

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

TUESDAY, THE 17th DAY OF MARCH, 2020

CONSUMER CASE No.10/2020

Tmt. K. Dhivya,
Represented by her husband
Thiru B. Kalaiazgagan,
No.1, Mettu Street,
Kosapalayam
Puducherry – 605 013

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Complainant

Vs.

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

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Respondents

This case in C.C. No.10/2020 came up before this Forum for hearing on 10.03.2020. 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. K. Dhivya Represented by her husband Thiru B. Kalaiazhagan has filed a complaint before this Forum on 17/02/2020, stating that the current consumption charges bills were not served on time and issued a bill indicating current consumption charges for a period of one year in the month of January 2020 for Rs.3,374/-.
2. The Complainant in the petition prayed this Forum to direct the Electricity Department, Puducherry to allow to pay the bill amount issued in the month of January 2020 in instalments without BPSC charges. Hence the complaint.
3. The complaint has been registered as C.C. No.10/2020 and notices have been sent to the Respondents to reply on or before 27/02/2020. On receipt of the reply received from the Respondents, the case has been posted for hearing on 10/03/2020.
4. The Respondents in their submission has stated that the energy meter pertaining to this service bearing policy code 07-33-05-0566 was changed into a new LPRF Meter on 30/11/2018. The Respondents also submitted that due to belated entry of MFR the correct bill amount was raised only in the month of January 2020 for an amount of Rs.3,374/- including BPSC charges and until such time average / minimum amount was raised from the date of change of meter.

OBSERVATION: It is observed that the consumer is a regular payer of the current consumption charges. This bulk amount raised in the month of January 2020 due to correction made in the data entry of the computer system based on the new meter fixed and hence this bulk amount of Rs.3,374/-

ORDER

- i. Since the consumer is a regular payer of the current consumption charges the BPSC charges raised by the Department towards bulk amount of bills served in the month of January 2020 is not correct.
- ii. The correct amount of Rs. 3,620/- for the month of February 2020 is worked out without BPSC charges. The Complainant has agreed to pay the amount in 6 instalments and the same has been endorsed by him in the petition.
- 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 17th day of March 2020.

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(K. RAMASUBRAMANIAN)
CHAIRMAN