

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 7TH DAY OF SEPTEMBER 2022

CONSUMER CASE No.150/2022

B. Kamala,
No.75, Sengundar Street,
Orleanpet,
Puducherry-5.

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Complainant

Vs.

- 1) The Executive Engineer, Urban O&M,
Electricity Department,
Puducherry
- 2) The Assistant Engineer –Marapalam, O&M,
Electricity Department,
Puducherry.
- 3) The Junior Accounts Officer-Rev-I,
Electricity Department,
Puducherry.
- 4) The Junior Engineer- Town-West,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.150/2022 came up before this Forum for final hearing on 29/08/2022. 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 B. Kamala on 02/08/2022. In the complaint, the Complainant had stated that she is the owner of the house at Door No.25, Saint Anthone Street, Nellithope, Pondicherry -605005 and third floor is let out to a tenant with policy code No.08-42-03-0264D. The Tenant has not paid the electricity charges and the arrears mounted to the tune of Rs. 23,025/- She had approached the Department to disconnect the electricity connection, but no action was taken to recover the pending arrears. Further the tenant is trying to vacate the house without paying the electricity dues. The Complainant requested this Forum for necessary directions to the Respondents to disconnect the power supply so as to collect the huge arrears. Hence, the Complaint.

2. The complaint was registered as C.C. No.150/2022 on 03/08/2022 and copy of the complaint was sent to the Executive Engineer, Urban O&M and others to furnish reply by 17/08/2022. Reply received from the Respondents on 18/08/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 29/08/2022.

3. In the Affidavit dated 17/08/2022, the Assistant Engineer, Marapalam / Respondent No.2 for himself and on behalf of Respondent No.1 and 4 had stated that, disconnection of defaulters during few of the months in each year for the last 3 years were not carried out. Moreover disconnections of defaulters having arrears more than Rs.25,000/- were given priority in realisation of arrears. However, based on the request of the applicant the service connection No.08-42-03-0264D was disconnected on 07/03/2022. On the same day the tenant requested to reconnect the service after payment of part amount of Rs.5,000/- and assured to settle the balance amount within the month. Based on her request, the service connection was reconnected on the same day. Further due to agitation of some of the Union and Associations of Electricity Department, disconnection of defaulters were affected in the months of May and June 2022. Based on the request of the consumer dated

31/07/2022 the service connection was again disconnected due to non-payment of current consumption charges on 10/08/2022. Further, the service connection is in the name of G. Ezhilarasi, who is not the applicant to the CGRF. Upon perusal of the document, it is seen that the property was sold to Tmt. B. Kamala on 10/03/2021. No request for transfer of service connection was made. Further, the applicant / present owner did not obtain any NOC from the Department.

4. In the Affidavit dated 12/08/2022, the Junior Accounts Officer Rev-I / Respondent No.3 had stated that the bill issuing authority for policy code No.08-42-03-0264D existing in the name of Ezhilarasi. On scrutinizing of the available records, it is noticed that the current consumption charges bill pertaining to the said policy has been issued regularly. Further it is stated that out of Rs.23,063/- the consumer has paid partially an amount of Rs.5,000/- on 07/03/2022 for the bill upto the month of January 2022. Disconnection of service for the past two months was not done due to the agitation of some section of staff. The service has been disconnected on 10/08/2022 for non payment of arrears.

5. Hearing was held on 29/08/2022. The Complainant called absent. The Respondents were present. During the hearing, the Respondents stated that, the service connection was disconnected. After disconnection, the entire arrears was settled. The Respondents were directed to file the details of payment made and arrears collected in the additional Affidavit in line with the above.

6. The Complainant in her letter dated 25/08/2022 addressed to this Forum, had stated that the Tenant vacated the premises and requested to withdraw the case. The Respondents filed additional Affidavit with details of amount of Rs.23,025/- collected vide receipt No. RL22580137660 dated 18/08/2022 and also stated that the owner got service re-connected after settlement of the arrears.

ORDER

i. Since, the grievances of the Complainant has been attended, 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 7th day of September, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN