

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

WEDNESDAY, THE 23<sup>RD</sup> DAY OF MARCH 2022

**CONSUMER CASE No.19/2022**

1. K. Chandrakumar,  
S/o P. Kumarasamy,  
No.5, Vadapathi,  
Andoor,  
Nedungadu,  
Karaikal

...

Complainants

Vs.

1.The Executive Engineer,  
Electricity Department,  
Karaikal.

2.The Assistant Engineer-Rural,  
Electricity Department,  
Karaikal.

3. The Junior Engineer - Nedungadu,  
Electricity Department,  
Karaikal.

...

Respondents

This case in C.C. No.19/2022 came up before this Forum for final hearing on 15/03/2022. 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 K. Chandrakumar, Nedungadu, Karaikal during the camp sitting of this forum for public interaction in Nedungadu O&M Section on 15/02/2022. In the complaint, the Complainant stated that he is residing in the above address. The service connection is in his father's name Kumarasamy. After his demise, while he has applied for name transfer, the Department had asked him to produce the property documents to process the name transfer application. He further stated that the property was his ancestral property. His grand father and father lived there for more than 80 years but he has no valid property documents. He further stated that he is paying house tax and water tax in his name. He had enclosed with his complaint a copy of the house tax payment receipt, death certificate of Kumarasamy and copy of current consumption charges receipt for remittance. Therefore, he prays this Forum to direct the Respondents to process his name transfer application. Hence the complaint.

2. The Complaint was registered as consumer case No 19/2022 and the copy of the complaint was handed over to the Respondents to furnish reply by 25/02/2022. On receipt of reply from the Respondents, the copy of the same was sent to the complainants and hearing was posted on 15/03/2022.

3. In the Affidavit dated 24/02/2022, Respondent No.2 on behalf of the Respondents No.1 and 3, stated that on receipt of the name transfer application along with mandated documents etc from the petitioner, necessary action will be taken as per JERC Supply Code Regulations 2018.

4. The hearing was attended by both Complainants and Respondents on 15/03/2022 at Nedungadu. In the hearing, the Complainant was informed the address of the house tax payment receipt and the current consumption charges remittance receipt are found to be varying. Further the computerised bill receipt copy had disclaimer which stated as follows:

*“this is a receipt of house tax payment and cannot be used as proof for any other legal purposes”.*

5. During the hearing the Complainant submitted that he has applied for getting legal heir certificate before the concerned Tahsildar and he will get it soon. Hence, he was advised to get the legal heir certificate and No Objection Certificate from the other legal heirs and apply for name transfer. The Respondents were also directed to process the name transfer application as per the provisions laid down in the Standards of Performance and Supply Code Regulations 2018 Section 5.88 (1) which clearly states as follows:

*“The applicant shall apply for change of consumer’s name in the format prescribed in Annexure V to this Supply Code, 2018, with a copy of the latest bill duly paid. The application form shall be accepted on showing the Registered will / Deed. Succession / Legal heir certificate, mutation in municipal /land records or any other proof of legal heirship. The Licensee shall process the application form in accordance with Regulations 5.79 to 5.83 of this Supply Code, 2018.”*

Observation: On perusal of the documents and on hearing the parties, it is observed that the Complainant has not submitted any documents as specified in the provisions 5.88 (1) of JERC Supply Code 2018 to process his name transfer application by the Respondents and therefore, the Complainant is not entitled to get any relief at this stage and hence, the Complaint is liable to be dismissed.

#### ORDER

i. In view of the above observations, the Complaint is not allowed.

ii. The Complainant is at liberty to prefer an appeal against this Order before the Ombudsman, Joint Electricity Regulatory Commission for the state of Goa and Union Territories, 3rd Floor, Plot No. 55-56, Pathkind Lab Building, Service Lane, Udyog Vihar, Phase IV, Sector -18 Gurugram, Haryana-122015 within 30 days from the date of this Order under intimation to this Forum and the Respondents

Dated at Puducherry on this the 23<sup>rd</sup> day of March, 2022

**Sd/-**

**(R. KRISHNAMURTHY)**  
**JERC NOMINATED MEMBER**

**Sd/-**

**(A.S. JITENDRA RAO)**  
**LICENSEE MEMBER**

**Sd/-**

**(T. GOPALAKRISHNAN)**  
**CHAIRMAN**