

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 2ND DAY OF SEPTEMBER 2022

CONSUMER CASE No.144/2022

P.P.G. de Condappa,
S/o Stanislaus Thambu de Condappa,
No.38, Dumas Street,
Puducherry-1.

....

Complainant

Vs.

- 1) The Executive Engineer, Urban O&M,
Electricity Department,
Puducherry
- 2) The Assistant Executive Engineer –Town-I, O&M,
Electricity Department,
Puducherry.
- 3) The Junior Accounts Officer-Rev-I,
Electricity Department,
Puducherry.
- 4) The Junior Engineer- Town-South,
Electricity Department,
Puducherry.

....

Respondents

This case in C.C. No.144/2022 came up before this Forum for final hearing on 12/08/2022. 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 P.P.G. de Condappa, S/o Stanislaus Thambu de Condappa, on 20/07/2022. In the complaint, the Complainant had stated that he is the sole owner of the property at Door No.38, Dumas Street, Puducherry. There are three numbers of service connection with the policy code as mentioned below:

Policy Code	Location	Name of the Policy Holder
01-02-01-0034	Northern Entrance	Pratap de Condappa
01-02-01-0035	Southern Entrance	Pratap de Condappa
01-02-01-0036A	Small Travel Shop	(late) Stanislaus Thambu de Condappa

He has stated that bills for the policy 0034 and 0036A have not been received by him since they have not deposited at the convenient place such as door / shutter etc. He has requested in person to the Assistant Engineer on 13/07/2022, and agreed that the current consumption bills will be deposited in the post box. Still he has not received the bills for the same. Earlier, one Razendhiran Maleappane is collecting his bill who had contested a rent control case with him and his application was dismissed and vacated from his premises and is running business elsewhere. The Complainant alleged that one Ramadoss Meter Reader is colluding with the said Razendhiran Maleappane to ensure bills are not received by him. The Complainant therefore, prayed to issue necessary directions to the Respondents to deposit all the current consumption bills in the post box. Hence, the Complaint.

2. The complaint was registered as C.C. No.144/2022 on 21/07/2022 and copy of the complaint was sent to the Executive Engineer, Urban O&M and others to furnish reply by 01/08/2022. Reply received from the Respondents on 03/08/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 12/08 /2022.

3. In the Affidavit dated 29/07/2022, the Junior Accounts Officer-Rev.I / Respondent No.3 had stated that, the Complainant had stated that the monthly current consumption bills of the above policies for the month of May were deposited in his post box and there after no bills were received. Due to unavoidable

circumstances, the meter reading for the month of June 2022 had not been recorded for all the policies of the Electricity consumers and the consumers are advised to pay the bills through online or at the Department bill counters based on the average electricity consumption of the previous month. In case, if the meter reading is taken in the next month, consumption for two months will be calculated and the amount already remitted will be deducted and will be set right. This notification has also been published in the daily newspapers for the convenience of the consumers.

4. In the Affidavit dated 02/08/2022, the Assistant Executive Engineer-Town-I / Respondent No.2 for himself and on behalf of Respondent No.1 and 4 had stated that the petitioner is having 3 nos. of service connection located at No.38 Dumas Street, Puducherry. The site has been inspected on 27/07/2022 and the details of the service connection are furnished below:

S.No.	Policy Code & Consumer name	Energy meter location
1.	01-02-01-0034/A1 – Pratap de Condappa	In front of the premises located at Northern west corner
2.	01-02-01-0035/A2 – Pratap de Condappa	Near Southern main entrance gate.
3.	01-02-01-0036A/A1- Stanislaus Thambu de Condappa	Shot at North East corner adjacent to Dumas Road side.

The current consumption bill for all the above 3 policies upto the month of May 2022 are dropped in the meter fixed location as usual by the Meter Reading staff. The energy meter reading for the month of June in the whole of Puducherry area could not be taken due to unavoidable reasons. A notice in this regard had also been inserted in press and news broadcast through local TV channel. Hence, 'Door Lock Average' amount has been claimed to all LT consumers for the month of June 2022 and the consumers were requested to pay the current consumption bill either through online or bill connection centres. Meter reading resumed from August bill which is being served.

4. Hearing was initially scheduled on 12/08/2022, but it was postponed to 25/08/2022 on the request of the Respondents. Both the Complainant and Respondents were present. During the hearing, the Complainant stated that, he

being an aged person is subject to stress as the bills are not being delivered in the post box erected for this purpose after joint discussion with the concerned authority. He cast asperation on the Meter Reader had colluded with the person vacated under Rent Control Act. The Respondent No.2 stated that due to administrative reasons bills were not served for the month of June 2022 and now distribution of bills are revived. He assured that the bills shall be deposited in the common post box erected for this purpose.

Observation: It is noted that routine shuffling of Meter Readers was not undertaken in the said Division which leads to such unconfirmed allegation on the Meter Reader. It is suggested that routine transfer be resorted to avoid such complaint in future.

ORDER

- i. In view of the above commitment by the Respondent, the complaint is allowed.
- ii. 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 2nd day of September, 2022

Sd/-

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

(T. GOPALAKRISHNAN)
CHAIRMAN