

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

TUESDAY, THE 29TH DAY OF MARCH 2022

CONSUMER CASE No.20/2022

M. Sreedaran,
No.43, Fifth Cross Street,
Rathna Nagar,
Thattanchavady
Puducherry- 605 009.

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Complainant

Vs.

- 1) The Executive Engineer –Rural-North O&M,
Electricity Department,
Puducherry.
- 2) The Assistant Engineer –Lawspet,
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.20/2022 came up before this Forum for final hearing on 22/03/2022. 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 M. Sreedharan on 24/02/2022. In the complaint, the Complainant had stated that he is residing in the above mentioned address for the past 4 years having policy code No.21-60-06-0230N. Till the last COVID-19, current consumption bill payment was made by him without any delay. However from the month of May 2020 the bill is being issued over and above the usage. He had paid bills upto July 2020 with much difficulty. Based on his complaint, the Junior Engineer, Gorimedu had changed the meter in December 2020 and bills were received for 5 months without any problem. However, during May 2021 the bill was raised for Rs.15,373/- . Subsequent bills are also issued in the higher side. Whereas, the consumption is on the same usage. He raised the issue to the Department. But it was not fruitful. The extract of the bill and the amount claimed is furnished below.

policy code No.21-60-06-0230N

Month wise reading details and bill amount

Month	Current reading	Previous reading	Unit consumed	CC charges	Arrears	Total
July 2020				3943	20469	24312 paid on 19/09/20
Sept 2020	25621	25021	600	2625	4572	7197
Oct 2020	26021	25621	400	1445	7546	8991
Nov 2020	25321	26021	300	855	9271	10126
Dec 2020	501	001	500	2035	10322	12357
Jan 2021	601	501	100	855	12310	13165
Feb 2021	901	601	300	855	11523	12378
Mar 2021	1151	901	250	630	12702	13332
Apr 2021						
May 2021	4001	1151	2650	15373	14574	29947
Jun 2021	5101	4001	1100	5720	30492	36212
Jul 2021						
Aug 2021	DL	5101	650	2998	40585	43583
Sep 2021	1051	651	400	1485	40916	42401
Oct 2021	1451	1051	400	1485	43355	44840
Nov 2021						
Dec 2021	2201	1801	400	1485	48005	49490

The Complainant prayed this Forum to arrange to review the bill and to arrange to issue correct bill. Hence, the Complaint.

2. The complaint was registered as C.C. No.20/2022 on 25/02/2022 and notice was issued to the Executive Engineer – Rural-North and others to furnish reply by 08/03/2022. The Junior Accounts Officer(Rev-II)/Respondent No.3 sought for time till 15/03/2022 due to late receipt of notice. On receipt of the reply from the Respondents the same has been communicated to the Complainant and the case was posted for hearing on 22/03/2022. Hearing was attended by both the Complainant and Respondents.

3. In the Affidavit dated 11/03/2022, the Assistant Engineer-Lawspet /Respondent No.2 on behalf of Respondent No.1 and 4 had stated that, the Consumer having three phase service connection for a connected load of 18980 watts. The above suspected meter was replaced on 07/09/2021. The released meter has been sent to LTM and LAB for checking the condition / performance of the meter. The released meter test report furnished by the AE/LTM is reported as good and also the same is enclosed. The replaced meter is also under good working condition.

4. In the Affidavit dated 15/03/2022, the Junior Accounts Officer-Rev.II / Respondent No.3 stated that as per the ledger records a total amount of Rs.52,526/- is due to be paid by the consumer towards arrears of current consumption charges with BPSC upto the billing month of January 2022. No payment has been made by the consumer in respect of the said service from the month of August 2020 to till date. A working sheet for the period from August 2020 to January 2022 is enclosed.

5. As per the working sheet enclosed by Respondent No.3 the consumer had to pay Rs.52,526/- as per bill for January 2022 and no payment was received from the consumer from August 2020.

6. During the hearing the Complainant was directed to pay 50% of outstanding amount i.e., Rs.25,000/- by 25/03/2022 and submit a copy of the receipt to this Forum. The Respondents were directed to arrange for testing of meter in the presence of the Complainant, as the Complainant stated in the hearing that he was not convinced by the lab test report and he is having doubt about the healthiness of

the meter. The readings should be downloaded and report furnished. The Respondents are directed to furnish additional Affidavit by 25/03/2022. In the additional Affidavit the Assistant Engineer, Lawspet had stated that the meter has been tested again on 24/03/2022 in the lab, in the presence of the Complainant and the results are found to be within the limits.

Observation: i. In the hearing the Respondent submitted that the meter was released on two occasions. But it was stated by the Respondent No.4 that the meter in the first occasion had not been sent to the lab for testing. On the second occasion, the meter was not tested in the presence of the Complainant and hence the issue raised by the Complainant has to be probed in detail. The challenge test done in the lab on 24/03/2022 and percentage of error is stated to be (-)0.02% and the error was stated to be within the limit. Whereas on the previous test the % of errors are stated to be 0.18%. It was stated that the meter has no facility to download the reading from the meter. However, the reading was extracted from the meter for the past 6 months through push button mode. The reading extracted furnished by the AE-LTM is with the closing reading of 0005871.71 kwh and at the end of 6 months, the opening reading as 0002492.6. The consumption for 6 months period is 3379 units and the average consumption is 675 units per month Whereas from the total consumption obtained from the Respondent No.3 is found to be on the higher side having difference of 1221 units with average of 920 units per month. The Complainant has raised the issue that the bill for the period from May 2021 is on the higher side. The extract of month-wise reading extracted at the time of testing and the reading and consumption as claimed are furnished below.

Month	Units	As per bill
April 2021	800	1425
May 2021	800	1425
June 2021	800	1425
July 2021	700	1100
August 2021	800	325
September 2021	800	325
Total	4700 units	

Reading 1	0005871.7kwh
Reading 2	0005744.2kwh
Reading 3	0005064.8kwh
Reading 4	0004310.9kwh
Reading 5	0003437.6kwh
Reading 6	0002492.6kwh
R1-R6	3379 units

Whereas from the reading it is seen that the bill has been raised on the higher side while the reading posted by the Meter Reader are in the nature of manipulated reading with consumption ending in multiples of 100 and the Respondents are directed to take appropriate action on the delinquent Meter Reader.

ii. It appears that the Complainant had not paid Rs.25,000/- as directed by this Forum.

ORDER

i. The Respondents are directed to revise the bills from May 2021 to August 2021 based on the manual extract of readings from the meter during the testing. A copy of the revised statement be sent to this Forum within 10 days.

ii. The Complainant is directed to pay the bill on receipt of the revised working sheet in 3 equal monthly instalments along with current monthly due.

iii. The Complaint is allowed.

iv. 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 29th day of March 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN