE No.138/2022

R. Malliga,
W/o G. Rajamoorthy,
No.104, Main Road,
Varichikudy,
Karaikal.

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Complainant

Vs.

- 1) The Executive Engineer,
Electricity Department,
Karaikal.
- 2) The Assistant Engineer –Town II,
Electricity Department,
Karaikal.
- 3) The Junior Engineer-Kottucherry,
Electricity Department,
Karaikal.

....

Respondents

This case in C.C. No.138/2022 came up before this Forum for final hearing on 24/08/2022. 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 R. Malliga W/o G. Rajamoorthy during the monthly camp hearing of this Forum held at Karaikal on 15/07/2022. In the

complaint, the Complainant had stated that she is having commercial service in the above mentioned address and her Policy code No.62-66-05-0584. She had given a petition on 23/06/2022 in which she had stated that in her policy the connected load was wrongly mentioned as 3000Watts and Fixed service charges claimed in the high side. She had requested to re-assess the connected load for levying correct Fixed Surcharge to her policy. Hence, the Complaint.

2. The complaint was registered as C.C. No.138/2022 on 15/07/2022 and copy of the complaint was handed over to the Executive Engineer, Karaikal and others to furnish reply by 25/07/2022. Reply received from the Respondents on 01/08/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 09/08/2022.

3. In the Affidavit dated 25/07/2022, the Assistant Engineer, Town -II / Respondent No.2 for himself and on behalf of Respondent No.1 and 3 had stated that, a complaint was received from Tmt. R. Malliga, requesting reduction of load to her policy No.V396/A1 Policy code 02-66-05-0584. A notice has been issued to the Complainant informing to submit load reduction application in the prescribed format to the Office of the Assistant Engineer, Town-II for taking further action.

4. Hearing was initially posted on 09/08/2022. As it was declared public holiday by the Government due to Muharram, hearing was postponed to 24/08/2022 at Karaikal. Both the Complainant and the Respondents were present. During the hearing, The Respondents submitted a copy of the bill under issue for the month of July 2022, in which the connected load has been reduced to 400 watts and the applicable Fixed surcharge of Rs.75/- has been levied. The Complainant was satisfied with the action taken by the Respondents.

ORDER

- i. Since the complaint has been resolved to the satisfaction of the Complainant, 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 ombudsman.jercuts@gov.in within 30 days from the date of this Order under intimation to this Forum and the Respondents.

Dated at Puducherry on this the 29th day of August, 2022

Sd/-
(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-
(T. GOPALAKRISHNAN)
CHAIRMAN