

BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM  
(Under the Electricity Act, 2003)  
PUDUCHERRY

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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 29<sup>th</sup> DAY OF MARCH 2023

**CONSUMER CASE No. 49/2023**

C. Namasivayam,  
No.2, Thirumalai Sri Balaji Nagar,  
Pudutheru,  
Vrichikudy,  
Karaikal 609602

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Complainant

Vs.

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

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Respondents

This case in CC No.49/2023 came up before this Forum for final hearing on 16.03.2023. 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 C. Namasivayam, during the public hearing held by this Forum at Karaikal on 22.02.2023. In the complaint, the Complainant had stated that during last year all three phase meters are converted into one single meter. However, service connection to the policy code No.62-66-04-0502B was not changed. Further, Fixed Service Charges charged more than the current consumption charges, and no service was provided. The Complainant therefore, prayed this Forum to issue necessary directions to the Respondents for replacement of meter. Hence the complaint.
2. The complaint has been registered as C.C. No.49/2023 and copy of the complaint was handed over to the Executive Engineer – Karaikal for giving reply by 03.03.2023. Reply received from Respondent No.3 on 10.03.2023 and the same was communicated to the Complainant and the case was posted for hearing on 16.04.2023.
3. In the reply filed by the Second Respondent / Assistant Engineer, Town-II Electricity Department, Karaikal, on behalf of himself and for Respondent No.1 and 3, had stated that the existing three numbers of single phase energy meters have been replaced by a single three phase 5-30 Amps Meter in the Complainant's residence against the Policy No.V-1097/A2 on 02/03/2023. It is further submitted that the Fixed service charges are levied as per the JERC approved Tariff Order.
4. The hearing was held on 16.03.2023 at Karaikal. Both the Complainant and the Respondents were present. During the hearing the Respondents stated that they have replaced 3 phase meter as requested by the Complainant and the Complainant also submitted his satisfaction to that effect. This Forum informed the Complainant that the Fixed Service Charges is charged based on the

connected load availed by the Complainant and hence there is no excess amount charged by the Respondents.

ORDER

- i. Since the grievances of the Complainant are addressed by the Respondents, 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 within 30 days from the date of this Order under intimation to this Forum and the Respondents.

Dated at Puducherry on this the 29<sup>th</sup> day of March, 2023

**Sd/-**  
**(R. KRISHNAMURTHY)**  
**JERC NOMINATED MEMBER**

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

**Sd/-**  
**(T. GOPALAKRISHNAN)**  
**CHAIRMAN**