

BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM  
(Under the Electricity Act, 2003)  
PUDUCHERRY  
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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

WEDNESDAY, THE 5<sup>TH</sup> DAY OF MAY2021

**CONSUMER CASE No.22/2021**

M. ILANGOVAN,  
No.12, Nattar Street,  
Murungapakkam,  
Puducherry- 605004

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Complainant

- 1) The Executive Engineer- Urban (O&M),  
Electricity Department,  
Puducherry.
- 2) The Assistant Engineer – Computer,  
Electricity Department,  
Puducherry.
- 3) The Junior Accounts Officer (Revenue-II),  
Electricity Department,  
Puducherry.

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Respondents

This case in C.C. No.22/2021 came up before this Forum for final hearing on 28/04/2021. After 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 has been received from M. Ilangovan, Puducherry. In the Complaint the Complainant has stated that the Online bill payment of current consumption charges for Rs.4,491/- was made by him on 21/10/2020. But the online transaction came with failed status. However, the amount had been deducted from the savings bank account in State Bank of India, Main branch. The Complainant has raised the issue at State Bank of India, main office and they requested to contact the merchant, in this case the Electricity Department, Puducherry. Hence, the Complainant requested to initiate the process to refund of failed transaction bill amounting of Rs.4,491/- Hence, the Complaint.
2. The Complaint has been registered as C.C.No.22/2021 on 30/03/2021 and notices were issued to the Respondents on 30/03/2021 to reply by 09/04/2021 and the case was posted for hearing on 28/04/2021.
3. In the reply submitted by the Respondent No.2 stated that the said online payment had been initiated by the consumer through GRAS (Government Receipt Accounting System) payment gateway and the same has been manually interrupted before completion of the payment process. The status of the payment process did not get updated in the billing software and hence the receipt could not be issued. Later the software developing team had identified that the said payment was successful. But manually failed and communicated the same through email to computer centre on 21/12/2020. After verification the details of the failed transaction, the same has been forwarded to the Respondent No.3 with request to adjust the amount paid under excess. It is found that the concerned Revenue section has sorted the issue.
4. In the reply submitted by Respondent No.3 stated that the Complainant has paid an amount of Rs.4,491/- twice by two online transaction towards current consumption charges for September 2020 on 21/10/2020 in respect of the service 31-63-02-0267/A2. One transaction failed and the second transaction turned success.

5. As per the communication received from the Respondent No.2, one failed transaction status made on 21/10/2020, but amount credited in government account has been kept in excess billing in billing system on 09/04/2021 which would be adjusted in current consumption bills of the forthcoming months.

5. During the hearing held on 28/04/2021 the Complainant did not turn up and the Respondent No.3 confirmed of the transaction amount of the Complainant has been kept under 'Excess' in the billing ledger of the Complainant.

#### ORDER

(i) Since the Complaint has been settled by the Department and the Complainant is satisfied, the Complaint is closed.

(ii) The Respondent No.2 had been directed to ensure in future whenever any interruption of net connectivity occurs midway through transaction, all such failed status of transaction should be checked thoroughly to ensure deduction of amount if any, from consumer's bank account and crediting into government account is properly accounted by incorporating suitable programme in the billing and collection software.

Dated at Puducherry on this the 5<sup>th</sup> day of May 2021.

**Sd/-**

**Sd/-**

**Sd/-**

**(R. KRISHNAMURTHY)  
JERC NOMINATED MEMBER**

**(A.S. JITENDRA RAO)  
LICENSEE MEMBER**

**(T. GOPALAKRISHNAN)  
CHAIRMAN**