

BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM  
(Under the Electricity Act, 2003)  
PUDUCHERRY

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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**

MONDAY, THE 13<sup>TH</sup> DAY OF 2023

CONSUMER CASE No.11/2023

P. Shanmuga Sundaram,  
S.F.2, Gokulam Apartment,  
Annamalaiyar Nagar,  
45 Feet Road,  
Puducherry -605013

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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-Venkata Nagar,  
Electricity Department,  
Puducherry.

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Respondents

This case in C.C. No.11/2023 came up before this Forum for final hearing on 09/03/2023. 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 P. Shanmuga Sundaram on 23/01/2023. In the complaint, the Complainant has informed that he met the Junior Accounts Officer –Rev-I, several times for correction of bills, but no action was taken so far. The Department officials inspected the meter twice in the interval of 30 days. The current consumption was around 385-400 units at that time. But the bill amount was in excess. Similar incident happened in the year 2021 also. Electricity Department officials have inspected the house and stated that the meter is in proper condition. The Complainant has Washing Machine, Refrigerator and Air-conditioners and a total consumption was around 385 units. This problem is continuing every year. He has paid around Rs.46,360/- in 2021-22. Since his wife is house-wife, there is no question of marking DC / DL. Therefore, the Complainant prayed this Forum to issue necessary directions to the Respondents for correction of bill and check for correct current consumption for the last 4 years. Hence, the Complaint

2. The complaint was registered as C.C. No.11/2023 on 24/01/2023 and copy of the complaint was sent to the Executive Engineer, Urban O&M and others to furnish reply by 06/02/2023. Reply received from the Respondent No.3 on 08/02/2023 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 20/02/2023.

3. In the Affidavit dated 22/02/2023, the Assistant Engineer, Town-II/ Respondent No.2 for himself and on behalf of Respondent No.1 and 4 had stated that, the service has single phase static meter in this premises. This service had been disconnected for non-payment of current consumption bill for the month of June 2019 and declared DC flag in the disconnected system file. After having paid part arrears amount by the consumer and the above policy was reconnected. In the meantime the system automatically mentioned the DC flag from the month of August 2019 to September 2020 and March 2021 to June 2021 and July 2021 to March 2022 and May 2022 to November 2022. In the intervening days the Department

replaced the disconnection flag on the PED service website. But the very next month it returned to disconnection. The Respondent appealed to Junior Engineer, Computer and Junior Accounts Officer-Rev.I and tried to remove it. But they declared, it as a software issue. For the DC flag specified period the meter reader could not update the current meter reading in the current consumption bills and only the minimum amount has been billed. The consumer complained that the monthly consumption and bill amount were too high. So the Respondents installed a parallel meter for testing on 23/06/2022. The existing meter and parallel meter readings are detailed below:

| S.No. | Date        | Main meter reading | Parallel meter reading | Remarks                                                        |
|-------|-------------|--------------------|------------------------|----------------------------------------------------------------|
| 01    | 23/06/2022  | 24014              | 15090                  | Consumption of main meter and parallel meter reading are same. |
|       | 24/06/2022  | 24027              | 15103                  |                                                                |
|       | Consumption | 13 Units           | 13 Units               |                                                                |
| 02    | 24/06/2022  | 24027              | 15103                  |                                                                |
|       | 06/07/2022  | 24248              | 15324                  |                                                                |
|       | Consumption | 221 Units          | 221 Units              |                                                                |
| 03    | 06/07/2022  | 24248              | 15324                  |                                                                |
|       | 19/07/2022  | 24502              | 15578                  |                                                                |
|       | Consumption | 254                | 254                    |                                                                |

The software problem was rectified and this consumer’s meter reading was updated in November 2022. The power consumption during this month was 4648 unit. This consumption was divided into 8 months and the bill amount adjusted by Junior Accounts Officer-Rev.I.

