

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 28TH DAY OF JULY 2023

CONSUMER CASE No. 109/2023

K. Jayachithra,
No.9, First Floor,
Dhanalatchoumy Garden,
Muthialpet,
Puducherry-605003.

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Complainant

Vs.

- 1) The Executive Engineer- Urban,
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.109/2023 came up before this Forum for final hearing on 20/07/2023. After hearing both sides having stood over till this date for consideration this Forum has delivered the following:

The case of the complainant is as follows.

A Complaint was received from K. Jayachithra, on 26/06/2023. In the complaint, the Complainant had stated that she is residing in the above mentioned address. She has got a domestic service connection on 30/04/2021. Since the first bill had not been received for long time, she approached the Department and the first bill was served in October 2021. However, meter reading was not taken properly and higher amount was charged. Again she approached the Junior Engineer, for bill correction. The revised bill was received on 16/02/2023 with BPSC and she alleged claiming of excess billing amount. In spite of approaching the Department for the past three months, no action was taken in revising the bill. Therefore, the Complainant prayed this Forum to issue necessary directions to the Respondents for revision of bill. Hence the complaint.

2. The complaint has been registered as C.C. No.109/2023 on 27/06/2023 and copy of the complaint was sent to the Executive Engineer –Urban and others for giving reply by 10/07/2023. Reply from the Respondents was received on 11/07/2023. The case was posted for hearing on 20/07/2023.

3. In the Affidavit dated 11/07/2023, the Assistant Engineer Town-II/ Respondent No.2 for himself and on behalf of Respondent No.1 and 4 has stated that, the Junior Accounts Officer-Rev.I had revised the bill from May 2021 to May 2022 without levying BPSC as per the field report furnished by the Junior Engineer, Muthialpet O&M. The same had been explained to the consumer in person and persuaded to pay the current consumption bills. The consumer had been addressed properly and the details had been explained to the consumer. The Junior Accounts Officer/ Rev.I has furnished the detailed calculation in their reply with is self explanatory.

4. In the Affidavit dated 05/07/2023 the Junior Accounts Officer-Rev.I / Respondent No.3 has stated that the new policy bearing No.06-27-02-0171BU/A2 was energized and meter fixed on April 2021. Due to inevitable reasons, the first bill was issued from October 2021. In which, the meter readings recorded from May 2021 to May 2022 were inconsistent and as requested by the Consumer, a field report was sought for and received from Junior Engineer, Muthialpet on 16/06/2022. As such the total recorded 5753 units received as per report, were split up for 13 months and current consumption charges were calculated without levying BPSC for the period and the amount payable as on May 2022 was 25,160/-. From June 2022, the bills were issued on regular basis, the Complainant has remitted Rs.10,000/- and Rs.14,000/- during July 2022 and December 2022 respectively. The arrear amount outstanding as on January 2023 was Rs.18,497/-. After bill revision, the Complainant was intimated to settle the amount of Rs.18,497/- vide letter dated 06/03/2023 by this Office. Moreover, it is not true that the consumer was not responded to her queries. She was duly answered every time as and when she approached this section and also replies were sent vide letter dated 06/03/2023 and 15/06/2023. Further, her complaint has been addressed and calculations of arrears were based on the genuine consumption only.

5. Hearing was held on 20/07/2023. The Complainant was represented by her brother Thiru Manikandan and the Respondents were present. During the hearing the Complainant submitted that since he had received current consumption bill on 16/02/2023 without proper accounting, he has requested to waive the BPSC claimed. The Junior Engineer, Muthialpet report was sent in June 2022, but the revised bill as per the report was issued only in March 2023. Since the revised bill has not been issued, the Department cannot claim BPSC upto March 2023. As the claim of waiving BPSC is justifiable, the Respondents

are directed to revise the bill statement upto March 2023 and communicate the same to the Complainant for payment. The Complainant has also agreed to pay the same immediately. As per the directions of this Forum, the Respondent No.3 has filed additional Affidavit with the revised bill statement as on May 2023 for an amount of Rs.25,993/- to be paid by the Complainant and the same is in Order.

ORDER

- i. In view of the above, the Complainant is directed to pay Rs.25,993/- as mentioned in the revised bill statement, within 15 days from the date of this Order without fail. In case of default to pay the bill amount, BPSC will applicable for the said amount till the date of payment
- ii. Thus the complaint is allowed.
- iii. 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.

Dated at Puducherry on this the 28th day of July, 2023

Sd/-
(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-
(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-
(T. GOPALAKRISHNAN)
CHAIRMAN