

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.108/2021

Shajathalikhan,
New Paris Mahal
Karuvadikuppam Road,
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.108/2021 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 Shajathalikhan, New Paris Mahal 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 are not issued to his commercial service bearing policy code No.06-30-05-0504DD/A1 for the New Paris Mahal for the past 10 months. He had paid the bill in counter. He has requested to issue bills regularly for the above service. Hence the complaint.
2. The complaint has been registered as C.C. No.108/2021 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, meter reading was not taken from February 2021 to April 2021 due to COVID pandemic period. Thereafter reading has been recorded continuously from May 2021 to till date and non-issue of bills is due to migration to new software. The same is being rectified and current consumption bills are issued regularly in future.

4. In the Affidavit dated 08/12/2021 the Assistant Engineer-Town-II / Respondent No.2 on behalf of Respondent No.1 and 4 had stated that due to locked condition of marriage hall during COVID-19 pandemic bills could not be issued. Bills were corrected and issued to the consumer regularly and the consumer paid the amount as per the actual reading.

5. As per Regulation 7.1 of the Supply Code 2018 bills should be issued monthly to the consumers except agricultural consumers and as per Regulation 7.6 the responsibility of delivery of bills to the consumer lies with the Licensee. The Respondents are directed to issue monthly current consumption bills regularly to the consumer as above.

ORDER

i. Since the grievances of the Complainant has been resolved, the Complaint is closed accordingly.

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