

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.106/2021

S. Segar,
No.2A, Nadu Street,
Solai Nagar,
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.106/2021 came up before this Forum for final hearing on 22/12/2021. After 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 S. Segar 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.06-27-04-0353B/A2 are on the higher side. The Complainant requested to reduce the amount. The details of the bills are mentioned below:

Month	Consumption	current month consumption	Other charges	Bill amount
Sept. 2021	200	415	30,866	31,277

Hence the complaint.

2. The complaint has been registered as C.C. No.106/2021 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 07/12/2021 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 03/12/2021, the Junior Accounts Officer-Rev.I /Respondent No.3 had stated that, during the month of July 2020 the meter reading of the above policy code was 7903 units under door lock condition. The policy was under door lock condition from July 2020 to July 2021. The consumer has remitted current consumption bills of Rs.1,146/- and Rs.250/- only during November 2020 and May 2021 respectively. The meter of the above policy was reset and again the meter reading was taken in July 2021 was 4548 under DL condition and was released in July 2021. The total units consumed is 6645 (10000-7903) units + 4548 units for the period from July 2020 to July 2021 and the current consumption bill amount payable is Rs.28,329/-. After deducting Rs.1,396/- being the amount paid, the balance amount to be paid is Rs.31,809/- including BPSC. The current consumption charges bill payable by the complainant for subsequent months are August 2021 Rs.1,861/- (440 units) September 2021 Rs.483/- (200 units) and

October 2021 Rs.532/- (210 units). The Complainant has paid Rs.15,000/- on 29/11/2021 and a copy of the receipt is enclosed.

Observation: For the connected load of 2KW the consumption of 440 units in August 2021 is found to be on the higher side. Hence, the Respondent is directed to check the healthiness of the energy meter and the reading downloaded month-wise.

ORDER

- i. As above, based on the downloaded meter reading, the Respondents are directed to revise if necessary and issue bill to the Complainant and a copy of the revised bill be sent to this Forum within 30 days.
- ii. The complaint is allowed to the extent indicated.
- iii. 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