

BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM  
(Under the Electricity Act, 2003)  
PUDUCHERRY

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PRESENT:

**THIRU K. RAMASUBRAMANIAN, B.Sc. (Engg.),**  
CHAIRMAN

**THIRU A.S. JITENDRA RAO, B. Tech., M.B.A.,**  
LICENSEE MEMBER

**THIRU R. KRISHNAMURTHY, B.Com., LLB., PGDFL.,**  
JERC NOMINATED MEMBER

THURSDAY, THE 27<sup>th</sup> DAY OF FEBRUARY, 2020

**CONSUMER CASE No.2/2020**

A. Prabakar S/o Epour K. Ayodhya,  
No.48, H1 – First Floor,  
Saint Theresa Street,  
Puducherry – 605 001

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Complainant

Vs.

- 1) The Executive Engineer- Urban, O & M,  
Electricity Department,  
Puducherry.
- 2) The Assistant Executive Engineer – Town - I,  
Electricity Department,  
Puducherry.
- 3) The Junior Accounts Office – Revenue - I  
Electricity Department,  
Puducherry.
- 4) The Junior Engineer, South Central,  
Electricity Department,  
Puducherry.

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Respondents

This case in C.C. No.02/2020 came up before this Forum for final hearing on 20.02.2020. 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. Thiru A. Prabakar S/o Epour K. Ayodhya, has filed a complaint before this Forum on 27/01/2020, with a prayer to direct the Electricity Department to review the BPSC charges levied for long time despite there is no consumption of electricity for long time and to resume connection for the first floor.
2. The Complainant has also submitted that there are two services one in Ground Floor and the other in the first floor. The Ground floor was allotted for commercial service and the first floor was domestic service. The Complainant was not occupying the first floor of the house since 2013 and hence there was no consumption of electricity. In spite of that, in the year September 2018, a bill for Rs. 79,011/- was served which was again enhanced to Rs. 1,05,000/- even though, there was no consumption of electricity. Hence the complaint.
3. The complaint has been registered as C.C. No.02/2020 and notices have been sent to the Respondents to reply on or before 07/02/2020. On receipt of the reply received from the Respondents, the case has been posted for hearing on 20/02/2020.
4. The Forum directs the Electricity Department to take actual reading as on 20/02/2020 in order to substantiate whether there was any actual current consumption and based on this reading a revised bill statement shall be prepared and submitted on 21/02/2020 and further hearing was posted on the next day i.e., 21/02/2020. As directed by the Forum, the reading recorded on 20/02/2020 confirms that there was negligible consumption of electricity and hence the claim of the Complainant is found to be justifiable.

5. Also as directed by this Forum a revised bill statement was submitted based on the actual reading recorded which worked out to Rs. 6,855/- as on 21/02/2020. The Complainant also endorsed in the petition by agreeing to pay the above said amount.
6. During the hearing the Respondent No.4 informed the Forum that the above policy is not in the name of the Complainant and requested the Complainant to produce any legal heir certificate to effect name transfer to his name. To this question the Complainant has informed the Forum that application was already submitted for effecting name transfer for both the services which is existing in the house in the year 2003 itself where as the Department effected name transfer only to domestic service and the same was not effected to the other service. Hence requested this Forum orally for necessary steps to do the needful in this regard.
7. The Respondent also informed this Forum that the monthly reading could not be recorded since the building was kept in locked condition and hence the Complainant should keep the door open to facilitate the department to record the monthly reading and thereby serve the correct current consumption charges bills month-wise in future.

#### ORDER

- i. The Forum directs the Complainant, to remit the amount of Rs.6855/- as agreed to pay by him. The Forum also direct the Complainant to open the door to facilitate the Department to take the monthly reading to serve the bill monthly.
- ii. The Forum suggests the Department to replace the existing old meter with a new smart meter which facilitate the Department to generate bills monthly based on the meter reading received by the server directly from the meter
- iii. Hence the Complaint is allowed.

- iv. The Complainant is at liberty to prefer an appeal against this Order before the Ombudsman, Joint Electricity Regulatory Commission for the state of Goa and Union Territories, 3rd and 4th Floor, Plot No. 55-56, Pathkind Lab Building, Sector -18, Udyog Vihar, Phase IV Gurugram, (122015) Haryana within 30 days from the date of this Order under intimation to this Forum and the Respondents.
- v. A Compliance report shall be submitted to this Forum on the action taken in this regard within 30 days.
- vi. Non-compliance with the directions of Forum by the Licensee shall attract remedial action under Sections 142 and 146, read with Section 149 of the Electricity Act 2003.

Dated at Puducherry on this the 27<sup>th</sup> day of February 2020.

**Sd/-**

**(R. KRISHNAMURTHY)**  
**JERC NOMINATED MEMBER**

**Sd/-**

**(A.S. JITENDRA RAO)**  
**LICENSEE MEMBER**

**Sd/-**

**(K. RAMASUBRAMANIAN)**  
**CHAIRMAN**