

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

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

MONDAY, THE 9th DAY OF MARCH, 2020

CONSUMER CASE No.4/2020

Jayakumar,
Mariamman Koil Street,
Poovam,
Kottucherry Commune,
Karaikal

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Complainant

Vs.

- 1) The Executive Engineer
Electricity Department,
Karaikal.
- 2) The Assistant Engineer – Rural,
Electricity Department,
Karaikal.
- 3) The Junior Accounts Officer,
Electricity Department,
Karaikal.
- 4) The Junior Engineer, Kottucherry,
Electricity Department,
Karaikal.

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Respondents

This case in C.C. No.04/2020 came up before this Forum for final hearing on 26.02.2020. On the hearing date the Complainant called absent. This Forum has delivered the following with the available particulars / documents.

The case of the Complainant is as follows:

1. Thiru Jayakumar, Karaikal has filed a complaint before this Forum on 29/01/2020 seeking clarification on the monthly bill raised indicating the pending amount in the stipulated column of the bill and also questioned the raising of fixed charges of Rs.40/- every month. Hence the complaint.
2. The complaint has been registered as C.C. No.04/2020 and notices have been sent to the Respondents to reply on or before 07/02/2020. The hearing was carried out on 26/02/2020 during the monthly public hearing at Karaikal. It is noted that the Complainant called absent.
3. The Respondents in their reply have submitted that the monthly bills were raised. In the bill format the fixed charges of Rs.40/- as approved as per the tariff conditions has been raised every month but the same was indicated against outstanding arrears which is due to printing error and as such no arrears pending against the policy of the consumer / complainant.

Observation: The Complainant had raised the objection for levying fixed charges every month during the public hearing held by JERC on 08/01/2020 at Karaikal on the tariff petition filed by the Electricity Department for the financial year 2020-2021 and the Hon'ble Chairman, JERC had explained the logic for charging 'Fixed Charge'.

ORDER

- i. The bills are raised for fixed charges as per the tariff conditions and not arrears as indicated by the Complainant and due to printing error the fixed charges is shown against arrears. Hence the amount is liable to be paid by the Complainant.

- ii. This Forum directs the Respondent to do the required corrections in the printing of bills and shall be served in future.
- iii. Thus the Complaint is allowed to the extent indicated above.
- 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 report on compliance shall be submitted by the Respondents to this Forum within 30 days from the date of receipt of this Order.
- 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 9th day of March 2020.

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(K. RAMASUBRAMANIAN)
CHAIRMAN