

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

THURSDAY, THE 7TH DAY OF SEPTEMBER 2023

CONSUMER CASE No.123/2023

T. Datchinamoorthy,
S/o Dandabani,
No.14, Madugarai Main Road,
Kariyamanickam,
Puducherry 605 106.

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Complainant

Vs.

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

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Respondents

This case in C.C. No.123/2023 came up before this Forum for final hearing on 01/09/2023. 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 T. Datchinamoorthy on 17/08/2023. In the complaint, the Complainant had stated that he is residing in the above mentioned address. He is having a shop at No.5 Nettapakkam Commune, Kariamanickam (Back side of Ponlait Booth, wherein his brother is running a cycle mechanic shop. During the months January to March 2021 current consumption bill was received for an amount of Rs.204/-, 166/- and 248/- respectively and the above amount has been paid. In the month of April 2021 the current consumption charges for Rs.249/- was not paid and connected load of the service connection was calculated for 12000 watts and charged Rs.1,965/-. He has approached the Kariamanickam Office for necessary correction. However, the same was not made. He was instructed to make a complaint in the Office of the Assistant Engineer, Eripakkam. In spite of giving complaint no action was taken so far. Since the billing problem was not solved his brother vacated the shop. When the Complainant enquired at Kariamanickam Office it was informed that necessary communication was sent to the Department on 17/11/2022 and instructed to pay the outstanding arrears to the tune of Rs.20,000/-. It was charged Rs.900/- towards Fixed Surcharge for a small cycle shop having 2 to 3 electric bulbs. The Complainant therefore prayed this Forum to issue necessary directions to the Respondents to reduce the connected load and revise the current consumption charges. Hence, the Complaint.

2. The complaint was registered as C.C. No.123/2023 on 17/08/2023 and copy of the complaint was sent to the Executive Engineer, Rural (South) and others to furnish reply by 28/08/2023. Reply from the Respondent No.3 was received on 28/08/2023 and copy of the same was communicated to the Complainant. The case was posted for hearing on 01/09/2023.

3. In the Affidavit dated 25/08/2023, the Assistant Engineer, Eripakkam/ Respondent No.2 filed for himself and on behalf of Respondent 1 and 4 had stated that, Thiru Datchinamoorthy has lodged a complaint on 17/08/2023 to redress the dispute in connected load of current consumption bill in respect of policy 33844/A1 (49-76-06-0809A) standing in the name of the Commissioner, Nettapakkam Commune Panchayat and requested to revise the current consumption charges. Based on the complaint, after inspection, necessary report had been sent to Revenue-III for making correction of both connected as 2420 Watts and fixed charges accordingly. The Revenue-III has made correction in the connected load but not in the fixed charges. Necessary corrections have now been made both connected load as well as fixed charges by Revenue-III.

4. In the Affidavit dated 25/08/2023, the Junior Accounts Officer-Rev.III/ Respondent No.3 had stated that the JERC has directed to collect the fixed charges in respect of Commercial (A1) tariff for Rs.75/KW/Month based on the connected load with effect from 01/04/2021. The connected load of the above said policy is mentioned as 12000 watts. The Junior Engineer, Kariamannickam, vide letter dated 17/11/2022 has communicated to the Respondent No.3 about the actual connected load as 2420 Watts and for necessary updation in the current consumption bill. The actual connected load 2420 watts of the said policy has been updated in the current consumption bill in the billing month of November 2022 without making revision of fixed charges for the disputed period from April 2021 to October 2021 for the then connected load 12000 W. Necessary action is being taken by the Revenue section for revision of current consumption / Fixed charge with actual connected load of 2420 watts for the period from April 2021 to till date and the amount now due for payment accrued is Rs.2,938/- after adjusting the payment made by the consumer of Rs.1,965/- dated 19/07/2021, Rs.1008/- dated 23/08/2021 and Rs.116/- dated 23/02/2022 and enclosed the revised statement.

4. Hearing was held on 01/09/2023. Both the Complainant and the Respondents were present. The Respondent No.3 submitted that she had changed the Fixed Service Charges and rectified the bill accordingly. She further submitted that the consumer has to pay Rs.2,938/- as per the revised bill. The Complainant had also accepted to pay the sum after receipt of the revised bill.

ORDER

i. The Respondents are directed to issue revised bill to the Complainant immediately.

ii. The Complainant is directed to pay the amount as per the revised bill within the due date mentioned thereon.

iii. Thus the complaint is allowed.

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 within 30 days from the date of this Order under intimation to this Forum and the Respondents.

Dated at Puducherry on this the 7th day of September, 2023

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN