

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 20TH DAY OF JUNE 2023

CONSUMER CASE No. 85/2023

J. Bakkar,
M.G.J. Complex,
Pakkirisamy Pillai Street,
Karaikal.

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Complainant

Vs.

- 1) The Executive Engineer,
Electricity Department,
Karaikal.
- 2) The Assistant Engineer –Town-II,
Electricity Department,
Karaikal.
- 3) The Junior Accounts Officer-Rev.
Electricity Department,
Karaikal.
- 4) The Junior Engineer – Nedungadu,
Electricity Department,
Karaikal.

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Respondents

This case in C.C. No.85/2023 came up before this Forum for final hearing on 15/06/2023. 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 J. Bakkar during the public interaction programme of this Forum held at Karaikal on 16.05.2023. In the complaint, the Complainant had stated that since his old meter was recording higher consumption he got the meter changed one month back and new meter is recording lower consumption. Therefore the Complainant prayed this Forum for revision of old bills. Hence the complaint.

2. The complaint has been registered as C.C. No.85/2023 on 16/05/2023 and copy of the complaint was handed over to the Executive Engineer – Karaikal for giving reply by 26.05.2023. Reply received from the Respondent No.2 on 01/06/2023 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 15/06/2023.

3. In the reply filed by the Second Respondent i.e. the Assistant Engineer, Town.II, Electricity Department, Karaikal, on behalf of himself and for Respondent No.1 and 3, had stated that a complaint has been received from J. Bakkar, Karaikal for revision of current consumption bill for his policy No.13590/A1 and route order No.63-31-02-0126. It is informed that based on the complaint current consumption bill has been revised as per JERC Regulations 2018 for the above policy and handed over to the Complainant for payment. The same was acknowledged by the Complainant for payment.

4. Hearing was held on 15/06/2023 at Karaikal. The Complainant called absent. The Respondents were present. The Respondent No.3 informed that the Complainant had made payment of the amount as per the revised bill.

ORDER

i. Since the grievances have been redressed the complaint is treated as closed.

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; 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 20th day of June, 2023

Sd/-
(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

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

Sd/-
(T. GOPALAKRISHNAN)
CHAIRMAN