

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

MONDAY, THE 30th DAY OF JANUARY 2023

CONSUMER CASE No.192/2022

Inul Fariya,
W/o Nathersha,
No.16, First Cross,
D.K. Nagar,
Karaikal 609602

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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

This case in CC No.192/2022 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 Inul Fariya during the public hearing held by this Forum at Karaikal on 14.12.2022. In the complaint, the Complainant had stated that she is having a service connection policy with code 61-17-01-0020E at her residence. Presently, she was not able to pay the fixed surcharge being levied. She has requested to issue necessary directions to the Respondents not to levy any extra charges. Hence the complaint.
2. The complaint has been registered as C.C. No.192/2022 and copy of the complaint was handed over to the Executive Engineer – Karaikal for giving reply by 26.12.2022. Reply received from Respondent No.2 on 28.12.2022 and the same was communicated to the Complainant and the case was posted for hearing on 19.01.2023.
4. In the reply filed by the Second Respondent i.e. Assistant Engineer – Town I, Karaikal, on behalf of himself and for Respondent No.1 and 3, had stated that no extra charges has been levied and the bill has been generated as per the Tariff Orders of JERC.
5. The hearing was held on 19.01.2023 at Karaikal. Both the Complainant and the Respondents were present. During the hearing the Complainant stated that not all the residents are not being claimed Fixed surcharge and some house are left out and Fixed surcharges was not claimed. The Respondent denied the allegation and stated that the connected load of the Complainant is 9,450 watts. Fixed Surcharges claimed in the bill is as per the Tariff Orders. The Respondents have been advised to furnish detailed reply such as the date from which the Fixed Surcharge are claimed and the rate of Fixed Surcharge, so as to enlighten the Complainant.

ORDER

- i. The Respondents are directed to furnish a copy of the bill claimed to this Forum within seven days in respect of all domestic services in cycle 61-17-01 so as to ensure that no consumer is being left without claiming Fixed surcharge as alleged by the Complainant.
- ii. The complaint is allowed to the extent indicated.
- 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 30th day of January, 2023

Sd/-
(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

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

Sd/-
(T. GOPALAKRISHNAN)
CHAIRMAN