

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

PRESENT:

THIRU T. GOPALAKRISHNAN, B.E.,
CHAIRMAN

THIRU R. KRISHNAMURTHY, B.Com., LLB., PGDFL.,
JERC NOMINATED MEMBER

THURSDAY, THE 14TH DAY OF JULY 2022

CONSUMER CASE No.102/2022

Selvam,
No.21, Jeevanandham Street,
Ashok Nagar,
Puducherry 605008.

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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-Ashok Nagar,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.102/2022 came up before this Forum for final hearing on 28/06/2022. 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 Selvam on 07/06/2022. In the Complaint the Complainant stated that he is having a service connection with policy code No.22-02-03-0222F/A2 wherein the meter is not working properly and the meter is at faulty condition. He is surprised by the exorbitant amount of bill claimed amount and requested to check the meter and get the readings confirmed. He has agreed to pay the bill amount till the disputed period and requested to confirm that the excess amount would be adjusted in the future bills. The Complainant prayed this Forum to pass directions to the Respondents for checking the meter healthiness and reading corrections for making payment. Hence, the Complaint.

2. The complaint was registered as C.C. No.102/2022 on 09/06/2022 and notice sent to the Executive Engineer, Rural (South) O&M and others to furnish reply by 20/06/2022. Reply from the Respondent No.2 received on 23/06/2022 and from Respondent No.3 was received on 21/06/2022. A copy of the same was communicated to the Complainant. The case was posted for hearing on 28/06/2022.

3. In the Affidavit dated 20/06/2022, the Assistant Engineer-Lawspet/ Respondent No.2 for himself and on behalf of Respondent 1 and 4 had stated that, the Junior Accounts Officer, Revenue-II has been informed that the correction of bill for the above complaint.

4. In the Affidavit dated 20/06/2022, the Junior Accounts Officer-Rev.II / Respondent No.3 had stated that ledger data in respect of the above service connection is submitted to the Forum for the period from January 2021 to April 2022. Computer view of the billing month of May 2022 as on 17/06/2022 is detailed below:

Billing Month- May 2022

Final Reading	13444 kwh
Initial Reading	13004 kwh
Total units	440
CC charges	Rs.2,061/-
Arrears	Rs.1,796/-
BPSC	<u>Rs. 36/-</u>
Total	<u>Rs.3,883/-</u>

As per the system view of the said policy for the billing month of May 2022, an amount of Rs.3,883/- is due to be paid by the Consumer which includes the previous month arrears of Rs.1,796/-. On perusal of the ledger data, it is found that the consumer has not paid the current consumption charges regularly, due to which the arrears of previous month accumulated in the subsequent bills along with the current month.

5. Hearing was held on 28/06/2022. Both the Complainant and Respondents were present. During the hearing, the Respondent No.2 has not furnished any factual field position based on the site inspection. Neither he has furnished the check reading nor healthiness of the meter as raised by the Complainant. The Respondent No.3 stated that the Complainant had paid for 9 months and not paid for 6 months from January 2021 to May 2022. The Respondent No.2 was directed to check the meter healthiness and take check reading and communicate the report. He was directed to release the disputed meter for checking the healthiness in the lab and furnish the report by 05/07/2022. Till date the Respondent No.2 had not furnished the report which is highly regretted. The Complainant was also advised to pay the bills as received. In case of any excess amount, will be adjusted in the future bills. From the Affidavit filed after inspection, it is seen there are no power intensive gadgets like air-conditioner is installed.

Observation: When a dispute is being raised on the healthiness of the meter, as raised by the Complainant, it is the duty of the Respondent to eliminate any iota of the suspicion in the minds of the Complainant by carrying out the test in the Department lab. The Affidavit filed by Respondent No.2 lacks clarity and no importance was given on the finding at the field level. Adequate care be taken while filing Affidavit in future.

ORDER

- i. As discussed above, the Respondent No.2 is directed to release the disputed meter and check the healthiness of the meter in the Department Laboratory and based on the report, to revise the bill issued to the Complainant, if found necessary within 15 days from the date of this Order.
- ii. The Complainant is directed to remit the amount on receipt of the revised bill.
- iii. Thus, the complaint is allowed.
- iv. The Complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF Order by the Licensee, may make an Appeal in prescribed Annexure-IV to the Electricity Ombudsman, Joint Electricity Regulatory Commission for the state of Goa and Union Territories, 3rd Floor, Plot No. 55-56, Pathkind Lab Building, Service Road, Udyog Vihar, Phase IV, Sector -18 Gurugram, Haryana-122015; Phone 0124-4684708; email ombudsman.jercuts@gov.in within 30 days from the date of this Order under intimation to this Forum and the Respondents.
- v. 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 14th day of July, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN

