

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 20th DAY OF MAY 2022

CONSUMER CASE No.61/2022

M.M.Y. Hameed Maraicair,
No.46, Vallal Seethakathi Veethi,
Thirunallar,
Karaikal.

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Complainants

Vs.

1.The Executive Engineer,
Electricity Department,
Karaikal.

2.The Assistant Engineer-Town-I,
Electricity Department,
Karaikal.

3. The Junior Accounts Officer-Rev.,
Electricity Department,
Karaikal.

4. The Junior Engineer - Town,
Electricity Department,
Karaikal.

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Respondents

This case in C.C. No.61/2022 came up before this Forum for final hearing on 13/05/2022. 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 M.M.Y. Hameed Maraicair, Karaikal during the camp sitting of this forum for public interaction programme in Karaikal on 20/04/2022. In the complaint, the Complainant stated that he is having two service connection in one building, but the address of one policy number is having a different door number. He has given application to the Department for correction of the address. He has also given another application for reduction of the connected load in his service. More than 120 days are over, in spite of his approach to the Department several times, no action was taken till date. The Complainant prayed for rectification of the defects. The Complainant had also mentioned that i. Bills are not received in time; ii. Proper seating arrangements be provided to the consumers who are approaching the Department for stating their problem; iii. Application for new service connection shall be accepted all the time; iv. Office time should be followed strictly. Hence the complaint.

2. The Complaint was registered as consumer case No.61/2022 and the copy of the complaint was handed over to the Respondents to furnish reply by 02/05/2022. The reply was received from the Respondents on 05/05/2022. On receipt of reply from the Respondents, the copy of the same was sent to the complainant and hearing was posted on 13/05/2022.

3. In the Affidavit dated 02/05/2022, The Junior Accounts Officer- Revenue / Respondent No.3 on behalf of the Respondents No.1, 2 and 4, stated that the Door number has been corrected in the Policy file and also load reduction has been approved. Other complaints relating to administrative issues will be taken care off.

4. Hearing was held on 13/05/2022 at Karaikal. The hearing was attended by both Complainant and Respondents. During the hearing, the Complainant expressed satisfaction of the work done by the Department. But insisted that he has suffered

with mental agony due to delay and need to be paid compensation by the Department because of the inordinate delay.

5. The Respondent was not in a position to answer why there was a delay in taking action on the application. The Respondent could not confirm the date of receipt of the application from the Complainant. But as per the inspection report of the Junior Engineer, MRT, it is observed that the premises was inspected on 18/11/2021.

Observation: As per Standard of Performance of JERC para 15(iii) the Department shall sanction the load reduction within 30 days after receipt of the application and for verification. Since the date of application is not mentioned and as per records the service was inspected on 18/11/2021 it is felt that the load reduction shall be effected from 01/01/2022 instead of April / May 2022.

ORDER

i. As indicated in the observation the Licensee shall sanction reduction of load with effect from 01/01/2022 and revise the bills of the Complainant accordingly within 7 days from the date of this Order. The bill shall be issued as per Section 7.26 of the JERC Supply Code 2018, without BPSC. A compliance report shall be filed within one week after that.

ii. Thus, the complaint is allowed to the extent indicated.

iii. 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 20th day of May, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN