

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

FRIDAY, THE 18TH DAY OF NOVEMBER 2022

CONSUMER CASE No.172/2022

V. Godhandapani,
No.8, Third Cross Street,
Ramanapuram,
Meenatchipet,
Puducherry – 605009.

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-Gorimedu,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.172/2022 came up before this Forum for final hearing on 10/11/2022. 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 V. Godhandapani on 18/10/2022. In the complaint, the Complainant had stated that he is a Tenant in the above mentioned address having policy code 21-56-02-0120A. He had made a written complaint on 15/07/2022 to the Assistant Engineer which was forwarded to the Section Office on 20/07/2022. However, no action was taken on the complaint. In the Complaint the Complainant stated that the fixed service charges mentioned in the bill is on the higher side. He asked to check the connected load. Till date there is no response from the Department. The Complainant prayed this Forum to issue necessary directions to the Respondents to rectify the mistake and issue revised bill. Hence, the Complaint.
2. The complaint was registered as C.C. No.172/2022 on 20/10/2022 and copy of the complaint was sent to the Executive Engineer, Rural-North O&M and others to furnish reply by 31/10/2022. Reply received belatedly from the Respondents on 04/11/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 10/11/2022.
3. In the Affidavit dated 31/10/2022, the Assistant Engineer, Lawspet / Respondent No.2 for himself and on behalf of Respondent No.1 and 4 had stated that, on verification of their policy register for the service connection code 21-56-02-0120A it is noticed as 3560 Watts and a detailed report submitted to the Junior Accounts Officer/Rev.II for revision of sanctioned load and fixed service charges vide letter dated 27/09/2022.
4. In the Affidavit dated 03/11/2022, the Junior Accounts Officer Rev-II / Respondent No.3 had stated that the connected load of the policy code 21-56-02-0120A is noticed as 3560 Watts and dated of service connection effected on 10/01/2019. The connected load of the above policy was printed in the current consumption bill by mistake as 35600 watts and requested to correct the connected load as 3560 watts and to revise the Fixed charges accordingly. Based on the above field report, the credentials of connected load of the said policy has been corrected in the Computer system as 3560 watts on 03/11/2022 and bill revision has been made accordingly for the billing month

from April 2022 to August 2022. As per the revised bill statement, the consumer is due to pay a total amount of Rs.9,395/- upto the billing month of August 2022.

5. Hearing was held on 10/11/2022. Both the Complainant and Respondents were present. During the hearing, the Respondent No.3 furnished revised working sheet for the above policy and the amount of arrears upto August 2022 is show as Rs.9,395/- which is BPSC not levied. The Complainant had stated that the current consumption bill for September 2022 for Rs.16,933/- was received. This Forum directed the Respondents to revise the bill in line with the working sheet and furnish revised bill at the premises of the Complainant.

ORDER

- i. As directed above, the Respondents are directed to deliver the revised bill for September 2022 at the premises of the Complainant on proper acknowledgement.
- ii. On receipt of the revised bill, the Complainant is directed to remit the amount within 15 days. In case if the Complainant requires any instalment to pay the arrears he may approach the appropriate authority for instalment order.
- 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.

Dated at Puducherry on this the 18th day of November, 2022

Sd/-

Sd/-

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

(A.S. JITENDRA RAO)
LICENSEE MEMBER

(T. GOPALAKRISHNAN)
CHAIRMAN