

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

PRESENT:

THIRU A.S. JITENDRA RAO, B. Tech., M.B.A.,
LICENSEE MEMBER

THIRU R. KRISHNAMURTHY, B.Com., LLB., PGDFL.,
JERC NOMINATED MEMBER

FRIDAY, THE 10th DAY OF JULY, 2020

CONSUMER CASE No.24/2020

V. Pandari,
No.1, Sixth Cross,
Sakthi Nagar, Saram post,
Puducherry

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Complainant

Vs.

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

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Respondents

This case in C.C. No.24/2020 came up before this Forum for Orders on 10/07/2020. After perusal of the records and Affidavit filed by both the parties, this Forum has delivered the following Order.

The case of the Complainant is as follows:

1. Tmt. V. Pandari has filed a complaint before this Forum on 16/03/2020. The Complainant had alleged that the Department is billing fixed amount of current consumption charges nearly for the past one year. The Complainant had informed that she is not consuming that much power and requested for rectification of the bill amount. Hence, the complaint.
2. The complaint has been registered as C.C. No.24/2020 and notices have been sent to the Respondents 16/03/2020 to reply on or before 26/03/2020. The reply was received on 24/03/2020. Hearing could not be conducted due to restrictions in work due to the 'Lock Down' order imposed by the Government due to COVID 19.
3. In the reply the Department had informed that the meter display is not working condition and the meter sent to the laboratory for testing. The bill revision will be done on receipt of the meter testing report. The Junior Accounts Officer-Rev.I also informed that on receipt of the technical report, the bill will be revised.
4. Further, when the Complainant contacted, had informed that she is held up in lock down condition at Chennai and it will not be possible to travel to Puducherry. Notice was issued to the Department on 30/06/2020 to inform the latest position regarding the testing of meter and bill position.
5. The Assistant Engineer had informed that they have received the lab report and have requested the Junior Accounts Officer Revenue-I to revise the bill based on the reading from the meter downloaded data taken from the lab. The Junior Accounts Officer- Rev.I had informed that based on the report the bill has been revised and it is found that the excess amount of Rs.548/- has been collected from the consumer will be adjusted in the subsequent bills.

Observation: The Department has revised the bill based on the reading as requested by the Complainant.

ORDER

- i. The Department has revised the bill and issued revised bill to the Complainant. Hence the Complaint is allowed.
- ii. Order is issued after perusal of records filed by both parties without conducting enquiry as the Complainant is not in a position to attend the hearing.
- iii. If the Complainant is still having any issues about the revised bill, She may seek review of this Order, before this Forum within 30 days of this Order.

Dated at Puducherry on this the 10th day of July 2020.

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER