

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 30TH DAY OF SEPTEMBER 2022

CONSUMER CASE No.154/2022

Andal W/o Sekar,
No.80, Subramaniam Koil Street,
Lawspet,
Puducherry-8.

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Complainant

Vs.

- 1) The Executive Engineer, Rural (North)O&M,
Electricity Department,
Puducherry
- 2) The Assistant Engineer –Lawspet, O&M,
Electricity Department,
Puducherry.
- 3) The Junior Accounts Officer-Rev-II,
Electricity Department,
Puducherry.
- 4) The Junior Engineer-Lawspet,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.154/2022 came up before this Forum for final hearing on 28/09/2022. 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 Andal W/o Sekar on 30/08/2022. In the complaint, the Complainant had stated that the policy in the above mentioned address bearing No.46893/C with Code No.23-30-02-0111C was permanently cancelled after paying the cancellation charges to the Department on 19/09/2018. Even after payment of cancellation charges, the bills are generated and served to the Complainant. Therefore, the Complainant prayed this Forum to issue necessary directions to the Respondents to stop generating of bills to the above mentioned policy. Hence, the Complaint.
2. The complaint was registered as C.C. No.154/2022 on 01/09/2022 and copy of the complaint was sent to the Executive Engineer, Rural-North O&M and others to furnish reply by 12/09/2022. Reply received from the Respondents on 15/09/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 28/09/2022.
3. In the Affidavit dated 12/09/2022, the Assistant Engineer, Lawspet / Respondent No.2 for himself and on behalf of Respondent No.1 and 4 had stated that, on verification of records the cancellation process has been carried and consumer also paid the amount. The cancellation recommendation has been sent to Executive Engineer, Rural(North) Office on 10/09/2018. The above reference details has been taken up to Division Office / The Junior Accounts Officer / Revenue-II Section now for further process.
4. In the Affidavit dated 12/08/2022, the Junior Accounts Officer Rev-II / Respondent No.3 had stated that the consumer has paid the current consumption charges and cleared the dues in respect of the said service upto the final reading of 65601 in the month of August 2018. The Consumer paid the service cancellation charges of Rs.118/- vide receipt No.851607 dated 19/09/2018 for permanent disconnection of the said electrical service. The Respondent further stated that the

relevant file, which was mooted out in the year 2018 for issue of Order for permanent disconnection of the said electrical service, is found to be misplaced during the file movement and not traceable despite thorough search. It is found that the Complainant despite receiving the current consumption charges bill in respect of the said electrical service, every month for the past four years, even after payment of service cancellation charges in the month of September 2018, has not previously approached this Respondent department for remedy. Further, based on the above ledger records and service cancellation charges paid by the consumer, a fresh proposal would be mooted out for issue of Order for permanent disconnection of the said industrial electrical service treating the arrears of current consumption charges as accumulated from the month of payment of service cancellation charges i.e., September 2018 as fictitious.

5. Hearing was held on 28/09/2022. Both the Complainant and Respondents were present. During the hearing, the Complainant produced the bill for the month of August 2022 for Rs.7,232/- with reading as 'DL' and with status as under disconnection. The Junior Accounts Officer-Rev.II/Respondent No.3 submitted a copy of the cancellation order issued by Respondent No.1 and assured to stop generation of bill immediately and no bill will be generated for September 2022. The Respondents were directed to file latest order of cancellation issued by Respondent No.1 and also action taken by the Respondents subsequent to the issue of Order.

ORDER

- i. In view of the above, the Respondents are directed to stop generating of bills immediately from September 2022.
- ii. Thus, the complaint is allowed.
- 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 30th day of September, 2022

Sd/-

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

(T. GOPALAKRISHNAN)
CHAIRMAN