

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

FRIDAY, THE 24TH DAY OF DECEMBER 2021

CONSUMER CASE No.102/2021

E. Prabakaran,
No.21, Perumalpet Street,
Muthialpet,
Puducherry-605003

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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 Officer-Rev.I,
Electricity Department,
Puducherry.
- 4) The Junior Engineer – Muthialpet,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.102/2021 came up before this Forum for final hearing on 22/12/2021. 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 E. Prabakaran during the Public Interaction Programme of this Forum held on 23/11/2021 at Muthialpet, Puducherry. In the complaint, the Complainant had stated that, the monthly current consumption bill to his service bearing policy code No.06-29-03-0298/A1 are on the higher side and requested to check the consumption and issue bills. The extract of the bills are mentioned below.

Month	Consumption	Current month charges	Other charges	Bill amount
July 2021	0	7336	284	1020
Aug 2021	2500	13256	955	14211
Sep 2021	340	1122	14598	15720

Hence the complaint.

2. The complaint has been registered as C.C. No.102/2021 on 23/11/2021 and the copy of the complaint was handed over to the Executive Engineer, Urban and others to furnish reply by 03/12/2021. Reply from the Respondents were received on 02/12/2021 and the same was forwarded to the Complainant. The case was posted for hearing on 22/12/2021. Hearing was not attended by the Complainant.

3. In the Affidavit dated 02/12/2021, the Junior Accounts Officer-Rev.I /Respondent No.3 had stated that, bill has been corrected based on the present

reading and the actual amount payable is Rs.14,247 upto October 2021 and new bill has been generated accordingly.

4. In future, whenever the complaint of billing is raised by the Complainant, the Respondent is directed to furnish working sheet for scrutiny by this Forum. Further, whenever the bill amount exceeds Rs.10,000/- the Respondent is directed to issue instalments to enable any Complainant to remit the outstanding dues without any burden.

ORDER

- i. The Respondent is directed to issue 2 instalments to the Complainant and a copy of the instalment order shall be given to the Complainant be sent to this Forum within 15 days of this Order.
- ii. The Complainant is directed to remit the instalment dues within the stipulated date.
- iii. The Complaint is allowed to the extent indicated.
- iv. Non-compliance with the directions of Forum by the Licensee shall attract remedial action under Sections 142 and 146, of the Electricity Act 2003.

Dated at Puducherry on this the 24th day of December, 2021

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN