

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.113/2021

S. Anusiya,
Plot No.17, Fourth Cross Street,
Sankaradass Swamingal 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.113/2021 came up before this Forum for final hearing on 22/12/2021. After 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. Anusiya during the CGRF camp hearing held on 23/11/2021 at Muthialpet, Puducherry. In the complaint, the Complainant had stated that, she is not receiving bills for the last two months and requested to issue directions for issue of bills regularly. Hence the complaint.
2. The complaint has been registered as C.C.No.113/2021 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. Hearing was posted on 22/12/2021.
3. In the Affidavit dated 03/12/2021, the Junior Accounts Officer-Revenue-I / Respondent No.3 had stated that, delay in issue of bill is due to upgrading of software. The same will be rectified and bills will be issued at the earliest.
4. In the Affidavit dated 08/12/2021, the Assistant Engineer Town-II / Respondent No.2 informed that reading is being taken every month and send to the Revenue Section for issue of bills. At present bills are served regularly.
5. Hearing was held on 22/12/2021 and both the parties present. During the hearing, the Complainant had informed that the bill for October and November 2021 yet to be received, but paid the amount in the counter by producing old bills. The Department had informed that feeding of reading in the computer has been completed and bill will be generated in the month of October 2021. The Respondents ensured that bills will be issued regularly in future.

ORDER

- i. As per Section 7.1 of Supply Code 2018, billing is monthly and as per Section 7.6 of Supply Code, it is the responsibility of the Licensee to deliver the bill to the consumer in time. If the Department fails to comply with the provisions in future, it will be treated as non-compliance of Supply Code 2018 and necessary action in accordance with the Standards of Performance of JERC will be initiated against the Department.

ii. The Complainant is directed to approach this Forum again if the bills are not received in time every month hereafter.

iii. Thus, the Complaint is allowed.

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