

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.104/2021

N. Rajendiran,
Gurusithanandhar Street,
Muthialpet,
Puducherry-605003

....

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.

....

Respondents

This case in C.C. No.104/2021 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 N. Rajendiran 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 meter was changed in September 2021. But still, old reading is entered in the bill and new reading not indicated. The Complainant requested to correct the bill accordingly. Hence the complaint.
2. The complaint has been registered as C.C. No.104/2021 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 attended by both parties.
3. In the Affidavit dated 02/12/2021, the Junior Accounts Officer-Rev.I /Respondent No.3 had stated that, the details of meter changed report was received on 26/11/2021 and based on which the bill has been revised. The amount payable is Rs.4,517/- up to October 2021. The current consumption bill generated accordingly.
4. During the hearing the Complainant had informed that the amount has been paid by him in full and satisfied with the revision of the bill.

Observation: The Respondent had not enclosed working sheet for bill revision. In future the Respondents are directed to enclose working sheet for all revision of bill complaints to enable this Forum to pursue the same.

ORDER

- i. Since the grievances of the Complainant has been resolved, 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