

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 25TH DAY OF JULY 2023

CONSUMER CASE No. 91/2023

R. Malliga,
W/o B. Ravi Barathi,
Plot No.16,17,18, Kalam Street,
Sarigai Nagar,
Mettupalayam,
Puducherry.

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Complainant

Vs.

- 1) The Executive Engineer-Rural(North),
Electricity Department,
Puducherry.
- 2) The Assistant Engineer –Kurumbapet,
Electricity Department,
Puducherry.
- 3) The Junior Accounts Officer-Rev.II,
Electricity Department,
Puducherry.
- 4) The Junior Engineer-Mutharaiyarpalayam,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.91/2023 came up before this Forum for final hearing on 18/07/2023. 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.

A Complaint was received from Tmt. R. Malliga through e'mail on 12/06/2023. In the complaint, the Complainant had stated that she had approached the Assistant Engineer, Kurumbapet for load reduction in the 2 services and the Assistant Engineer informed it is not possible to reduce the connected load as per Electricity norms. Therefore, the Complainant prayed this Forum for guidance and sort out the issue and norms to be adopted for getting load reduction. Hence the complaint.

2. The complaint has been registered as C.C. No.91/2023 on 12/06/2023 and copy of the complaint was sent to the Executive Engineer-Rural (North) and others for giving reply by 22/06/2023. Reply from the Respondents was received on 23/06/2023 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 18/07/2023.

3. In the Affidavit dated 21/06/2023, the Assistant Engineer, Kurumbapet/ Respondent No.2 for himself and on behalf of Respondent No.1 and 3 has stated that there is no application for reduction of load is received from the petitioner for the Policy reference code 26-19-01-0048OA/A2 and 26-19-01-0048OB/A2 and there is no correspondence in this regard to this Office. Any policy holder applying for the load reduction as per annexure-VII of JERC Supply Code Regulations 2018 will be processed as per the provisions of Supply Code 2018.

4. Hearing was held on 18/07/2023. Both the Complainant and the Respondents were present. During the hearing the Complainant has been asked to submit application to the Assistant Engineer, Kurumbapet after attending to the modifications in the internal wiring such as removal of unwanted plug points etc, and submit the application to the Assistant Engineer, alongwith documents mentioned in the application format. The Assistant Engineer, Kurumbapet has

been directed to process the application and issue orders within the time frame of 15 days as stipulated in the Supply Code 2018.

ORDER

- i. On receipt of the proper application from the Complainant, the Department should dispose within the time frame provided in the Supply Code 2018.
- ii. Since the clarification sought for by the Complainant has been furnished to her satisfaction, 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 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 25th day of July, 2023

Sd/-
(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

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

Sd/-
(T. GOPALAKRISHNAN)
CHAIRMAN