

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

PRESENT:

THIRU T. GOPALAKRISHNAN, B.E.,
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 28TH DAY OF FEBRUARY 2022

CONSUMER CASE No.10/2022

A. Agilan,
B.40, Shanmugapuram,
Police Quarters,
Gorimedu,
Puducherry.

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Complainant

Vs.

- 1) The Executive Engineer, Rural North(O&M),
Electricity Department,
Puducherry
- 2) The Assistant Engineer –Lawspet,
Electricity Department,
Puducherry.
- 3) The Junior Accounts Officer – Rev.II,
Electricity Department,
Puducherry.
- 4) The Junior Engineer Gorimedu,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.10/2022 came up before this Forum for final hearing on 22/02/2022. 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. A Complaint was received from A. Agilan, on 11/01/2022. In the complaint, the Complainant had stated that he is residing in the B-40, Police Quarters, Shanmugapuram, Puducherry since 3 years. In the early days current consumption charges bill received for Rs.150/-. Later, the amount increased to Rs.650/-. In his house, there is no Iron Box, Fridge, Induction stove etc., Moreover, due to child birth, the house is not utilized regularly for the past two years. A Complaint was given to the Department to change the Meter. They asked to settle the bill for Rs.17,000/- Hence, the Complaint.

2. The complaint was registered as C.C. No.10/2022 on 12/01/2022 and the notice sent to the Executive Engineer, Rural (North) and others to furnish reply by 24.01.2022. The Respondents sought additional time till 11/02/2022 due to strike by the technical staff. Reply from the Respondents was received on 11/02/2022 and the same was communicated to the Complainant. The case was posted for hearing on 22/02/2022.

3. In the Affidavit dated 11/02/2022, the Assistant Engineer, Lawspet/ Respondent No.2 on behalf of Respondent No.1 & 4 had stated that, the service connection bearing policy code 21-48-03-0275/A2 was inspected and the consumer is having a single phase service. The defective meter was replaced on 31/01/2022. The released meter has been sent to Lab for checking the performance of the meter. The Respondent also stated that the replaced meter is in good working condition which is confirmed on 10/02/2022.

4. In the Affidavit dated 11/02/2022 filed by the Junior Accounts Officer – Revenue-II / Respondent No.3 has stated that as per the ledger records, Meter Struck (MS) has been posted against the said policy in the system from June 2020 to till the billing month of December 2021 and accordingly current consumption charges has been calculated for an average of 250 units per month for the MS period. As per the ledger records, a total amount of Rs.20,401/- is due to be paid by the consumer

towards arrears of current consumption charges up to the billing month of December 2021. The Respondent No.3 further has stated that the existing electrical mechanical meter in the above said address has been replaced with a new meter on 31/01/2022 vide MFR NO.122991. The existing meter has been sent to the Lab for test report through Assistant Engineer, Lawspet. Based on the receipt of the Lab test report further necessary action will be initiated.

5. The case was heard on 22/02/2022 and attended by both the Complainant and Respondents. During the hearing the Respondent stated that the Lab Testing Report received for the Meter on 14/02/2022. On perusal of the same, the meter was under display failure condition and input terminal blocks in burnt condition. Hence performance of the meter could not be tested and the meter was returned. In the hearing the Complainant was asked whether he had lodged any complaint in written to the Department. To this the Complainant stated that he made oral complaint with the Lineman on the street and the Lineman advised to change the meter. When he went to meet the Junior Engineer, he was not available and the staff asked to come later. Hence, he has approached this Forum through this Complaint.

6. Till 25/02/2022 the Respondent did not furnish the additional Affidavit as directed in the hearing, enclosing the Lab testing report and connected statement. It was received belatedly on 28/02/2022. Therein it was stated that the connected load was 4.40 KW. From the statement it was noted that no payment was made from October 2010 and monthly average of 250 units was claimed due to DL / MS from February 2020 to till date. Total outstanding amount is Rs.22,420/- till January 2022. Further the Complainant was directed to produce a copy of the Allotment Order made by the Officer in-charge. The Complainant furnished the allotment order dated 19/10/2018 in favour of the Complainant. On perusal of the allotment order water charges and current consumption charges are to be paid regularly by the Allottee. Whereas the Complainant had failed to pay any amount since occupation of

the premises in October 2019. After having enjoyed power for more than 2 years, he raised the issue of defective meter in writing on 10/01/2022 and the defective meter was also replaced by the Respondents. Had the Complainant raised the issue in the year 2020, the issue would not have resulted at alarming amount. Hence, based on the recording of the replaced meter, appropriate action should be taken to revise the bill as per Regulation 7.12 of Electricity Supply Code 2018. The Respondents have not furnished the reply in time and sought extension of time. Hence, Orders was not given within 45 days. In future, the Respondents are directed to comply with the date line and furnish reply in time to enable this Forum to pass the Orders within the stipulated time.

ORDER

- i. As directed above, the Respondent is directed to furnish revised bill and copy of the same, sent to this Forum within 15 days from the date of revision of bill.
- ii. The Respondents are also directed to issue 4 instalments clear the outstanding dues along with the regular monthly bill amount.
- iii. The Complainant on receipt of the revised bill, is directed to pay the outstanding amount in four equal instalments along with the regular bill amounts.
- iv. The Complaint is allowed to the extent indicated.
- v. 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 Floor, Plot No. 55-56, Pathkind Lab Building, Service Lane, Udyog Vihar, Phase IV, Sector -18 Gurugram, Haryana-122015 within 30 days from the date of this Order under intimation to this Forum and the Respondents

Dated at Puducherry on this the 28th day of February, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN