

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

FRIDAY, THE 29TH DAY OF JULY 2022

CONSUMER CASE No.132/2022

M. Ramadass,
S/o Manickam,
No.12, Vaanar Street,
Madukkarai,
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-Kariamamickam,
Electricity Department,
Puducherry.

....

Respondents

This case in C.C. No.132/2022 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 M. Ramadass S/o Manickam, during the public interaction programme of this Forum held at Kariamanickam 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.49-78-06-0860AA. The Complainant had stated that bill amount is claimed for excess units. He had already given a letter to the Department during 2022 alongwith a copy of the bill for January 2022. In the bill, amount is claimed for Rs.601/- for a consumption of 240 units. The Department had not taken any action so far. Therefore, the Complainant has prayed for passing necessary directions to the Respondents to revise the bill. Hence, the Complaint.
2. The complaint was registered as C.C. No.132/2022 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 4 had stated that, the house has been inspected on 08/07/2022. The total connected load in his house is 1550W and the energy meter make is DDUGJY Sl.No.6867048,5-30A Single phase. The meter is in good working condition and readings are entered correctly.
4. Hearing was held on 21/07/2022. Both the Complainant and the Respondents were present. During the hearing the Respondents were directed to test the disputed meter in the Department lab and based on the lab test report, bills to be revised. In future, any complaint on the excess billing, the healthiness of the meter to be tested in the Department Lab with test report. Further the inspection report by the Junior Engineer, should be countersigned by the Complainant and enclosed with the Affidavit.

Observation: i. In this case the Junior Accounts Officer / Respondent No.3 had not filed any Affidavit on the consumption pattern for the past 3 years. Such attitude of the Respondent No.3 is highly condemnable and the Respondent No.1 to take suitable action on the delinquent Official.

ORDER

i. As directed above, the Respondents are directed to release the disputed meter and send it to the Department lab for testing and obtain the test report. The Respondents are also directed to revise the bill as per the report received from the lab, if required, within a week. A compliance report should be sent to this Forum within 15 days.

ii. The Complainant is directed to pay the revised bill amount if any, within 10 days after receipt thereof.

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 29th day of July, 2022

Sd/-

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

(T. GOPALAKRISHNAN)
CHAIRMAN