

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

TUESDAY, THE 28th DAY OF DECEMBER 2021

CONSUMER CASE No.112/2021

T. Antoniammal,
No.56, Bharadhidasan Street,
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.112/2021 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 T. Antoniammal 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 but still now the meter reading is not reflected in the bill. Only old meter reading is entered in the bill. A copy of the September 2021 bill in respect of Policy code 06-28-06-0740A with the same initial and final reading as 22543 and bill amount Rs.6993/- is enclosed. The Complainant requested to rectify the bill. Hence the complaint.

2. The complaint has been registered as C.C. No.112/2021 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 07/12/2021 the Assistant Engineer-Town II / Respondent No.2 on behalf of the Respondent No.1 and 4, has stated that the existing meter is in display fault. The same was replaced on 29/01/2021. The MFR statement was sent to Revenue Section in February 2021 for updating in the current consumption bill. Updating of MFR in the policy is delayed due to technical issue. Now the meter change was updated, revised bill was issued to the Complainant.

4. In the Affidavit dated 03/12/2021 the Junior Accounts Officer- Revenue-I / Respondent No.3 has stated that the new meter reading has been updated in the current consumption bill of the policy No.06-28-06-0740/A2 and the units consumed after updating was 6333/- i.e., (F.R.15580 -IR 9247) (DL for 6 months). The 6333 units were splited for 6 months and the current consumption bill for September 2021 payable is Rs.33,485/-. The complainant stated that he paid an amount of Rs.10,000/- on two occasion by his brother and himself but the same was not reflected in the statement.

5.Observation: On perusal of the above reply, the Respondent No.3 was asked to furnish working sheet. Some discrepancy has been pointed out and directed to

furnish revised working sheet on 23/12/2021. But the additional affidavit was received belatedly only on 27.12.2021. In the affidavit dated 27.12.2021, the Respondent 3 / Junior Accounts officer-I had stated that as per the MFR of the Junior Engineer, Muthialpet, O&M, the new meter was fixed on 20.01.2021 replacing the old meter and the Initial reading recorded in February 2021 was 9247 and final reading in November 2021 was 15413. The total units consumed for the period from February 2021 to November 2021 was 6166 units and the average units per month was 617 units. Therefore, the C.C. charges bill has been revised for the above period. The complainant has remitted Rs.10,480/- and 10,729/- in the month of April and August 2021 respectively and the total C.C. charges bill payable after revision is Rs.9,178/- for the month of November 2021.

But the online payment details made by the complainant is as follows:- Rs.10729 on 22.09.2021 , Rs.10480 on 16.06.2021 and Rs.10146/- on 21.03.2021. It is very much shocking that how payment made by the complainant is not getting reflected in the billing ledger and thus the complainant is put into unnecessary agony. Such migration of data while upgrading the software system seems to be not 100% correct and the Respondent 3 before filing the revised working sheet should have made thorough cross check and in spite of pointing the same mistake in the course of the hearing filed wrong working sheet on the 2nd occasion. Further the date of replacement of defective meter in the affidavit filed by Respondent 2 as 29.01.2021 and 3 as 20.01.2021 also varies and the monthly average also varies. The Respondent-1 / Executive Engineer (Urban O&M) should fix responsibility for such lapse on the erring official to avoid such mistakes in the future.

ORDER

1. The respondent is directed to take into account all the payments made and issue revised bill within seven days from the date of issue of this order with a copy to this forum.

2. The complainant is directed to pay the revised bill amount if he is satisfied, within 15 days from the date of receipt thereof.
3. The complainant is directed to approach this forum in case if he is not satisfied with the revised bill within 30 days from the date of this order.
4. The Respondent-1 / Executive Engineer (Urban O&M), should ensure that all data in the billing system is fully migrated and no other consumer should be affected on account of similar nature of remittances made but not getting reflected in bill ledger as this is a serious lapse. A compliance report should be sent to this forum within 30 days from the date of this order.
5. Thus, the complaint is allowed.
6. 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 28th day of December, 2021

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN