

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 9TH DAY OF FEBRUARY 2022

CONSUMER CASE No.131/2021

R. Usha W/o
Rajasekaran,
No.9, Mariamman Koil Street,
Thattanchavady,
Villianur(PO)
Puducherry-605110

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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 – Villianur,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.131/2021 came up before this Forum for final hearing on 02/02/2022. 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 was received from R. Usha W/o Rajasekaran on 22/12/2021. In the complaint, the Complainant had stated that, though the meter is working properly, the Meter Reader had given bill for Rs.13,221/- for a consumption of 104 units. Immediately, she had approached the Thattanchavady Office with an application. She was advised to go to Boomianpet Office. There, they have received the application and asked to come after a week. When she approached the office after one week, the staff informed her that they have lost the application and asked to submit one more application. Again, she went to Thattanchavady Office. The staff have checked the meter and stated that the meter is in working condition. After that, she has approached the Revenue Section located in the Head Office. They also asked to come after one week. Nearly 15 times she went to different offices without any result. The Complainant requested for correction of bills. Hence the complaint.
2. The complaint has been registered as C.C. No.131/2021 on 23/12/2021 and the copy of the complaint was sent to the Executive Engineer, Rural (North) and others to furnish reply by 03/01/2022. Respondents requested additional time to reply. Reply from the Respondents were received on 21/01/2022 and the same was forwarded to the Complainant. The case was posted for hearing on 02/02/2022.
3. In the Affidavit dated 21/02/2022, the Assistant Engineer, Boomianpet/ Respondent No.2 on behalf of Respondent No.1 and 4 had stated that, a representation was received from the Complainant for bill revision of commercial service connection bearing Policy Code No.32-72-03-147/AL at No.9, Mariamman Koil Street, Thattanchavady, Villianur on 18/03/2021 and on the same day it was forwarded to the Junior Engineer, Villianur for field report. The Junior Engineer, Villianur has stated that the reading was erroneously posted as 1650 in the monthly consumption bill for the month of March 2021. In this regard the Junior Engineer, Villianur has inspected the site on 23/02/2021 and reported that the said

commercial service connection is utilized for small cement godown purpose and the present reading on 01/07/2021 is 104 and the report was sent to the Junior Accounts Officer, Revenue-II for bill revision.

4. In the Affidavit dated 21/01/2022 the Junior Accounts Officer, Rev-II / Respondent No.3 had stated that the Junior Engineer, Villianur, has subsequently informed vide letter dated 06/07/2021 that the said policy code was inspected and found that the shop is in open condition now. Already it is in cement godown. Meter Reader wrongly entered reading. Now the meter is in working condition and the condition is good. The final reading is 104 KWH. No meter changed in this policy and requested to revise the bill. Accordingly, a revised statement of current consumption charges bill in respect of the said policy is prepared and submitted to the Forum. As per the revised bill statement, an amount of Rs.2,288/- is due to be paid by the consumer for the said policy for the period from May 2018 to December 2021.

5. The case was heard on 02/02/2022. The Complainant was absent during the hearing. The Respondents have informed that the Complainant has paid the bill amount on 27/01/2022.

Observation: Based on the complaint, the Junior Engineer, Villianur sent the field report in the month of March 2021 giving the present reading and asked for releasing of 'DL'. But surprisingly, the Junior Accounts Officer-Rev.II had returned the proposal in 06/02/2021 saying that the 'DL' condition does not need revision of bill. It is regretted, the revised bill was not issued even after December 2021 nearly even after nine months. The Respondents have grossly failed to observe the time frame given in the Standard of Performance for such issues. The Respondents are directed to note that any similar lapse in future on correction of bills, will attract penalty as per the provisions of Standard of Performance.

ORDER

- i. Since the Complainant had accepted the revised bill and paid the amount on 27/01/2022, the Complaint is closed accordingly.

Dated at Puducherry on this the 9th day of February, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN