

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 25TH DAY OF JANUARY 2022

CONSUMER CASE No.129/2021

N. Sabitha,
W/o Nadarajan, Represented by
Power of Attorney – R. Powndhoss,
Plot No.112, 113, Sudhakar Nagar,
Reddiarpalayam
Puducherry- 605 010.

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Complainant

Vs.

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

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Respondents

This case in C.C. No.129/2021 came up before this Forum for final hearing on 12/01/2022. 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 has been received from Tmt.N. Sabitha W/o Nadarajan through her Power of Attorney – R. Powndhoss on 14/12/2021. In the complaint the Complainant had mentioned that her house with Policy No. 31-62-05-922A/A2 was let out for rent. But the tenant had not paid the current consumption charges regularly. As a result, due to non-payment of bills the Department disconnected the power supply in February 2021. After clearing all the arrears, reconnection was done in September 2021. But the Department had claimed bill for the disconnected period from February 2021 to September 2021 under 'MS'. Since there is no occupation of the house, it is requested that the bill may be revised and the excess amount paid be refunded. Hence, the Complaint.
2. The complaint was registered as C.C. No.129/2021 on 17/12/2021 and the copy of the complaint was sent to the Executive Engineer –Rural (North) and others to furnish reply by 27.12.2021. Reply received from the Respondents on 31/12/2021 and copy of the same was forwarded to the Complainant. Hearing was posted on 12/01/2022. Hearing was attended by both the Complainant and Respondents.
3. In the Affidavit dated 30/12/2021, Respondent No.2/ the Assistant Engineer, Boomianpet had stated that, due to non-payment of current consumption charges the service connection was disconnected during the month of February 2021 and due to oversight, disconnection report was not sent to the Revenue Section. The Complainant remitted the arrears amount and the above said service was reconnected on 09/09/2021. A letter had been sent to the Revenue Section to claim minimum charges for the period from February 2021 to August 2021 since the connection was under disconnection and no use.

4. In the Affidavit dated 31/12/2021, the Respondent No.3 / the Junior Accounts Officer-Revenue-II had stated that the Assistant Engineer, Boomianpet had furnished report for revision of current consumption charges, stating that the service connection bearing Policy code No.31-62-05-0922/A2 was disconnected on February 2021. The service was reconnected on 09/09/2021. During the period between February 2021 to August 2021, the Department has claimed MS average in the current consumption bill. During the said period minimum charges may be claimed to the said policy and the bill may be revised accordingly.

5. During the hearing the Respondents explained the Complainant that the bills have been corrected and excess amount of Rs.1,501/- available at the end of October 2021 will be adjusted in the future bills. The Complainant was satisfied with the reply given.

ORDER

- i. Since the complaint has been resolved to the satisfaction of the Complainant, the Complaint is closed.
- ii. The Respondent is directed to send a revised bill within 7 days from the date of this Order.

Dated at Puducherry on this the 25th day of January, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN