



TAMIL NADU ELECTRICITY OMBUDSMAN

19- A, Rukmini Lakshmipathy Salai, (Marshal Road),

Egmore, Chennai - 600 008.

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BEFORE THE TAMIL NADU ELECTRICITY OMBUDSMAN, CHENNAI

Present : Thiru. S. Devarajan - Electricity Ombudsman

Appeal Petition No. 13 of 2018

Tmt. N. Sreelakshmi Kanaka Valli,
No.40, Plot No.27B,
3rd Cross Street, VGP Avenue,
Dr. Seethapathi Nagar, Velachery,
Chennai – 42.

. Appellant

Vs

The Executive Engineer,
Adyar,
Chennai Electricity Distribution Circle / South-2,
TANGEDCO,
110 KV Tidel Park Complex,
Tharamani, Chennai – 600 113.

. Respondent

Date of Order : 25.6.2018

1. The Petition dated 17.3.2018 filed by Tmt. N. Sreelakshmi Kanaka Valli, No.40, Plot No.27B, 3rd Cross Street, VGP Avenue, Dr. Seethapathi nagar, Velachery, Chennai – 42 was registered as Appeal Petition No.13 of 2018.
2. The Appellant prayed for the refund of difference between commercial rates and residential rates for the electricity consumed for the period from August 17 to Feb 2018.

3. A copy of the above petition was forwarded to the Executive Engineer/ O&M/Adyar vide the Electricity Ombudsman letter dated 03.04.2018 for furnishing the counter, if no settlement is reached.

4. To enable the Appellant and the Respondent to putforth their arguments in person, a hearing was proposed on 20.6.2018.

5. In the mean time, the Appellant has withdrawn his appeal petition vide his E.mail letter dated 19.06.2018 since his grievance was settled by the respondent. The said letter of the appellant is extracted below :

“Dear Sir,

Sub : Letter No.TNEO/Appeal No.13 of 2018/D.No.324/2018, dated 3.4.2018.

I filed the above appeal petition against CGRF / CEDC / South-II, order dated 05.02.2018 and coming for enquiry on June 20, 2018.

In this regard, I would like state that I withdraw the appeal, as the issue is amicably settled.

With best regards,

Yours sincerely,

(N. Sree Lakshmi Kanaka Valli) ”

6. As the grievance of the Appellant has been settled by the respondent, the Appellant has withdrawn his appeal petition. Accordingly, the Appeal Petition No.13 of 2018 is treated as closed as there is no grievance pending. No Cost.

7. **Observation :**

- (i) Dr.N.Sitaram on behalf of the consumer Tmty.N. Sree Lakshmi Kanaka Valli has represented for change of tariff right from 22.08.2017 to 10.01.2018. Even though the representation is not in the name of service connection

holder, the respondent should have advised the petitioner to make representation in the name of actual consumer on receipt of first letter itself. I regret to record that not even a single reply has been sent to the consumer for his numerous representation. The subject matter has been clarified only on 02.02.2018 i.e. during the CGRF meeting.

- (ii) The respondent is advised to acknowledge the receipt of the petition at the first instance and thereafter may intimate the petitioner to rectify the defects if any.
- (iii) In this office letter dated 03.04.2018, the respondent was directed to furnish the counter within 10 days from the date of receipt of letter. But, till the date of hearing, the respondent has not submitted the counter even after lapse of two months which is highly condemnable. The act of the respondent seems to be lethargic and disobeyed Ombudsman's direction issued in the letter dated 03.04.2018.
- (iv) The appellant has withdrawn her appeal petition through E.Mail dated 19.06.2018 (sent at 07.19 PM – after office hours) which was brought to the knowledge of the Ombudsman on 20.06.2018 i.e. on the hearing date. Only after receiving the E.Mail, it is learnt that the appellant has withdrawn the appeal since the issue is settled amicably. However, the respondent has not bothered to intimate the fact to this office even on the date of hearing that the issue has been settled and the appellant has agreed to withdraw the appeal petition. The respondent being the responsible officer of the licensee should avoid such lapses in future.

(S. Devarajan)
Electricity Ombudsman

To
1) Tmt. N. Sreelakshmi Kanaka Valli,
No.40, Plot No.27B,
3rd Cross Street, VGP Avenue,
Dr. Seethapathi Nagar, Velachery,
Chennai – 42.

2) The Executive Engineer,
O&M/Adyar,
Chennai Electricity Distribution Circle/South-2,
TANGEDCO.
110 KV Tidel Park Complex,
Tharamani, Chennai – 600 113.

3) The Chairman,
(Superintending Engineer),
Consumer Grievance Redressal Forum,
Chennai Electricity Distribution Circle/South-2,
TANGEDCO (Formerly TNEB),
110 KV SS Complex, K.K. Nagar, Chennai – 600 078.

4) The Chairman & Managing Director,
TANGEDCO,
NPKRR Maaligai,
144, Anna Salai,
Chennai -600 002.

5) The Director/Distribution,
TANGEDCO,
Eastern Wing, 10th floor, NPKRR Maaligai,
144, Anna Salai,
Chennai -600 002.

6) The Secretary,
Tamil Nadu Electricity Regulatory Commission,
19-A, Rukmini Lakshmi pathy Salai,
Egmore,
Chennai – 600 008.

7) The Assistant Director (Computer) – **For Hosting in the TNEO Website.**
Tamil Nadu Electricity Regulatory Commission,
19-A, Rukmini Lakshmi pathy Salai,
Egmore,
Chennai – 600 008.