

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

MONDAY, THE 27TH DAY OF DECEMBER 2021

CONSUMER CASE No.111/2021

R. Kandhamaran,
No.72, Kattamanikuppam 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.111/2021 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. Kandhamaran during the CGRF camp hearing held on 23/11/2021 at Muthialpet, Puducherry. In the complaint, the Complainant had stated that, he is getting excess current consumption bills and requested for correction of the same. Hence the complaint.
2. The complaint has been registered as C.C. No.111/2021 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, the bill has been revised based on the present reading and generated bill accordingly.
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, the service connection was under door locked condition for more than six months and hence average bill claimed. Based on the present reading the bill has been revised and revised current consumption bill issued to the consumer.
5. During the hearing, the Complainant had informed that he is satisfied with the revised bill, but sought for two instalments to pay the amount.

ORDER

- i. The Respondent is directed to allow the complainant to pay the arrears in two instalments and copy of the instalment order be sent to this Forum.
- ii. The Complainant is directed to pay the instalment amount along with the regular monthly current consumption bills of the particular month.

iii. Since the grievances of the Complainant has been resolved the Complaint is closed.

Dated at Puducherry on this the 27th day of December, 2021

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN