

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

FRIDAY, THE 6th DAY OF MARCH, 2020

CONSUMER CASE No.6/2020

Tmt. S. Jeeva, W/o Sakthivel,
No.4/1, Thiruvalluvar Nagar,
Kannuvapettai,
Villianur Road,
Puducherry – 605 110.

Represented by:

V. Sekar,
No.36, Second Floor,
Ramalingapuram,
Mudaliarpet, Puducherry – 605 004

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Complainant

Vs.

- 1) The Executive Engineer-Rural (North), O & M,
Electricity Department,
Puducherry.
- 2) The Assistant Engineer – Boomianpet,
Electricity Department,
Puducherry.
- 3) The Junior Accounts Office – Revenue - II
Electricity Department,
Puducherry.
- 4) The Junior Engineer, Villianur,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.06/2020 came up before this Forum for hearing on 25.02.2020. 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. Tmt. S. Jeeva, W/o Sakthivel Represented by V. Sekar has filed a complaint before this Forum on 20/11/2019, stating that the monthly energy consumption bill were not served since February 2013 till November 2019. However a bill for the month of September 2019 was served for Rs.69,488/- and Rs.70,850/- for the month of October 2019. The Complainant prayed this Forum to direct the Electricity Department to issue correct bills based on actual energy consumption.
2. On receipt of the above Complaint, on 25/11/2019, the Complaint was returned by advising the Complainant to approach the Executive Engineer (North) O&M, Electricity Department, Puducherry at the first instance for solving the issue and to seek suitable remedy, if action is not initiated within 30 days, the Complainant is at liberty to file a Complaint before this Forum. Accordingly, the Complainant has filed another Complaint on 03/02/2020 indicating that there was no proper response, and hence filed the complaint before this Forum. Hence the complaint.
3. The complaint has been registered as C.C. No.06/2020 and notices have been sent to the Respondents to reply on or before 13/02/2020. On receipt of the reply received from the Respondents, the case has been posted for hearing on 25/02/2020.
4. During the hearing the Complainant has informed this Forum that at the first instance the Department served current consumption charges bills for Rs.70,850/-

and the same was revised as Rs.52,626/- and this revised bill statement was submitted to the His Excellency the Lt. Governor in response to the clarification sought for by the Office of the Lt. Governor. This Forum directed the Respondent to file a detailed statements on the bill raised for Rs.70,850/- and for Rs.52,626/- and the next hearing was posted on 02/03/2020.

5. As directed by this Forum, the Respondents submitted the bill statements and the same was provided to the Complainant for verification. After personal interaction between the Complainant and the Respondents the Complainant is convinced for the total amount arrived to the tune of Rs.53,327/- as on January 2020.

6. The Complainant also endorsed in the Complaint, agreeing to pay the above amount with permission to pay the entire amount in instalments.

OBSERVATION: It is observed from the reply statement filed by Respondent No.2 on behalf of Respondent No.1 and No.4 on 12/02/2020, wherein he has clearly admitted by stating that while verifying the Policy Register, it was observed that the current consumption bills were not being generated for the service connection effected to the Complainant on 22/02/2013, which clearly shows the negligent act on the part of the Respondents. Further, Respondent No.4 in his letter dated 20/06/2019 has also mentioned that the first monthly bill has not been served to the Complainant till date. The Respondent No.3 also admitted the negligent act on the part of the officials of the Department by stating that due to communication gap, the test report has been received belatedly, which showed that the Respondents have not taken any steps to issue current consumption charges bills every month to the Complainant for nearly 77 months which is to be viewed seriously and thereby causing delay in recovery of legitimate Revenue to Government. Therefore, we are of the opinion that

the delay in collection of revenue by the Department shall be enquired and the responsibilities shall be fixed by initiating a separate proceeding by the Department. The Department shall also evolve a comprehensive policy on recovery of arrears from the consumers, where bills are issued belatedly by the Department.

ORDER

- i. As endorsed by the Complainant the Electricity Department shall allow the Complainant to pay the agreed amount of Rs.53,327/- in six instalments.
- ii. Hence the Complaint is allowed.
- iii. The Department shall initiate separate Department proceedings for delay caused in realising the legitimate revenue to the Government by the erring department officials for non issue of current consumption charges bills on time, as prescribed in supply code / standard of performance of JERC.
- 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 6th day of March 2020.

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(K. RAMASUBRAMANIAN)
CHAIRMAN