

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 12TH DAY OF APRIL 2021

CONSUMER CASE No.18/2021

G. Selvam,
Mekalai F4, Second Floor,
Ponni Complex,
9-10, V, Subbiah Ellaipillaichavady,
Puducherry.

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Complainant

The case of the Complainant is as follows:

1. A Complaint has been received from G. Selvam, Puducherry. In the Complaint the Complainant has stated that the Electricity Department has levied Rs.20/- as late fee. He is a regular payer of all the electricity bills within due date. However, the Department had levied late fee in the November 2020 current consumption bill. The delay was due to the sudden call of strike by the Department staff. He had made the Complaint to the public grievances redressal forum of Raj Nivas and the same was forwarded to the Department. Based on his complaint the Department had waived the late fee. The Department had levied the late fee for no fault of the consumer in the first instance. This has caused him mental agony and forced him to file this Complaint for having spent time and money.

2. The Complainant has requested to conduct enquiry against the Department and pass orders to pay Rupees One lakh as compensation for the mental agony caused. Hence, the Complaint.

3. A Notice has been issued to the Complainant calling to this Forum for discussing regarding the maintainability of the Complaint and requested to appear on 23/03/2021 at 10-30 AM. In response, the Complainant had sent a letter requested to postpone the hearing as he was pre-occupied. Subsequently, another notice was sent to the Complainant to appear in person on 08/04/2021.

4. The Complainant appeared before the Forum on 08/04/2021 and was given an opportunity to express his grievances. The Complainant has stated that the Department levied BPSC charges for remittance of current consumption charges after due date as the same could not be made in time as the staff went on strike. Based on the Complaint made to the Raj Nivas the Complaint was forwarded to the Department and having considering his plea, the Department has waived the levy of BPSC to all the Consumers. Many of the Consumers were benefitted by his action. He has prayed this Forum to grant compensation of Rupees One lakh for causing mental agony on having spent his time and money for raising the complaint.

ORDER

i. The Complaint does not have any grievances, as the Complaint has been settled by the Department. Further, the request of the Complainant to pass orders for compensation to the mental agony caused could not be considered as it does not comes under the purview of this Forum due to the limitations / pre-conditions for submission of grievances as per the CGRF Regulation 19 of 2019.

ii. Hence, the complaint is dismissed.

iii. The Complainant is at liberty to prefer an appeal against this Order before the Ombudsman, Joint Electricity Regulatory Commission for the state of Goa and Union Territories, 3rd Floor, Plot No. 55-56, Pathkind Lab Building, Service Lane, Udyog Vihar, Phase IV, Sector -18 Gurugram, Haryana-122015 within 30 days from the date of this Order under intimation to this Forum and the Respondents.

Dated at Puducherry on this the 12th day of April 2021.

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN