

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 20TH DAY OF JANUARY 2023

CONSUMER CASE No.193/2022

V. Jayachandran,
No.4, Murugan Koil Street,
Bharathipuram North,
Shanmugapuram,
Puducherry – 605009.

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Vs.

Complainant

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

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Respondents

This case in C.C. No.193/2022 came up before this Forum for final hearing on 10/01/2023. 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. Jayachandran on 16/12/2022. In the complaint, the Complainant had stated that he is residing in the above mentioned address with policy No.26-19-01-0022/A2. During the month of July 2022 current consumption bill was received for an amount of Rs.84,954/- with a consumption of 13,000 Units entered by the Meter Reader. In this regard the Complainant had reported to the Junior Engineer about the faulty meter. The Junior Engineer had replaced the faulty meter with a new meter. The faulty meter was sent to the Department Lab for testing. From the day on which the new meter was installed, the consumption reading was very less. Therefore the Complainant requested to work out the average consumption based on the new meter reading for the past 5 years and to revise the bills accordingly. Hence, the Complaint.

2. The complaint was registered as C.C. No.193/2022 on 19/11/2022 and copy of the complaint was sent to the Executive Engineer, Rural-North O&M and others to furnish reply by 28/12/2022. The Respondents sought for extension of time till 04/01/2023. Reply received from the Respondents on 04/01/2023. A copy of the same was communicated to the Complainant. The case was posted for hearing on 10/01/2023.

3. In the Affidavit dated 04/01/2023, the Assistant Engineer, Kurumbapet/ Respondent No.2 for himself and on behalf of Respondent No.1 and 4 had stated that, the Complainant has informed vide letter that the current consumption bill for the month of December 2021 was issued with written of display failure and the bill for August – September 2022 was given for Rs.84,954/- therefore the Complainant requested to revise the bill. The Junior Engineer, Muthirapalayam, released the meter from the service connection and sent to the lab for testing and the MRF copy is submitted. The lab report was received from the Assistant Engineer LTM. It is discussed in the lab report that the performance of the meter was found normal and errors are within the permissible limit and furnished the downloaded meter readings for the

month of April 2022 to September 2022. The Lab report has been sent to the Junior Accounts Officer –Rev.II and requested to revise the bill according to the Lab report and downloaded readings furnished for 6 months. The performance test report of the meter in the above service connection was also been obtained from the Lab section and submitted. As per the report, the performance of the meter is found good. The check reading of the meter was taken on 28/12/2022 is 284 KWH and on 03/01/2023 is 340KWH. Therefore an average per day of the service is 9.3 units and the present connected load of the service is 5980watts.

4. In the Affidavit dated 04/01/2023, the Junior Accounts Officer Rev-II / Respondent No.3 had stated that the Junior Engineer, Muthirapalayam has furnished field report vide letter dated 09/11/2022 and stated therein to revise the bill as per the previous six month reading mentioned in the lab report. The Lab report has been furnished by the Assistant Engineer vide Note dated 25/10/2022. It has reported that the performance of the meter was found normal and errors are within the permissible limits. However, reading as on first day or every month from April 2022 to September 2022 available has been furnished in the lab report and the corresponding ledger reading are mentioned below:

S.No.	Date	Reading as per lab report	Reading as per ledger records / billing month
1.	01/04/2022	035959.8	April 2022 FN 24061 IN23861
2.	01/05/2022	036261.6	May 2022 DL
3.	01/06/2022	036635.8	June 2022 DL
4.	01/07/2022	036992.1	July 2022 DL
5.	01/08/2022	037370.4	August 2022 DL
6.	01/09/2022	037738.5	September 2022 DL

The Respondent No.3 further stated that the meter reading in respect of the said service for the month of July 2022 was entered into computer system by the concerned Ledger Clerk based on the stub reading. The Ledger Reading in the reading and the reading indicated in the lab report in respect of the service for the month of April 2022 to June 2022 are not coinciding and the reading from July 2022 to August 2022 are coinciding. Revision of bill statement in respect of the said service is proposed, taking into account

the recorded meter reading in the lab report for the period from the billing month of April 2022 to September 2022. The revised bill statement is submitted. As per the revised bill statement, the Complainant is due to pay a total amount of Rs.9,680/- towards arrears of current consumption charges in respect of the above service for the period upto November 2022.

5. Hearing was held on 10/01/2023. The Complainant authorised his son J. Thennarasu to attend hearing and Respondents were present. The Complainant was directed to file last payment receipt along with authorisation letter. The Respondents were directed to file additional Affidavit on or before 13/01/2023.

6. The Complainant filed the current consumption charges payment receipts alongwith the authorisation letter as directed. The Junior Accounts Officer-Rev-II / Respondent No.3 has filed additional Affidavit on 13/01/2023. On perusal of the Affidavit filed by the Respondent, it revealed that the meter reading downloaded for the period of 6 months from April 2022 to September 2022, a sum of Rs.9,680/- is due from the Complainant towards current consumption charges upto November 2022. This Forum feels that the demand raised by the Respondents for Rs.9,680/- is justifiable and acceptable. Therefore the Complainant is liable to pay the said demand raised by the Respondents.

ORDER

- i. The Complainant is directed to pay the revised bill amount of Rs.9,680/- within 15 days from the date of this Order.
- ii. The Respondents are directed to take action as per the provisions of Supply Code 2018 if the Complainant has not paid the demand within the time stipulated in the Order.
- iii. Thus, the complaint is allowed to the extent indicated.

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 20th day of January, 2023

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN