

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

THURSDAY, THE 23RD DAY OF DECEMBER 2021

CONSUMER CASE No.103/2021

R. Ramalingam,
No.23, Pookara 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.103/2021 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 R. Ramalingam during the CGRF camp hearing held on 23/11/2021 at Muthialpet, Puducherry. In the complaint, the Complainant had stated that, there are two numbers of meters in his house. But the Meter Reader take reading in one meter only and for the second meter, he is taking meter reading to Revenue Section. When he takes the reading to the Junior Accounts Officer, Rev-I, they have asked to get the signature of the Junior Engineer, Muthialpet for making entry. The Complainant prayed for issue of directions for rectification and issue of bills for both meter in time. Hence the complaint.
2. The complaint has been registered as C.C. No.103/2021 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. Hearing was posted on 22/12/2021.
3. In the Affidavit dated 02/12/2021, the Junior Accounts Officer-Rev.I /Respondent No.3 had stated that, frequently meter readings are brought by the consumers for posting entry in the current consumption bills are not correct and hence the consumers were asked to get the signature of Junior Engineer for

authentication. The Respondent No.3 has further informed that the complaint was attended to and required entry was made and revised bill was issued.

4. In the Affidavit dated 07/12/2021, the Assistant Engineer, Town-II/ Respondent No.2 on behalf of Respondent No.1 and 4 had stated that every month reading is taken and current consumption bill was not issued due to technical issue. Now, the reading was updated and current consumption bill was issued.

5. On 22/12/2021, both the parties present. During the hearing the Complainant had informed that every month he is going to the Revenue section for getting bill for one policy. When asked the Junior Engineer informed that one Policy code is in one route order and another Policy code comes in other route order. Hence the Meter Reader was able to take one reading at a time and would not come for the second time for the other policy code. The route order of services has been changed now so that both policies come together. The Respondent further assured that bills will be issued regularly in time in future and there would be no necessity of the complainant to go to the Revenue Section for receiving bill with meter reading entered in the bill. In future, the Complainant should be delivered with both bills at his door step.

ORDER

i. Since the Respondents have attended to the grievances of the Complainant, the Complaint is closed.

Dated at Puducherry on this the 23rd day of December, 2021

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN