

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

PRESENT:

THIRU K. RAMASUBRAMANIAN, B.Sc. (Engg.),
CHAIRMAN

THIRU A.S. JITENDRA RAO, B. Tech., M.B.A.,
LICENSEE MEMBER

THIRU R. KRISHNAMURTHY, B.Com., LLB., PGDFL.,
JERC NOMINATED MEMBER

FRIDAY, THE 27th DAY OF MARCH, 2020

CONSUMER CASE No.12/2020

Thiru V. Ranganathan S/o
Venkatachalam,
No.35, Gangayamman Koil Street,(North)
Pillaichavady(Kuppam)
Puducherry

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Complainant

Vs.

- 1) The Executive Engineer- Rural (North), O & M,
Electricity Department,
Puducherry.
- 2) The Assistant Engineer – Kalapet,
Electricity Department,
Puducherry.
- 3) The Junior Accounts Office – Revenue - II
Electricity Department,
Puducherry.
- 4) The Junior Engineer, Kalapet,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.12/2020 came up before this Forum for hearing on 18.03.2020. 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. Thiru V. Ranganathan has filed a complaint before this Forum on 21/04/2020, complaining that the Policy No. 24-74-04-0286/A2 was disconnected in 2014 due to non payment of current consumption charges and subsequently included in ODC but the service is not cancelled and requested to charge bill as on 2014, to the amount at which the ODC was referred and to order for cancellation of service connection.
2. The Complainant also indicated that a part amount of Rs.10000/- was paid in the month of May 2019 in order to retrieve the service connection. Hence the complaint.
3. The complaint has been registered as C.C. No.12/2020 and notices have been sent to the Respondents to reply on or before 04/03/2020. On receipt of the reply received from the Respondents, the case has been posted for hearing on 18/03/2020.
4. The Respondents in their submission has stated that the service connection bearing Policy Code 24-74-04-0286/A2 in the name of Thiru V. Ranganathan was cancelled vide Order No.1778/ED/EE(N)/F.ODC/17-18 dated 21/06/2017. The Respondents also stated that based on the request from the consumer, the service was retrieved vide No.250/80/AE-Compu/18-19 dated 18/06/2019 after accepting a part payment of Rs.10,000/- as first instalment.

5. Also the Complainant has petitioned to Pondicherry Legal Services Authority (PLSA) on this issue. During the hearing on 11/02/2020 the PLSA had directed the Complainant to approach the CGRF.

6. During the hearing the Complainant also informed this Forum that though the service was retrieved, the Electricity was not consumed till date as the hut is under very deteriorated condition. The Complainant also informed that the payment was paid in order to convert the existing OHD services to underground cable scheme and as such no electricity was consumed after retrieving the service.

7. This Forum has directed the Respondent to inspect the premises to verify whether there is actual consumption in the premises after retrieval of the service. As directed by this Forum, the Respondents inspected the premises and informed that there was no consumption of Electricity. During the enquiry the Respondent No.3 and 4 have informed that the service connection was disconnected in April 2014. The Respondent No.2 had informed that arrears at the time of disconnection was Rs.29,343/- (current consumption charges Rs.15,306 + BPSC Rs.14037/-)

8.OBSERVATION:

i. It is informed that the Complainant had paid a part amount just to convert the existing service to UGC which the Department was insisted for the conversion of UGC services.

ii. The Complainant also agreed for the cancellation of the service and also remit the arrear amount exists at the time of disconnection. However as per Supply Code a notice period of six months has to be given from the date of disconnection, for cancelling the service.

iii. The Department also informed that there was no consumption of electricity after retrieval of service connection.

ORDER

- i. The Complainant has agreed for cancellation of existing service and also for remitting the arrears at the time of disconnection and then it was referred to ODC. Therefore this Forum directs the Electricity Department to calculate arrears upto October 2014 i.e., six months after the date of disconnection and intimate to the Complainant. The service may be cancelled after remittance of arrears as agreed by the Complainant.
- ii. The Complainant shall remit the arrear amount in order to cancel the service as requested by him.
- iii. Hence the Complaint is allowed to the extent indicated.
- iv. 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 and 4th Floor, Plot No. 55-56, Pathkind Lab Building, Sector -18, Udyog Vihar, Phase IV Gurugram, (122015) Haryana within 30 days from the date of this Order under intimation to this Forum and the Respondents.
- v. A Compliance report shall be submitted to this Forum on the action taken in this regard within 30 days.
- vi. Non-compliance with the directions of Forum by the Licensee shall attract remedial action under Sections 142 and 146, read with Section 149 of the Electricity Act 2003.

Dated at Puducherry on this the 27th day of March 2020.

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(K. RAMASUBRAMANIAN)
CHAIRMAN