

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

FRIDAY, THE 27th DAY OF JANUARY 2023

CONSUMER CASE No.189/2022

G. Vaithinathan,
Under Secretary (Retd.)
No. 23, I Cross, KMG Nagar,
Thalatheru,
Karaikal.

.... Complainant

Vs.

- 1) The Executive Engineer,
Electricity Department,
Karaikal.
- 2) The Assistant Engineer -Town-II,
Electricity Department,
Karaikal.
- 3) The Junior Accounts Officer,
Electricity Department,
Karaikal.
- 4) The Junior Engineer – Town North,
Electricity Department,
Karaikal.

.... Respondents

This case in CC No.189/2022 came up before this Forum for final hearing on 19.01.2023. 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 G. Vaithinathan, during the public hearing held by CGRF at Karaikal on 14.12.2022. He orally submitted that there is voltage fluctuation in his residence and time duration between issue and last date for payment of Current Consumption bills is less than the stipulated time. He further requested to replace the mechanical meter. Therefore the Complainant requested this Forum to issue directions to rectify the same. Hence the complaint.
2. The complaint has been registered as C.C. No.189/2022 and notice served to Executive Engineer – Karaikal for giving reply by 26.12.2022.
3. Reply affidavit received from Respondent 2 filed for himself and on behalf of Respondent 1 on 02.01.2023. The copy of the reply has been sent to the complainant and the case was posted for hearing on 19.01.2023.
4. Affidavit filed by the Second Respondent on behalf of First Respondent stated that the complainant having 1 no. of Three phase service connection, (3 Nos. of Electromechanical Meter) and 2 Nos. of Single Phase service connection with (Digital Meter). As per request of complainant, the service connection wire leading to petitioner was renewed and voltage fluctuation has been rectified.

Sl. No.	Service Connection Details	Before Re-binding	After Re-binding
1.	G. Vaithiyanathan, No.23, KMG Nagar, Thalatheru, Karaikal. (Policy No.11846/A2-3 Phase) (63-33-03-0293)	RN-237V, RY-402V YN-232V, YB-402V BN-227V, RB-406V	RN-238V, RY-409V YN-238V, YB-407V BN-232V, RB-409V
2.	Policy No. 12432/A2 (63-33-03-0294) Same address.	234 Volt	237 Volt
3.	Policy No. 12432/A2 (63-33-03-0295) Same address.	230 Volt	231 Volt

Further, at present Single 3 Phase Meter is not available in the department. Action will be taken to replace the Meter within one month.

4. Hearing was held on 19.01.2023 at Karaikal. Both the Complainant and Respondent were present. During the hearing the complainant has submitted a letter of satisfaction regarding the rectification of voltage fluctuation issues. The complainant prayed this Forum to replace the meter at the earliest, for that the respondents are directed to replace the meter within one week from this hearing date.

ORDER

- i. The Respondents are directed to replace the meter within one week as stated above.
- ii. Thus, the complaint is allowed.
- iii. 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.
- iv. 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 27th day of January, 2023

Sd/-
(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

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

Sd/-
(T. GOPALAKRISHNAN)
CHAIRMAN