

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

MONDAY, THE 28TH DAY OF NOVEMBER 2022

CONSUMER CASE No.173/2022

V. Veerakannu,
Balarpalli Street,
Periyapet,
Villianur,
Puducherry – 605110.

Vs.

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

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Respondents

This case in C.C. No.173/2022 came up before this Forum for final hearing on 25/11/2022. 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. Veerakannu on 02/11/2022. In the complaint, the Complainant had stated that he is residing in the above mentioned address. His policy code is 32-81-03-0234/A2. The Complainant further stated that presently the current consumption had been shown on the higher side and bill raised is also on higher side. Therefore, the Complainant prayed for issue of necessary directions to the Respondents to check the consumption and issue revised bill. Hence, the Complaint.
2. The complaint was registered as C.C. No.173/2022 on 04/11/2022 and copy of the complaint was sent to the Executive Engineer, Rural-North O&M and others to furnish reply by 14/11/2022. Reply received from the Respondents on 18/11/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 25/11/2022.
3. In the Affidavit dated 18/11/2022, the Assistant Engineer, Boomianpet/ Respondent No.2 for himself and on behalf of Respondent No.1 and 4 had stated that, the service connection bearing Policy code 32-81-03-0234/A2 was inspected along with the concerned Meter Reader and reported that a very old electro mechanical meter is existing in the service connection and the reading is not clearly visible. The number in the 1000 digit has been erroneously entered 6 instead of 4 due to illegible reading of the meter for July 2022, which has resulted in claim of exorbitant bill. The Junior Accounts Officer –Rev.II was requested to revise the bill on 14/11/2022, by posting final reading as 4708 and initial reading as 4678. The Junior Accounts Officer-Rev.II has made necessary arrangement and revised the bill according to the field report and furnished revised bill statement for the period from May 2022 to September 2022 in respect of the above service connection.
4. In the Affidavit dated 17/11/2022, the Junior Accounts Officer Rev-II / Respondent No.3 had stated that the Junior Engineer, Villianur through the Assistant Engineer, Boomianpet has furnished field report vide letter dated 14/11/2022. The premises was inspected on 14/11/2022 and present reading of the meter noted was 4708. Due to old electro mechanical meter in the service connection is in deteriorated

condition and the reading was not legible, he had posted the final reading as 6708 instead of 4708 for July 2022, due to human error. It was therefore requested in the field report to revive the bill for the month of July 2022 considering final reading of 4708 and initial reading 4678. Based on the field report, bill revision was made in respect of the above service for May 2022 to September 2022. As per bill revision, the consumer is due to pay a total amount of Rs.301/- towards arrears of current consumption charges upto September 2022.

5. Hearing was held on 25/11/2022. Both the Complainant and Respondents were present. During the hearing, the Complainant has submitted that he is satisfied with the working sheet filed by the Respondent No.3 and agreed to pay the amount of Rs.301/-.

6. On perusal of the current consumption bills issued to the Complainant it is surprised to note that there is no mention about the sanctioned load and Security Deposit paid by the Complainant. It is further observed that, without mentioning the sanctioned load, Fixed Surcharges were calculated in the working sheet submitted by the Respondent No.3. The Respondents mentioned that whenever the details of sanctioned load are missing, the Revenue Section has been instructed to take average connected load of 1.5 KW to calculate Fixed Surcharge. The Forum feels that there is no logic to assume sanctioned load. Department should conduct survey and update the details. Therefore the Respondents were directed to update the required information in the future bills.

7. It is noted from the reply filed by the Respondent No.2 that a very old electro mechanical meter still existing in the service connection of the Complainant. The Respondents stated that all the meters are to be replaced by prepaid meters and the detailed project report was also cleared under RDSS Scheme. The Forum stated that the actual rolling out of the sanctioned scheme is not known as all the formalities are to be completed. It is understood that the Licensee has filed an affirmation before the JERC that all the Electro Mechanical Meters were converted in respect of all the policy

holders in the UT of Puducherry. But, the affirmation submitted before JERC was contrary in nature. Therefore, the Respondents are directed to file additional Affidavit indicating the number of Electro mechanical meters in service as on date in Villianur O&M within 15 days from the date of this Order.

ORDER

- i. The Complainant is directed to pay a sum of Rs.301/- as claimed by the Respondents within 2 days from the date of receipt of this Order.
- 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.
- iv. 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 28th day of November, 2022

Sd/-

Sd/-

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

(A.S. JITENDRA RAO)
LICENSEE MEMBER

(T. GOPALAKRISHNAN)
CHAIRMAN