

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

PRESENT:

THIRU T. GOPALAKRISHNAN, B.E.,
CHAIRMAN

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

TUESDAY, THE 12TH DAY OF JULY 2022

CONSUMER CASE No.122/2022

Dhanalatchoumy Biswas
C/o Augustin,
No.99, 12th Street, I Cross,
Krishna Nagar,
Puducherry-605008

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Complainant

Vs.

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

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Respondents

This case in C.C. No.122/2022 came up before this Forum for final hearing on 08/07/2022. 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 Dhanalatchoumy Biswas on 22/06/2022. In the complaint, the Complainant had stated that in the current consumption bill dated 08/06/2022 for the policy code No.23-34-05-0752A the Department had collected Rs.501/- and informed that the claim will be made every month. She had further stated that no changes were made by her in the service connection. She has objected the claim of Rs.501/- and prayed for necessary orders to delete the amount. Hence, the Complaint.

2. The complaint was registered as C.C. No.122/2022 on 22/06/2022 and notice sent to the Executive Engineer, Rural-NorthO&M and others to furnish reply by 05/07/2022. Reply from the Respondent No.2 and No.3 were received on 04/07/2022. A copy of the same was communicated to the Complainant. The case was posted for hearing on 08/07/2022.

3. In the Affidavit dated 01/07/2022, the Assistant Engineer, Lawspet / Respondent No.2 on behalf of Respondent 1 and 4 had stated that, Fixed Service Charges are levied as per the Order No.45/ED/EE-General/Tech-I/F.49-Tariff/2022-23 dated 07/04/2022 as per JERC Tariff Order for the sanctioned load of 16700 watts.

4. In the Affidavit dated 01/07/2022, the Junior Accounts Officer-Rev.II Respondent No.3 had stated that as per the revised tariff schedule issued by the JERC in the Tariff Order dated 31/03/2022 Fixed Service Charges for domestic category of consumers is Rs.30 / KW /month with effect from 01/04/2022. Accordingly, the Fixed service charges in respect of the said domestic service for the connected load of 16,700 watts is arrived at Rs.501/month/1000watt and levied in the billing month of April 2022. The ledger copies from January 2022 to April 2022 is submitted to the Forum for perusal.

5. Hearing was held on 08/07/2022. The Complainant has authorised her son-in-law Augustin to appear for hearing. During the hearing the Complainant's representative had stated that they conserved energy by using minimum number of electrical gadgets and points and the current consumption bill received is only to the tune of Rs.182/- for 150 units. Whereas the amount claimed as Fixed Service Charges for Rs.501/- looks not proportionate to the consumption. The Respondents clarified that the fixed service charges claimed as per the revised Tariff Order and a copy of the Tariff Order was given to the Complainant. Further, the Complainant was advised that any unwanted electrical points may be removed permanently and revised wiring test report taken by Licensed electrical contractor to be furnished along with load reduction application, if the amount of Fixed Service Charges are to be reduced.

ORDER

- i. Since, the Complainant's query has been clarified to his satisfaction and got convinced, the complaint is treated as closed.
- ii. 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 within 30 days from the date of this Order under intimation to this Forum and the Respondents.

Dated at Puducherry on this the 12th day of July, 2022

Sd/-

**(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER**

Sd/-

**(T. GOPALAKRISHNAN)
CHAIRMAN**