



St. John's Vocational Training Centre

THE CHURCH OF THE AMERICAN CEYLON MISSION
Airport Road, Thiruperunthurai, Batticaloa, Sri Lanka.

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S.K. Xavier
Principal

March 14, 2019

Chairman
CEB

Dear Sir

Complaint about unacceptable disconnection – disruption Account Number: 3270100361

We are TVEC registered. We run courses here. We are a bulk supply customer.

Today morning around 10 a.m., when we were in our full session, a CEB vehicle came, said that they have been ordered by Trinco to disconnect our supply, disconnected and went. We asked why; they responded to contact Batti CEB.

I immediately called hotline 1987 and made verbal complain. Then based on the direction by the officer who spoke, I called Batti CEB on 0652224439 to the area Engineer and complained about it. I was told if we have one month payment due, they will cut!

Then I called Trinco on 0262222301 and I was directed to call DGM on 0262222666. I did call and spoke to the accountant there. He said we have not paid for Oct 2018. I said we have paid and have the bank slip. He then asked to fax that slip and said sometimes bank send to them only invoice number and not account number. After one hour we were given connection.

I vehemently lodge this complain for such an atrocious act for penalizing a customer like us and putting 70 plus trainees and our staff here into jeopardy over an issue the bank has with CEB. **If the CEB generates the invoices, isn't the onus on CEB to check if that particular invoice is paid – if the bank has done so against invoice instead of account – BEFORE ORDERING A DISCONNECTION?** Is this the way to treat a bulk supply customer who has been paying their monthly bills regularly? **And how far justifiable for Batti CEB engineer to say they will cut if we don't pay for a month?**

This haphazard act of cutting the electricity in such a manner, without bothering even to verify from us, or the least give us time to settle what the issue is, **tantamount to TOTAL ARISTOCRACY, naïve to the democratic culture of our county and in a RIGHT FOR INFORMATION** machinery being set up.

Hence **I demand an apology from the miscreants** of this atrocious act, and **an assurance of no recurrence henceforth**. I demand that **in the same prompt manner and hurry in which they were inclined to disconnect**. Hope you will take this seriously and ensure that regular and paying customers like us are not given this rate of treatment any more. If prompt action is not taken, I will have to take it further up and wide – unpleasant though.

Sincerely,

Eng. S. K. Xavier (E 78)
Principal

Cc.: Manager of SJVTC; Admin Officer SJVTC