

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

FRIDAY, THE 22ND DAY OF JULY 2022

CONSUMER CASE No.125/2022

R. Thirugnanasambantham,
S/o K. Ramamoorthy,
No.9, Kambatham Street,
Pandasozhanallur,
Puducherry.

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Complainant

Vs.

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

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Respondents

This case in C.C. No.125/2022 came up before this Forum for final hearing on 21/07/2022. 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 R. Thirugnanasambantham, S/o K. Ramamoorthy, during the public interaction programme of this Forum held at Kariamanickam Section, on 29/06/2022. In the complaint, the Complainant had stated that the PASIC Agro Depot was closed during the month of January 2020. The current consumption bill for May 2022 received for Rs.21,715/- for the policy code No.49-79-02-0071. The above PASIC Agro Depot was in a closed condition for the past two years due to COVID-19. The current consumption bill amount for the month of December 2019 is Rs.10,135/- and for the month of July 2020 is 'No use' condition and bill amount was Rs.11,341/- Notice for vacating was also issued to the Complainant by the Managing Director, PASIC for handing over the rented premises in January 2020. Therefore, the Complainant, prayed for revision of bill. Hence, the Complaint.

2. The complaint was registered as C.C. No.125/2022 on 29/06/2022 and notice for giving reply sent to the Executive Engineer, Rural (South) and others to furnish reply by 11/07/2022. Reply from the Assistant Engineer, Eripakkam/ Respondent No.2 was received on 12/07/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 21/07/2022.

3. In the Affidavit, the Assistant Engineer- Eripakkam/ Respondent No.2 filed for himself and on behalf of Respondent 1 and 4 had stated that, the house was let out to PASIC on rental basis. The Service connection is in the name of K. Ramamoorthy. Necessary information given to Revenue-III Section to correct the arrear amount and can apply for change of tariff from A1 to A2 with proper application.

4. Hearing was held on 21/07/2022. Both the Complainant and the Respondents were present. The Complainant had submitted that they have not revised the bill upto January 2020. The Complainant requested to reduce the bill amount and permit to pay on instalment for making payment. This Forum is not satisfied with the reply furnished by the Respondents in all respects.

Observation: The Junior Accounts Officer(Revenue-III) is marked as one of the Respondents in this case. But no Affidavit had been filed even though the complaint is about billing which comes under the purview of the Junior Accounts Officer. This attitude is highly condemnable and a serious lapse. The Respondent should assure that such lapse is not repeated.

ORDER

- i. The Respondents are directed to take closing reading upto January 2020 and work out the final bill and the same shall be communicated to the Complainant for making payment.
- ii. The Complainant is directed to pay the amount as per the revised bill within 10 days after the receipt thereof. If he requires any instalment for payment of arrears, he may approach the Respondents for the instalments.
- iii. The Respondents are directed to permit instalment request on merit basis.
- iv. Thus the complaint is allowed.
- v. 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.
- vi. Non-compliance with the directions of Forum by the Licensee shall attract remedial action under Sections 142 and 146, of the Electricity Act 2003.

Dated at Puducherry on this the 22nd day of July, 2022

Sd/-

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

(T. GOPALAKRISHNAN)
CHAIRMAN