

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.94/2021

P. Adharavalli,
Valluvar Street,
Nehru 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.94/2021 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 P. Adharavalli, during the Public Interaction Programme of CGRF held at Town North Section, Karaikal on 17/11/2021. In the complaint, the Complainant had stated that, monthly current consumption bill are issued belatedly causes burden to her. Hence the complaint.

2. The complaint has been registered as C.C. No.94/2021 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 copy of 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 on behalf of Respondent No.1 and 3, had stated that, due to vacancy of staff in North O&M section caused due to retirement / transfer etc., the available technical staff have to be engaged for routine maintenance and rectification and other emergency in breakdown in the prevailing monsoon period / service connection extension works etc., and also for meter reading. However, the issue of current consumption bills within the billing period every month will be carried out regularly.

4. The Complainant did not attend the hearing. The Respondents were directed to furnish the number of service connection and number of Meter Readers in the Section. The Respondent stated that there are 11,268 service connections, whereas there are no designated Meter Reader and the existing technical staff are utilised for both maintenance of power supply and Meter reading and delivery of bills.

Observation: Since there are no Meter Readers and the existing staff are utilised for technical and meter reading work, issue of monthly bills has taken second priority. The consumers are being put to hardship due to shortage of staff in Town-North section. As per Section 7.6 of Supply Code 2018, the responsibility of delivery of bill to the consumer lies with the Licensee only and Section 7.1 the billing period should

be strictly one month whereas it is seen that the Respondents are not following the above Regulation scrupulously.

ORDER

- i. The Respondents are directed to scrupulously follow Section 7.1 and 7.6 of Supply Code 2018 in future.
- ii. Thus, the complaint is allowed.
- iii. 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