

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

WEDNESDAY, THE 25TH DAY OF OCTOBER 2023

CONSUMER CASE No.129/2023

Chikkala Ganesh,
S/o S. Bhairava Murthy,
D.No.8-1-089,
Zicriya Nagar,
Yanam-533464

....

Complainant

Vs.

- 1) The Executive Engineer, Cables & TTC,
Electricity Department,
Puducherry.
- 2) The Assistant Engineer-(O&M),
Electricity Department,
Yanam.
- 3) The Junior Engineer, Yanam
Electricity Department,
Yanam.

....

Respondents

This case in C.C. No.129/2023 came up before this Forum for final hearing on 17/10/2023. After 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 Chikkala Ganesh during the public interaction programme of this Forum at Yanam on 05/09/2023. In the complaint the Complainant stated that on 01/08/2023 he had approached for bill correction and asked Tmt. Sri Ramya Bill collector to tell the bill amount from the system. He was informed that an amount of Rs.896/-. When the Complainant informed that the online message shows Rs.1,323/- She informed that . Since the Complainant has paid more and the present amount is only Rs.896/-. He has paid the amount and taken the receipt. In hurry he did not check the policy number. In this month he had received a bill for RS.2,258/- including previous month bill amount. When he checked the receipt the Policy number is typed as 918030288 forgetting the letters 'AA'. Because of this the amount was not credited to his account. When he asked Tmt. Sri Ramya for clarification, She told that the Complainant showed policy number from Cell phone, he was answered in anger with disrespect. The Complainant made a complaint before the Assistant Engineer and the Assistant Engineer asked to come to his Office on 30/09/2023 and asked the Bill collector why she has collected money on seeing the mobile. The Assistant Engineer stated that there are already complaints about her rash behaviour and expressed inability to take any action on the individual. Therefore, the Complainant prayed this Forum to issue directions to the Respondents to take action on the individual replied negligently and to refund the amount paid. Hence, the Complaint.

2. The complaint has been registered as C.C. No.129/2023 on 05/09/2023 and copy of the complaint was handed over to the Respondents for giving reply by 15/09/2023. The reply of the Respondent No.2 was received on 06/10/2023 a copy of the same was communicated to the Complainant and the case was posted for hearing on 17/10/2023 through video conferencing.

3. In the Affidavit dated 05/10/2022 the Assistant Engineer, Yanam / Respondent No.2 stated that on perusal of revenue records, it is observed the

following: a) The consumer pertains to policy code 91-07-03-0288AA was issued a bill for Rs.1,323/- for June 2023. The consumer has paid Rs.896/- and produced a copy of receipt and complained against the bill collector stating that the bill collector was wrongly entered the code. Accordingly, this Office has given a memo to the respective Bill collector calling for explanation and the Bill Collector has informed that the issue has been settled and produced a satisfaction letter from the Complainant on 05/10/2023. She has been warned not to repeat this type of incidents in future.

4. Hearing was held on 17/10/2023 at Puducherry through video conferencing. The Complainant not attended. The Respondents were present. The Respondents stated that the matter was settled to the satisfaction of the Complainant.

ORDER

i. Since the grievances have been resolved to the entire satisfaction of the Complainant, the complaint is treated as closed.

ii. The Respondent should ensure that no belated payment surcharge is levied in the subsequent bills, as the Complainant had paid the current consumption charges bill amount in time.

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 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 25th day of October 2023.

Sd/-

**(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER**

Sd/-

**(A.S. JITENDRA RAO)
LICENSEE MEMBER**

Sd/

**(T. GOPALAKRISHNAN)
CHAIRMAN**