

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

FRIDAY, THE 18th DAY OF AUGUST 2023

CONSUMER CASE No.96/2023

Margaret Gonsalvez,
IV /772, Jubilee Villa,
Mondock
Mahe-673310.

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Complainant

Vs.

- 1) The Executive Engineer SPM & Buildings,
Electricity Department,
Puducherry
- 2) The Assistant Engineer – O&M,
Electricity Department,
Mahe.
- 3) The Junior Engineer-Mahe,
Electricity Department,
Mahe.

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Respondents

This case in C.C. No.96/2023 came up before this Forum for final hearing on 10/08/2023. 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:

1. A Complaint was received from Margaret Gonsalvez during the public interaction programme of this Forum held at Mahe on 23/06/2023. In the complaint, the Complainant had stated that the electricity meter was replaced in November 2021 in her house. Meter reading was taken every month, but the reading and the total amount was not shown after change of meter. Minimum amount was paid every month. She has contacted the Department many times, but no action was taken. She has paid a bill amounting to Rs.12,405/- on 07/11/2022. After that, she has received bill for January 2023 to March 2023. Therefore, the Complainant prayed this Forum to issue necessary directions to the Respondents to issue correct bill based on the readings and consumption. Hence, the Complaint.

2. The complaint was registered as C.C. No.96/2023 on 23/06/2023 and copy of the Complaint handed over to the Assistant Engineer, Mahe and others to furnish reply by 03/07/2023. Reply from the Assistant Engineer, Mahe / Respondent No.2 was received on 12/07/2023 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 10/08/2023.

3. In the Affidavit dated 02/07/2023, the Assistant Engineer-Mahe / Respondent No.2 on behalf of Respondent 1 and 3 had stated that, the above complaint will be rectified by modifying the meter details in the data base of the PED services.

4. Though reply was received earlier, hearing could not be conducted due to heavy rain at Mahe and all the officials are involved in power restoration. Hence, hearing was conducted on 10/08/2023 at Puducherry through video conferencing. Both the Complainant and the Respondents were present. Respondent No.1 was also present at the time of video conferencing in the Forum. The Complainant stated that the complaint regarding bill correction has been resolved to her satisfaction. The Respondents are directed to obtain a letter of satisfaction from the Complainant and

to file a copy of the working sheet to this Forum on the amount paid by the Complainant for records.

ORDER

- i. Since the grievance of the Complainant is resolved 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 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 18th day of August, 2023

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN