

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 26TH DAY OF JULY 2022

CONSUMER CASE No.129/2022

L. Sambasivam,
S/o E. Latchoumanan,
Kalmandapampet,
Nettapakkam Commune,
Puducherry.

....

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-Kariamannickam,
Electricity Department,
Puducherry.

....

Respondents

This case in C.C. No.129/2022 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 L. Sambasivam S/o E. Latchoumanan, during the public interaction programme of this Forum held at Kariamannickam Section, on 29/06/2022. In the complaint, the Complainant had stated that he is residing in the above mentioned address. His policy code no.49-80-02-0070. He has received current consumption charges for the month of May 2022. He found that the bill amount are claimed on the higher side. Therefore, the Complainant has prayed for passing orders to the Respondents to clarify the demand raised in the bill. Hence, the Complaint.

2. The complaint was registered as C.C. No.129/2022 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 3 had stated that, the house has been inspected on 08/07/2022. The total connected load in his house is 2285W and the energy meter is in good condition. The consumption and the meter readings are entered in the current consumption bill correctly.

4. Hearing was held on 21/07/2022. Both the Complainant and the Respondents were present. The Respondents mentioned in the Affidavit that the meter was in good working condition, without testing the same in the Department Lab which is not acceptable by this Forum.

Observation: i. When a complaint is received through this Forum, the Respondent is bound to make field inspection and furnish report with factual position such as the meter details with present reading, last bill copy break-up of connected load etc. But the Respondent had failed to furnish the same.

ii. Further, the Respondent should ascertain the healthiness of the meter only with the lab report.

ORDER

i. The Respondents are directed to release the meter and send it to the Department lab for testing and obtain the test report before 31/07/2022. The Respondents are also directed to revise the bill as per the report received from the lab, if required.

ii. The Complainant, is directed to remit the amount as per the revised bill within 10 days from the date of receipt of the bill.

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.

v. 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 26th day of July, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN