

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 27th DAY OF MARCH 2023

CONSUMER CASE No.45/2023

K. Munas,
Meethal Kandoth House,
Munjakkal,
Mahe-673312.

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Complainant

Vs.

- 1) The Executive Engineer SPM & Buildings,
Electricity Department,
Puducherry
- 2) The Assistant Engineer – O&M,
Electricity Department,
Mahe.
- 3) The Junior Engineer-Palloor,
Electricity Department,
Mahe.

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Respondents

This case in C.C. No.45/2023 came up before this Forum for final hearing on 21/03/2023. 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. Munas, during the public interaction programme of this Forum held at Mahe on 16/02/2023. In the complaint, the

Complainant had stated that there are several levies in the current consumption charges bill issued by the Department and most of the items are not understandable by the general public. Hence the Complainant requested that the Department to place a board in O&M explaining the contents of the bill levies in local language for information. Hence, the Complaint.

2. The complaint was registered as C.C. No.45/2023 on 16/02/2023 and copy of the Complaint handed over to the Assistant Engineer, Mahe and others to furnish reply by 28/02/2023. Reply from the Assistant Engineer, Mahe / Respondent No.2 was received on 02/03/2023 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 21/03/2023.

3. In the Affidavit dated 24/02/2023, the Assistant Engineer-Mahe / Respondent No.2 on behalf of Respondent 1 and 3 had stated that, the details of current consumption charges bill will be translated to Malayalam and displayed in front of the bill collection counter before 10/03/2022.

4. Hearing was held on 21/03/2023 at Puducherry through video conferencing. Both the Complainant and the Respondents were present. The Complainant had informed that the Department had kept a display notice in Malayalam near collection centre. But the Complainant requested for a bigger board. The Respondents informed that he had taken a computer printout of A3 size and affixed near bill collection centre. The Forum feels that A3 size may not be sufficient to explain all the contents and to attract attention of the public and advised the Respondent No.2 to get the matter printed in the flex board of suitable size and place it permanently near the collection centre. The Respondent No.2 agreed to do the same within a week.

ORDER

i. The Respondents assured to place a flex display board within one week and sent a report to this Forum.

- 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.

Dated at Puducherry on this the 27th day of March, 2023

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN