

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.116/2021

V. S. Ramalingam,
No.01, Malligai Street,
Solai Nagar,
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.116/2021 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 V. S. Ramalingam, Muthialpet on 23.11.2021 during the Public Interaction Programme of this Forum in Muthialpet area. In the complaint, the complainant stated that in his service connection bearing policy code 06-27-05-0465 AB/ A2, the following clarification is requested:-

- i. Short claim of Rs.122/-
- ii. Regulatory surcharge Rs.166/- which differs monthly
- iii. Interest on Security Deposit amount had not been given
- iv. Interest on Security Deposit should be given as credit in the bill.

Hence the complaint.

2. The complaint is registered as C.C. No.116/2021 on 23/11/2021 and the copy of the complaint was handed over to the Executive Engineer, Urban and other respondents to furnish reply by 03/12/2021. The reply was received on 07.12.2021 and a copy of the same was sent to the complainant. The hearing was posted on 22.12.2021.

3. The hearing was not attended by the complainant. The Assistant Engineer-II, Respondent 2 on behalf of Respondent 1 & 4 had stated in the affidavit dated 07.12.2021 that as per the new tariff order 2021-22 the short claim charges, Surcharge is claimed. As per report from revenue section the grant of interest in Security Deposit is under consideration. It will be adjusted in the bill after the process. The Junior Accounts Officer, Rev-I / Respondent-3 in the affidavit dated 03.12.2021 had stated that the short claim of Rs.122/- pertain to the bill for the month of June 2021 i.e, Surcharge Rs.77 and Fixed Surcharge RS.45/- which amount to Rs.122/-. The regulatory surcharge is calculated based on the amount derived as per current consumption unit plus fixed surcharge and hence it varies every month. Regarding Security Deposit, the grant of interest on S.D. is under consideration and therefore it will be adjusted in the C.C. bill after the process.

4. In the hearing, the respondent-3 was directed to furnish the details of interest on Security Deposit paid to the Complainant so far. The Respondent-3 was directed

to file the details in the additional affidavit by 23.12.2021. But the Respondent-3 had filed the additional affidavit belatedly on 27.12.2021. In the affidavit dated 27.12.2021, Respondent-3 had stated that the proposal for obtaining sanction for payment of interest on Security Deposit is under consideration and will be sent soon and on receipt of sanction, the interest on S.D. Amount of the complainant will be adjusted/credited to his respective policy number accordingly. The affidavit dated 27/12/2021 does not contain any details of payments for the previous financial years.

ORDER

1. The respondents had not made earnest effort in stating the security deposit amount made by the complainant while availing the service connection and the amount of Interest payable to the complainant. The respondent is directed to arrange to remit the interest on Security Deposit made by the Complainant within 30 days as per the provision in Regulation 5.135 of the Electricity Supply Code, 2018.
2. Thus, the complaint is allowed.
3. 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