4. In the Affidavit dated 06/02/2023, the Junior Accounts Officer-Rev.I / Respondent No.3 had stated that the Junior Engineer after inspecting the service connection has sent a note that, the present meter recorded as 27070 in the month of November 2022 and the service connection has been in default DC flag from May 2022 to November 2022. Since the introduction of new software system in the billing the DC flag has been set in respect of the above policy by default from May 2022. When the consumer notified about the DC flag in his policy the same was informed to the NIC, Puducherry for resetting and the same has been reset, as the software is in the nascent stage, the modification option in respect of DC resetting rests with NIC.

Now the setting option of DC flag has since been restored with the Department. Hence, such discrepancies will not arise in future. After restoring, the current consumption charges have been calculated for 7 months as DL. Thus, the total units consumed for 7 months from May 2022 to November 2022 were 4648 units. Accordingly, the bill has been revised and the total revised arrears and current consumption charges amount payable upto November 2022 is Rs.56,602/- as against the monthly bill of Rs.56,121/- for November 2022. The difference of Rs.481/- is due to revision of current consumption bill from May 2022 to November 2022 for 7 months. Moreover, the above policy was already having a arrear amount of 28,607/- upto April 2022. A part payment was made in August 2022 and the huge arrear of Rs.56,602/- was due to accumulation of arrears amount and non-payment of monthly Current consumption bill regularly.

5. Hearing was held on 20/02/2023. Both the Complainant and Respondents were present. During the hearing, the Respondent No.2 informed that the meter was not being tested in lab. The Respondent No.3 furnished the statement for 6 months only. The Forum wanted consumption details for 3 years, since the Complainant has questioned the bills right from 2020. The Respondents were asked to file additional Affidavit within a week. The case was posted for next hearing on 03/03/2023. Due to some personal issues the Complainant had requested for postponement of hearing. The case was again adjourned to 09/03/2023.

6. The second Hearing was held on 09/03/2023. Both the Complainant and the Respondents were present. During the hearing the Respondent No.2 has furnished meter test report from lab which certifies that the meter is in good working condition. The Respondent No.3 has furnished the details from February 2020. On perusal of the statement, it is seen that the Complainant is very irregular in payment. The Department have taken reading and removed DC and DL condition and worked out average units and bill amount accordingly for 36 months. As per the statement the

present arrears worked out to Rs.50,571/- upto January 2023 against Rs.61,937/- earlier. During the hearing it is informed to the Complainant that the billing details are in proper condition and all the payment made by the Complainant are properly accounted to and arrears of RS.50,571/- needs to be paid by the Complainant. The Complainant had agreed to pay the arrear but requested approval to pay the arrears amount in 5 instalments.

### ORDER

- i. The Complainant is directed to pay the arrears of Rs.50,571/- in 5 monthly instalments and first instalment to be paid by 20/03/2023. He should pay the instalment along with the regular monthly current consumption bill without any default.
- ii. The Respondents are directed to issue instalment order immediately to the Complainant to enable him to pay the amount and send a copy to this Forum. In the event of failure to pay the instalment or regular current consumption bill, the Department is at liberty to take action as per the provisions of Supply Code 2018.
- iii. Thus the Complaint is allowed to the extent indicated.
- iv. The Complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF Order by the Licensee, may make an Appeal in prescribed Annexure-IV to the Electricity Ombudsman, Joint Electricity Regulatory Commission for the state of Goa and Union Territories, 3rd Floor, Plot No. 55-56, Pathkind Lab Building, Service Road, Udyog Vihar, Phase IV, Sector -18 Gurugram, Haryana-122015; Phone 0124-4684708; email [ombudsman.jercuts@gov.in](mailto:ombudsman.jercuts@gov.in) within 30 days from the date of this Order under intimation to this Forum and the Respondents.

Dated at Puducherry on this the 13<sup>th</sup> day of March, 2023

**Sd/-**  
**(R. KRISHNAMURTHY)**  
**JERC NOMINATED MEMBER**

**Sd/-**  
**(A.S. JITENDRA RAO)**  
**LICENSEE MEMBER**

**Sd/-**  
**(T. GOPALAKRISHNAN)**  
**CHAIRMAN**