

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.62/2022

M. Rani,
W/o Manivannan,
No.60, North pet,
Dharmapuram,
Patchoor,
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 Engineer -Town,
Electricity Department,
Karaikal.

...

Respondents

This case in C.C. No.62/2022 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. Rani, W/o Manivannan during the camp sitting of this forum for public interaction at Karaikal 20/04/2022. In the complaint, the Complainant stated that she is residing in the Government Promboke land for the past 3 years. There is no power connection in her house. She is staying there with her husband and children. She has applied for new service connection. Till date no action has been taken by the Department. She has prayed to direct the Respondents to provide new service connection. Hence the complaint.
2. The Complaint was registered as consumer case No.62/2022 on 20/04/2022 and a 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 Assistant Engineer, Town-I/ Respondent No.2 on behalf of the Respondents No.1 and 3, stated that one domestic service connection application has been received from M. Rani along with Aadhar Card, Voter ID but without document proof of her occupancy. On verification of available document, the door number is different in Ration and Aadhar Card. In view of the above, the application was sent to Tahsildar for status report for verification of residence proof. The same is yet to be received. On receipt of the status report from Tahsildar the new service connection application will be processed as deemed fit.
4. Hearing was held on 13/05/2022 at Karaikal. The hearing was attended by both Complainant and Respondents. During the hearing, the Complainant stated that she is residing in the Government Promboke land and hence she is not having a valid property document. Further, on perusal of the document filed by the Complainant, it is revealed that there is no nexus between the proof of documents (Aadhar Card and Ration Card) filed and the place wherein the service connection

sought for. Therefore, the Complainant is not entitled to get new service connection without appropriate documents filed with her application and hence, the complaint is liable to be dismissed.

5. During the hearing, the Complainant was advised to file fresh application in the name of her husband Manivannan, who is having Aadhar Card and Ration card on the same address for which new service connection has to be provided. The Respondents are also directed to process the same after obtaining Indemnity bond with appropriate 'suitable conditions' from the applicant.

ORDER

i. Since the Complainant has not submitted relevant documents required under Supply Code Regulations 2018, the complaint is dismissed.

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; 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 20th day of May, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN