**UNAUTHORISED WRONG DISCONNECTION OF ELECTRICITY FOR A REGULAR PAYER OF ELECTRICITY BILL A/C NO.3210117705, TARIFF 1-1 AT VALAICHCHCHENAI.**

I wish to bring the following complain for your information and necessary action please.

First of all let me introduce myself. I wasan Electrical Superintendent in charge of Batticaloa town depot and I am proud to say that I was awarded the best electrical superintendent of this area in the year 2017 and I retired in 2018 and worked as an Electrical Engineer in Water Board Project Batticaloa.

Now coming to the complaint I own a garage in valaichchenai which was rented out until July 2019.

The occupier vacated the premises and I promptly paid the electricity bill and never used it again up to date. But the meter reader has entered some bogus reading even without visiting the place and had issued a bill amounting to Rs.9738.59. I explained the situation to him as well as to the superintendent in charge immediately .They accepted the fault and promised to regularize same.

Herewith I give you the meter no. as 7206720 and the reading as 16846 as at today and was same in July as well.

But all of a sudden some contract guys had entered the premises and disconnected the supply. When I contacted Mr.Terrence he has no prompt reply.

Is it the way a prompt customer of C.E.B is treated? Are you aware of the seriousness of disconnecting the power supply of a customer without a valid reason? During my period I have apprehended more than 300 such cases in district courts and was successful in each.

Therefore I request you to stop employing private contractors for vital jobs like disconnection, Service connection, Rehabilitation and all other jobs handled by these private people with C.E.B. Cover. You may be aware that the present Government in planning to employ 50000 newly. Why not these contractor system is abolished and new employees are absorbed in.

The other important part is unlike our period the Electrical superintendents never visit the premise where the jobs are to be executed by the contractors, even the service connection estimates are done by these contractual people, they never stay in consumer service centers after hours, hired private vehicles and people working on contract save them in committing mistakes by simply putting the blame on to the hired people by simply saying they are not C.E.B employees.

Hence I shall be very much thankful if early action is taken to sort out these complains if not I will take action to publish in media and complain to the Hon. President as well.

P.Sivapathasuntharam

Retired Electrical Superintendent