

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 17TH DAY OF MARCH 2023

CONSUMER CASE No.36/2023

K. Vedagiri,
No.675, Vanidasal Street,
Ashok Nagar,
Lawspet,
Puducherry -605 008

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Complainant

Vs.

- 1) The Executive Engineer, Rural-North O&M,
Electricity Department,
Puducherry
- 2) The Assistant Engineer –Lawspet,
Electricity Department,
Puducherry.
- 3) The Junior Accounts Officer-Rev.II,
Electricity Department,
Puducherry.
- 4) The Junior Engineer-Ashok Nagar,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.36/2023 came up before this Forum for final hearing on 14/03/2023. 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. Vedagiri during the Public Interaction Programme of this Forum held at Lawspet on 02/02/2023. In the complaint, the Complainant had stated that he is residing in the above mentioned address with service connection bearing policy code No.22-02-05-0384. The meter fixed in his house is not working properly. The Complainant prayed this Forum to issue directions to the Respondents to replace the meter and rectify the discrepancy. Hence, the Complaint.
2. The complaint was registered as C.C. No.36/2023 on 02/02/2023 and copy of the complaint was handed over to the Executive Engineer, Rural (North) and others to furnish reply by 13/02/2023. The Respondent No.2 requested additional time to furnish reply till 17/02/2023. Reply from the Respondent No.2 was received on 17/02/2023 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 14/03/2023.
3. In the Affidavit dated 17/02/2023, the Assistant Engineer, Lawspet, / Respondent No.2 for himself and on behalf of Respondent 1,3 and 4 had stated that, as the Complainant not able to purchase the Energy meter from local market due to non availability, the Department will arrange to fix the energy meter within two weeks.
5. Hearing was held on 14/03/2023. Both the Complainant and the Respondents were present. The Complainant stated that the meter was defective for the past 2 months and based on his complaint before this Forum, the Respondents have changed the meter on 01/03/2023 and the Complainant has given a letter of satisfaction to that effect.

ORDER

- i. Since the grievances of the Complainant have been resolved the complaint is treated as closed.

- ii. The Respondent No.2 is directed to send a MFR to the Revenue section. The Respondent No.3 is directed to revise the bill as per the provisions of Supply Code 2018.
- 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.

Dated at Puducherry on this the 17th day of March, 2023

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN