

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 3RD DAY OF JUNE 2022

CONSUMER CASE No.69/2022

Gopal Shyni Santhosh,
Sunshine, Mundole Road,
Bulward Road,
Mahe

....

Complainant

Vs.

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

....

Respondents

This case in C.C. No.69/2022 came up before this Forum for final hearing on 30/05/2022. After 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 Gopal Shyni Santhosh, during the public interaction programme of this Forum held at Mahe on 29/04/2022. In the complaint, the Complainant had stated that their Sunshine building has been closed for last five years. He has paid all the electricity bill last year. The Tariff was changed to A1 without any information. Hence the amount has been raised to Rs.17,000/- and facing difficulties in paying the bill. The Complainant requested for reducing the electricity bill. Hence, the Complaint.
2. The complaint was registered as C.C. No.69/2022 on 29/04/2022 and copy of the Complaint handed over to the Assistant Engineer, Mahe and others to furnish reply by 10/05/2022. Reply from the Assistant Engineer, Mahe / Respondent No.2 was received on 11/05/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 30/05/2022.
3. In the Affidavit dated 06/05/2022, the Assistant Engineer-Mahe / Respondent No.2 on behalf of Respondent 1 and 3 had stated that, the consumer No.6343 (81-01-03-0226) already comes under commercial category. The consumer, is not paying the fixed service charges as per connected load in accordance with the Tariff Order 2021-22 since April 2021.
4. Hearing was held on 30/05/2022 at Puducherry through video conferencing. The Complainant called absent till 1 PM. On perusal of the documents, it is clear that the current consumption bills raised as per the Tariff order and the Complainant has not paid fixed service charges as per the connected load since April 2021 and therefore, the Complainant is liable to pay the current consumption charges as raised by the Respondents.

ORDER

- i. In view of the above the Complainant is directed to pay the current consumption charges bills immediately without any further delay as per the bill raised by the Respondent.

- ii. Hence, the complaint is not 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; 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 3rd day of June, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN