

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 30th DAY OF DECEMBER 2022

CONSUMER CASE No.190/2022

S. Sivarajan,
No.50, Mariamman Koil Street,
Karaikal.

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Complainant

Vs.

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

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Respondents

1. A Complaint was received from S. Sivarajan during the public interaction programme of this Forum held at Karaikal on 14/12/2022. In the complaint, the Complainant had stated that he is having a three phase connection in his house bearing policy code No.61-06-04-0337. One of the meters was stuck and not working from November 2021. He has given a written complaint to the Executive Engineer, Karaikal to replace the meter. The Department is charging average of 100 units for the meter not in working condition. The Complainant therefore, prayed this Forum to issue

necessary directions to the Respondents for replacement of meter as early as possible. Hence, the Complaint.

2. The complaint was registered as C.C. No.190/2022 on 14/12/2022 and copy of the complaint was handed over to the Executive Engineer, Karaikal and others to furnish reply by 26/12/2022.

3. In the mean time, the Complainant through email dated 16/12/2022 informed this Forum that the defective meter has been replaced on 16/12/2022 at 4 PM and he had given a letter of satisfaction on the work done to this Forum.

4. Reply from the Respondents received on 28/12/2022. In the Affidavit dated 23/12/2022, the Assistant Engineer-Town-I / Respondent No.2 had stated that the stuck up meter has been replaced on 16/12/2022 vide policy No.2103/A2 (code 61-06-04-0337) in favour of Thiru S. Sivarajan, Karaikal. The Complainant was also contacted over phone and he confirmed that there is no other issue to be raised on this matter.

ORDER

- i. Since the grievance 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 30th day of December, 2022

Sd/-
(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

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

Sd/-
(T. GOPALAKRISHNAN)
CHAIRMAN