

BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM  
(Under the Electricity Act, 2003)  
PUDUCHERRY

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PRESENT:

**THIRU T. GOPALAKRISHNAN, B.E.,**  
CHAIRMAN

**THIRU R. KRISHNAMURTHY, B.Com., LLB., PGDFL.,**  
JERC NOMINATED MEMBER

FRIDAY, THE 30<sup>TH</sup> DAY OF SEPTEMBER 2022

**CONSUMER CASE No.156/2022**

K. Divya,  
No.1, Vedabureeshwarar Illam,  
Mettu Theru,  
Kuyavarpalayam,  
Puducherry-5.

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Complainant

Vs.

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

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Respondents

This case in C.C. No.156/2022 came up before this Forum for final hearing on 27/09/2022. 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 K. Divya, Kosapalayam on 01/09/2022. In the complaint, the Complainant had stated that for the past few months the bills are not being issued regularly causing raise in bill amount without any logic. In case if the consumption is 500 units and if bills are issued for two months, consumption units are of two fold causing the bill amount raising three fold. Like this for many months bills are issued to her exorbitantly to Rs.83,619/-. The Complainant prayed this Forum to check the bill and to arrange to issue correct billing so as to remit the amount. Hence, the Complaint.

2. The complaint was registered as C.C. No.156/2022 on 01/09/2022 and copy of the complaint was sent to the Executive Engineer, Urban O&M and others to furnish reply by 12/09/2022. Reply received from the Respondents on 13/09/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 27/09/2022.

3. In the Affidavit dated 12/09/2022, the Assistant Engineer, Town-II / Respondent No.2 for himself and on behalf of Respondent No.1 and 4 had stated that, during June 2022 due to unavoidable circumstances meter reading was not taken and current consumption bill not distributed. However, during July 2022, meter reading was taken and bill was served during July 2022. Except June 2022, meter reading are taken every month and bills served regularly. In addition, it is stated that the consumer complained, that the current consumption bill was served without monthly slab is false. The bi-monthly bill served during July 2022 is served with two months slab. In this regard, it is stated that the consumer Divya had approached Hon'ble CGRF on 18/07/2020 in Consumer Case 11/2020 requesting for relief for the delay in the MFR entry. The Forum had directed to pay the amount in instalments without BPSC for Policy 07-33-05-0567/A2. The Consumer is not regular in payment of current consumption bills even after relief granted by CGRF. She paid the arrears of Current consumption charges as follows:

1.	08/04/2020	Rs.5000
2.	12/08/2021	Rs.3000
3.	02/09/2021	Rs.5000
4.	06/12/2021	Rs.5000
5.	10/02/2022	Rs.5000
6.	11/04/2022	Rs.10000
7.	08/09/2022	Rs.10000

Further, it is stated that the arrears accumulated in the domestic service bearing policy code 07-33-05-0567/A2 is due to non payment of current consumption charges regularly. The bill was corrected based on the actual consumption for the period of DL by the Revenue wing and statement furnished.

4. In the Affidavit dated 12/08/2022, the Junior Accounts Officer Rev-I / Respondent No.3 had stated that the Hon'ble CGRF has already ordered in consumer case No.11/2020 of the same applicant to pay, arrived current consumption charges in 16 instalments for the policy bearing No. 07-33-05-0567/A2 and vide Order No.128/2020 to pay in 6 instalments for policy bearing No. 07-33-05-0566/A2 respectively. Necessary intimation in this regard has also been issued to the applicant vide letter dated 06/05/2020. The details of payment made by the applicant are mentioned in the annexure. Due to irregular payment by the consumer and since the service connection was not disconnected during COVID-19, first and second peak periods, the arrears got accumulated. All the facts have been hidden by the consumer. Further, reading for the subsequent months have also been taken regularly (except COVID period) and current consumption bills issued periodically without any interruption. Now, the total amount of Rs.77,013 till the month of August 2022 arrived by the system for the actual consumption made with BPSC and surcharge. Moreover, it is informed that the average current consumption is more than 300 units / month, and current consumption charges are payable for actual consumption.

5. Hearing was held on 27/09/2022. Both the Complainant and Respondents were present. During the hearing, the Complainant stated that in November 2018 the amount of Rs.43,000/- was claimed suddenly. The Forum at that time after examining the facts, directed the Department / Respondents to issue 16 instalments without any BPSC amount. The Respondents clarified that the sudden raise in amount was due to delay in sending MFR on account of change of meter and the amount was claimed as monthly consumption even though it was for 12 months consumptions. But, the Complainant failed to remit the instalments as per the Forum's Order which had led to accumulation of arrears.

Observation: On examining the working sheet furnished by Respondent No.3, it is seen that readings are taken regularly and consumption worked out as per Tariff slab rate. It is also seen that the Complainant was not regular payer and she has defaulted on more occasions. As per the details furnished by the Respondents, it is seen that no payment was made for 35 months out of total period of 45 months. This has led to the accumulation of arrears as stated by the Respondents. Since the Complaint is not true and the Complainant had violated the instalment Order without making payment though relief was allowed by the earlier order of this Forum. Further request for fresh instalments is not entertained by this Forum as there is no valid ground for consideration. However, she may approach the Department and request for instalment on humanitarian grounds. It is of the opinion that the Complainant had made fictitious complaint with the hope of getting some relief by way of removal of BPSC amount.

#### ORDER

- i. In view of the above, the Complaint is not 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](mailto: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 30<sup>th</sup> day of September, 2022

**Sd/-**

**Sd/-**

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

**(T. GOPALAKRISHNAN)**  
**CHAIRMAN**