

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

WEDNESDAY, THE 05th DAY OF JANUARY 2022

CONSUMER CASE No.117/2021

A. Ragumaran
Mariamman Koil Street,
Aranganoor,
Puducherry – 607 402

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Complainant

Vs.

- 1) The Executive Engineer, Rural South (O&M)
Electricity Department,
Puducherry.
- 2) The Assistant Engineer –Bahour,
Electricity Department,
Puducherry.
- 3) The Junior Accounts Officer-Rev.III,
Electricity Department,
Puducherry.
- 4) The Junior Engineer – Bahour,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.117/2021 came up before this Forum for final hearing on 23/12/2021. 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. A. Ragumaran on 01.12.2021. In the complaint, the complainant had informed that he had Policy No. 44-33-04-0273 for domestic purpose. Even without knowing about Meter reading, Power tariff, he is regularly paying the Current consumption bills. In November 2020, higher amount came in the current consumption bill. For 3 persons without any gadgets like cooler etc., the bill amount is high. He approached Kattukuppam office where they have kept on saying that the bill will be corrected next month, but the bill was not corrected. He had approached Junior Accounts Officer / Rev-III office for bill correction but they have advised to get report from Kattukuppam office. When he again approached Kattukuppam office, they have informed that they can't correct the bill, and the amount has to be paid. Hence he had requested for taking correct reading and revision of bill.

2. The complaint is registered as C.C. No.117/2021 and notices issued to the Department for giving reply by 13.12.2021. The Assistant Engineer / Bahour had requested extension of time for filing reply and reply received on 16.12.2021.

3. In the reply, the Assistant Engineer/Bahour had mentioned that the complainant has stated in his complaint that the monthly meter reading is not being taken properly for the above domestic service connection, the energy charges claimed for the month of November 2020 was high, complaint was made to the office of the Asst. Engineer, Bahour and to the office of the Revenue – III, but the issue is not solved. The complainant has further requested to verify the monthly reading and to issue the correct CC bill after correction. Further Assistant Engineer/ Bahour stated that in view of the COVID-19 pandemic the government has ordered for lockdown in all sector from the beginning of 2020 and the same has been relaxed step by step in the past two years. The jurisdictional officials/Engineers are acting as per the

instruction of the government. Considering the public health, the departmental officials are mostly concentrated in maintaining the uninterrupted power supply even though most of the field staff of the department are affected by the Covid positive. Further he stated that in view of lockdown, the meter reading also not taken for the months between April – 2020 to June – 2020 and the consumer were requested through daily newspapers to pay the Electricity bill by utilizing online facilities. However, complaint if any received from the consumer, it is being redressed by the department. Further he stated that on the receipt of the complaint dated 04.01.2021 from one Thiru. G. Alagappan for this service connection, the bill correction was made during the month of April 2021 but complainant was not satisfied with the correction and hence this complaint is made before the Honbl'e Forum. He further stated that now a detailed statement consisting consumption per month from November -2019 to October – 2021, amount to be paid, amount already paid and balance amount to be paid has been prepared and submitted before the Honbl'e Forum for kind perusal.

4. The case was posted for hearing on 23.12.2021. During hearing the complainant stated that he is not satisfied with the revised workings given by the Department and had further complained that the meter is not working properly. Though, it is not part of original complaint, the department has been directed to check the performance of the meter in the department lab, in the presence of complainant, as per the provision of Supply code, 2018 and the department has been directed to file additional affidavit by 30.12.2021 with copy of the lab report. The complainant was directed to pay Rs.3500/- by 27.12.2021.

5. Assistant Engineer/Bahour had filed additional affidavit on 30.12.2021 along with a copy of the lab test report. The report mention that the error is -0.33% which is within the permissible limits.

Observation.

1. Based on the complaint given by the complainant on 04.01.2021 to the Junior Engineer, the Junior Engineer/Bahour has sent a report to Junior Accounts Officer/Rev-III on 03.03.2021 for revision of the bill from November 2019 to November 2020 based on the reading in the new meter fixed by the department in October 2019.
2. The proposal of Junior Engineer/Bahour had addressed the complaint of the complainant about higher consumption in November 2020, since average bill has been claimed for the period November 2019 to December 2020.
3. Since meter is working normally, as per lab report, no revision of bill is required.

ORDER

1. As pointed out in the observations, the department had already revised bill for the period September 2019 to December 2020 considering average consumption recorded in the new meter, which had corrected the excess billing of November 2020.
2. Since Meter is working satisfactorily, as per lab report, no revision of bill is required.
3. The Department is directed to issue revised bill taking into account the downloaded consumptions as per laboratory report, indicating the arrears as on date to the complainant within 7 days from the date of receipt of this order.
4. The Complainant is directed to pay the arrears within 15 days after that. If he requires any instalment to pay arrears, he may approach Executive Engineer (Rural South O&M) for this purpose.
5. Thus, the complaint is not allowed.

6. The Complainant is at liberty to prefer an appeal against this Order before the Ombudsman, Joint Electricity Regulatory Commission for the state of Goa and Union Territories, 3rd Floor, Plot No. 55-56, Pathkind Lab Building, Service Lane, Udyog Vihar, Phase IV, Sector -18 Gurugram, Haryana-122015 within 30 days from the date of this Order under intimation to this Forum and the Respondents.

Dated at Puducherry on this the 5th day of January, 2022

Sd/-

Sd/-

Sd/-

(R. KRISHNAMURTHY)	(A.S. JITENDRA RAO)	(T. GOPALAKRISHNAN)
JERC NOMINATED MEMBER	LICENSEE MEMBER	CHAIRMAN