

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

TUESDAY, THE 22ND DAY OF NOVEMBER 2022

CONSUMER CASE No.171/2022

J. Lithika,
No.91, Duraiselvi Illam,
Kamaraj Nagar,
Second Cross Street,
Varichikudi,
Karaikal-609609.

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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 Accounts Officer-Rev,
Electricity Department,
Karaikal.
- 4) The Junior Engineer-Kottucherry,
Electricity Department,
Karaikal.

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Respondents

This case in C.C. No.171/2022 came up before this Forum for final hearing on 15/11/2022. After having heard 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 J. Lithika during the public interaction programme of this Forum held at Kottucherry Section, Karaikal on 19/10/2022. In the complaint, the Complainant had stated that, as per the details available in the online the final reading for the month of May, June and July 2022 is the same and the bill for May and June 2022 are not provided. The bill amount for the month of May, June and July are respectively Rs.2,404, Rs.2,503/- and Rs.4,502/-. The Complainant stated that it would be greater benefit if current consumption bills are provided each month and required clarification for having same reading for three months. The Complainant also stated that the bill amount seems to be on the higher side. Hence, the Complaint.

2. The complaint was registered as C.C. No.171/2022 on 19/10/2022 and copy of the complaint was handed over to the Executive Engineer, Karaikal and others to furnish reply by 29/10/2022. Reply received from the Respondents on 04/11/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 15/11/2022.

3. In the Affidavit dated 28/10/2022, the Assistant Engineer, Town -II / Respondent No.2 for himself and on behalf of Respondent No.1 and 4 had stated that, the energy meter has been tested in the Department Laboratory in the presence of the Complainant and the meter performance is found to be satisfactory.

4. Hearing was held on 15/11/2022 at Karaikal. Both the Complainant's father and the Respondents were present. During the hearing, the Complainant had expressed his satisfaction on the action taken by the Department and he has agreed with the test result given by the lab. The Complainant was explained in brief about the difference in tariff structure of Tamilnadu and Puducherry and has complaining of higher bill amount in comparison to the bill amount of Tamilnadu will not have any justification. Since the reply Affidavit does not give any working details about the

bill amount of three months, the Respondents are directed to furnish working sheet of the bill amount from May 2022 to July 2022 to the consumer within 3 days with a copy marked to this Forum. The Complainant had also given a letter expressing his satisfaction on the action taken by the Department.

ORDER

- i. Since the Complainant is satisfied with the action taken by the Department, 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 22nd day of November, 2022

Sd/-
(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

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

Sd/-
(T. GOPALAKRISHNAN)
CHAIRMAN