

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 22ND DAY OF MAY 2023

CONSUMER CASE No. 71/2023

Mohamed Sathick,
No.6, Kottucherry Street,
Nedungadu,
Karaikal.

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Complainant

Vs.

- 1) The Executive Engineer,
Electricity Department,
Karaikal.
- 2) The Assistant Engineer -Rural,
Electricity Department,
Karaikal.
- 3 The Junior Engineer – Nedungadu,
Electricity Department,
Karaikal.

....

Respondents

The case of the complainant is as follows.

1. A Complaint was received from Mohamed Sathick during the public hearing held by this Forum at Nedungadu O&M, Karaikal on 12.04.2023. In the complaint, the Complainant had requested for cancellation of policy existed in the name of his grandfather which is not used for years. Hence the complaint.

2. The complaint has been registered as C.C. No.71/2023 and copy of the complaint was handed over to the Executive Engineer – Karaikal for giving reply by 24.04.2023. Reply received from Respondent No.2 on 11.05.2023 and the same was communicated to the Complainant. The case was posted for hearing on 16/05/2023.

3. In the reply filed by the Second Respondent i.e. the Assistant Engineer, Rural, Electricity Department, Karaikal, on behalf of himself and for Respondent No.1 and 3, had informed that the service connection of Policy code No.67-80-03-0228 has been cancelled after collecting necessary charges.

4. Hearing was held on 16/05/2023 at Karaikal. The Complainant was absent and the Respondents were present. During the hearing the Respondents had informed that an amount of Rs.700/- has been collected vide Receipt No.K-13-42532 dated 03/05/2023 and the service has been cancelled on 03/05/2023 and data removed from the billing software and cancellation orders is to be issued.

ORDER

i. The Respondents are directed to issue cancellation Order within one week from the date of the Order and mark a copy to this Forum for records.

ii. Since the grievances of the Complainant are addressed by the Respondents, the complaint is treated as closed.

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 cgrfpon@gmail.com within 30 days from the date of this Order under intimation to this Forum and the Respondents.

Dated at Puducherry on this the 22nd day of May, 2023

Sd/-
(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

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

Sd/-
(T. GOPALAKRISHNAN)
CHAIRMAN