

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.115/2021

Mohan Munusamy Jayaraman,
No.75, Main Road,
Kennedy Garden,
Muthialpet,
Puducherry

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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.115/2021 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 is received from Thiru. Mohan Munusamy Jayaraman, Muthialpet on 23.11.2021 during CGRF hearing held in Muthialpet O&M. In the complaint, the complainant had informed that for the Policy No.06-30-06-0609CF/A2, he had paid the bill amount of Rs. 895/- for previous month. But the present bill has been received for Rs.60,886/-. He had requested for correction of the bill. Hence the complaint.
2. The complaint is registered as C.C. No.115/2021 on 23/11/2021 and notice served to the Respondents to send reply by 03.12.2021.
3. In the reply, the Junior Accounts Officer/Rev-I had informed that the reading of February 2020 was found to be erroneous and the reading has been corrected after getting report from Junior Engineer. The excess amount of Rs.1380/- credited in the C.C. bill for the month of October 2021 and the bill generated accordingly. As per the report of Assistant Engineer/Town-II, the meter is in good working condition and the February 2020 wrong reading was corrected and revised bill issued to the consumer.
4. The case has been posted for hearing on 22.12.2021. The complainant was absent during hearing. Since Junior Accounts Officer/Rev-I had not furnished any working sheet for the revision of bill, the Forum had directed the Department to file detailed working sheet for the revision of bill, furnishing the Initial reading and Final reading of the period for which correction has been made, by 27/12/2021.

Observations:

- 1 The details sought by the Forum have not been furnished by the Respondent-3. As such Respondent-1, as head of the division should pull up the officials for their laxity.
- 2 The Forum regrets to inform that none of the officials assisting Respondent 2 & 3 present are following the proceeding of the case and noting down the details sought by the Forum. If such sorry state of affairs continues, Respondent-1 shall not be spared from attending the CGRF cases.

ORDER

1. The Respondent has been directed to send revised bill along with detailed working sheet to the complainant within 7 days from the date of receipt of this order, with a copy to the Forum.
2. The Respondent 1 is directed to check the calculation of revised bill before issue to the complainant so that there is no loss of revenue to the Department and at the same time, the consumer is also charged only for the electricity he had consumed.
3. After revision, if any amount is to be paid by the complainant, he is directed to pay the same within 15 days from the date of receipt of bill.
4. 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