

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 27th DAY OF DECEMBER 2021

CONSUMER CASE No.93/2021

M. Kudhbudeen,
S/o M. Mel. Iliyas,
20, Vettaikaran Street,
Asief Maricar Nagar,
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 Engineer – Town-North,
Electricity Department,
Karaikal.

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Respondents

This case in C.C. No.93/2021 came up before this Forum for final hearing on 10/12/2021. 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 M. Kudhbudeen during the CGRF camp hearing held on 17/11/2021 at Town North (O&M) Karaikal. In the complaint, the Complainant had stated that, no street lights are provided in Asif Maricar Nagar, Arunsankar Nagar, Saradha Nagar, Nila Nagar, Vettaikaran Street. The Complainant had also informed that bills are being received belatedly and further he complained that the current consumption bills are charged more and requested for reduction of charges. Hence the complaint.
2. The complaint has been registered as C.C. No.93/2021 on 17/11/2021 and the copy of the complaint was handed over to the Executive Engineer, Karaikal and others to furnish reply by 29.11.2021. Reply from the Respondents was received on 01/12/2021 and the same was forwarded to the Complainant. Hearing was posted on 10/12/2021 at Karaikal.
3. In the Affidavit dated 29/11/2021, the Assistant Engineer, Town-II / Respondent No.2 had stated that, the provision of new street lights will be provided on the request of resolution, financial soundness certificate and consent letter to bear the estimated cost by the Karaikal Municipality. On receipt of the above, action will be taken accordingly to provide the street light to the above areas. It is further stated that due to existing vacancy of staff in the North O&M section caused due to retirement / transfer etc., the existing technical staff have to be engaged in power supply maintenance in the prevailing monsoon period / service connection extension works etc., and also for meter reading. However, it is stated that the issue of current consumption charges bills within the billing period every month will be carried out timely. The current consumption charges will be calculated and issued on approved tariff order issued by JERC 2021-22.
4. Hearing was held on 10/12/2021 at Karaikal. The Complainant was absent. During the hearing the Department had informed that main switch was replaced on 19/11/2021 and street lights are made burning in P.K. Salai, and Kamaraj Salai.

ORDER

- i. The Department shall take action to provide new street lights on receipt of resolution and on compliance of provisions of Supply Code 2018. Shortage of staff mentioned by the Department is internal administrative problem and the Department shall explore possibility of issue of monthly bills in time to the Consumers by adopting new methods. The Department shall evolve a comprehensive scheme for this purpose within 30 days from the date of this Order and send to competent authority for sanction and a copy of the same shall be sent to this Forum.
- ii. The Department is also informed that as per Section 7.1 of the Supply Code 2018, the billing is monthly and as per Section 7.6 of Supply Code 2018, the responsibility of delivering the bills to the consumers lies with the Licensee. Hence a plan to be evolved should strictly comply with the Supply Code 2018.
- iii. The Complaint is closed accordingly.
- iv. Non-compliance with the directions of Forum by the Licensee shall attract remedial action under Sections 142 and 146, of the Electricity Act 2003.

Dated at Puducherry on this the 27th day of December, 2021

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN