

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

TUESDAY THE 17th DAY OF OCTOBER 2023

CONSUMER CASE No. 127/2023

P. Govindarasu,
No.76, Patchaivazhiamman Koil Street,
Vaithikuppam,
Puducherry – 605001.

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Complainant

Vs.

- 1) The Executive Engineer- Urban,
Electricity Department,
Puducherry.
- 2) The Assistant Executive Engineer – Town-I,
Electricity Department,
Puducherry.
- 3) The Junior Accounts Officer – Rev.I,
Electricity Department,
Puducherry.
- 4) The Junior Engineer –Town -North,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.127/2023 came up before this Forum for final hearing on 13/09/2023. After hearing both sides having stood over till this date for consideration this Forum has delivered the following:

The case of the complainant is as follows.

A Complaint was received from P. Govindarasu on 21/08/2023. In the complaint the Complainant stated that he is residing in the above mentioned address. There are four numbers of service connections as detailed below:

Policy Code No.	Name of the policy holder
1. 04-18-01-0114 (Ordinary Meter)	P. Ramachandran (Late)
2. 04-18-01-0108CZ (Smart Meter)	G. Rajalakshmi
3. 04-18-01-0108DE (Smart Meter)	G. Rajalakshmi
4. 04-18-01-0108DF (Smart Meter)	G. Rajalakshmi

The bills for the above services have not been received since January 2023. The Meter Reader Thiru Alex is not taking reading properly and even when reading taken, not issued bills regularly. The consumption is recorded in the system, but the bills are not issued. Every month he is making payment regularly. He has given a complaint on 04/04/2023 to the Revenue Section and on 25/05/2023 to the Executive Engineer highlighting the above problem. Till date no action has been taken by the Department. Therefore the Complainant prayed to issue directions to the Respondents to take action on the Meter Reader and to issue bills regularly. Hence the complaint.

2. The complaint has been registered as C.C. No.127/2023 on 23/08/2023 and copy of the complaint was sent to the Executive Engineer –Urban and others for giving reply by 04/09/2023. Reply from the Respondents was received on 04/09/2023 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 13/09/2023.

3. In the Affidavit dated 04/09/2023, the Assistant Engineer -Marapalam/ Respondent No.2 for himself and on behalf of Respondent No.1 and 4 has stated that, the field officer inspected the premises and reported that the above said service connection meter has not been converted as smart meter at the time of replacing the meters with smart meter during 2018. Since, the said building was under no use / door locked condition. Further, the consumer has now renovated the building and hence the existing non-smart meter has been converted into smart meter on

01/09/2023. Moreover, the concerned Meter Reader has been instructed to issue the current consumption bills promptly on time to the consumer.

4. In the Affidavit dated 01/09/2023 the Junior Accounts Officer-Rev.I / Respondent No.3 has stated that necessary requisition has been made to the Assistant Executive Engineer, Town-1, under whom the concerned Meter Reader is working and to take necessary action against the Meter Reader. However, meter reading report has been obtained from the field and meter reading for the above policy has been updated upto the month of July 2023. All the other policies were provided with smart meter only except policy No. 04-18-01-0114/A2. This meter also would be replaced by new smart meter. Moreover, it is humbly stated that such occurrence will be avoided in future.

5. Hearing was held on 13/09/2023. Both the Complainant and Respondents were present. The Complainant reiterated his problem that the Meter Reader intentionally not issuing bills. Bills for the service in the name of G. Rajalakshmi were not issued for 7 months and issued recently. Whereas, in the name of P. Ramachandran, bill has not been received. The Respondent No.2 had informed that since old meter has been replaced by smart meter, reading will be taken regularly and bills will be served to the consumer without fail. The Respondents are directed to file additional Affidavit on the action taken on the Meter Reader.

6. In the additional Affidavit dated 11/10/2023 the Assistant Executive Engineer, Town-I / Respondent No.2 has stated that the Assistant Engineer-Town-II has issued a memorandum to Thiru N. Alexander, Meter Reader vide No.1449/ED/AE-Town-II/F.26/2023-24 dated 22/09/2023 with instruction to furnish his explanation within 5 days for non-issuance of current consumption bills to the Complainant bearing policy code No. 1. 04-18-01-0114; 2. 04-18-01-0108CZ; 3. 04-18-01-0108DE; 4. 04-18-01-08DF since January 2023. The Meter Reader has explained that during the issue of current consumption bill to the Complainant, it was found that the energy meter was shifted to another place

without the knowledge of the Department. When asking about the shifting of meter, the Complainant had quarrelled with him which led to unwanted exchange of words. However, the current consumption bill was served through another staff when the incident was brought to the knowledge of the Junior Engineer-Town-North. Further, instructions were issued to all the Meter Reader to behave well and politely while issuing current consumption bills.

ORDER

i. As agreed above, the Department shall arrange to issue bills regularly to the Complainant without any issues. Any further complaint on the same issue will be viewed seriously. The Complainant is also advised to apply for name transfer of Policy Code 04-18-01-0114 in favour of the legal heir since the policy holder is no more as per the complaint letter to this Forum dated 21/08/2023.

ii. Thus, the Complaint is allowed.

iii. 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 cgrfpon@gmail.com within 30 days from the date of this Order under intimation to this Forum and the Respondents.

Dated at Puducherry on this the 17th day of October, 2023

Sd/-
(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

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

Sd/-
(T. GOPALAKRISHNAN)
CHAIRMAN