

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

TUESDAY, THE 30TH DAY OF NOVEMBER 2021

CONSUMER CASE No.83/2021

S. Manickavasan,
No.12, Vayal Karai Street,
Karaikal - 609 602.

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Complainant

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.83/2021 came up before this Forum for final hearing on 17/11/2021. 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 S. Manickavasan during the CGRF camp hearing held on 21/10/2021 at Karaikal. In the complaint, the Complainant had informed that he had closed the shop for more than one year due to ill health of his wife. But he was getting bill with minimum charges. The average consumption is about 12 units per month with bill amount Rs.80/- to Rs.120/-. Since, he is not able to pay the bill he had requested to waive the minimum charges for the shop kept closed. Hence, the Complaint.
2. The complaint has been registered as C.C. No.83/2021 on 21/10/2021 and the copy of the complaint was handed over to the Executive Engineer Karaikal and others to furnish reply by 02.11.2021. Reply from the Respondents was received on 03/11/2021.
3. In the Affidavit dated 29/10/2021, the Assistant Engineer, Town-I / Respondent No.2 had stated that, the service has been under no use condition for which Fixed charges, Surcharge and BPSC had been levied. The consumer had not paid the current consumption charges from June 2019 to September 2021 and the arrears pending is Rs.5,742/- as on September 2021 and no excess amount has been claimed from the consumer.
4. The case was posted for hearing on 17/11/2021. During the hearing the Complainant was informed by this Forum that the charges are being claimed as per the Tariff Order of the JERC and there is no provision for waiver of charges levied during the period the shop was closed.

ORDER

- i. Since the charges are levied based on the Tariff Orders of JERC there is no possibility of waiver of the same. The Complainant is directed to pay the bill amount as claimed by the Department, in accordance with the Tariff Order. If the Complainant requires any instalment for clearing the dues, the Executive Engineer, Karaikal may issue the same as per the procedure in vogue.
- ii. Hence, the Complaint is not allowed.

iii. The Complainant is at liberty to prefer an appeal against this Order before the Ombudsman, Joint Electricity Regulatory Commission for the state of Goa and Union Territories, 3rd Floor, Plot No. 55-56, Pathkind Lab Building, Service Lane, Udyog Vihar, Phase IV, Sector -18 Gurugram, Haryana-122015 within 30 days from the date of this Order under intimation to this Forum and the Respondents.

Dated at Puducherry on this the 30th day of November, 2021

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN