

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

TUESDAY, THE 16th DAY OF JUNE, 2020

CONSUMER CASE No.26/2020

V. Reshmi D/o Vijayasekaran,
Villupuram Main Road,
Kottaimedu,
Villianur,
Puducherry - 605110

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Complainant

Vs.

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

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Respondents

This case in C.C. No.26/2020 came up before this Forum for hearing on 09.06.2020. 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. Selvi V. Reshmi D/o Vijayasekaran has filed a complaint before this Forum on 17/03/2020. She has mentioned that the policy No.,32-34-06-0799 / A1 was under disconnection approximately for the past 11 years. But the Department has claimed bill of Rs.1,88,383/- indicating that the meter was under struck up during the disconnected period. In order to get reconnection she has paid an amount of Rs.50,000/- on 14/02/2020 as first instalment. Due to her father's death and financial difficulties, she is not in a position to clear the bill and requested for reduction of bill amount and also requested for reconnection of disconnected domestic services. Hence, the complaint.
2. The complaint has been registered as C.C. No.26/2020 and notices have been sent to the Respondents 17/03/2020 to reply on or before 27/03/2020. Initially Respondent No.2 has sought extension of time upto 02/04/2020 for giving reply due to restrictions in work due to the 'Lock Down' order imposed by the Government due to COVID 19. The reply was received on 21/05/2020. The Respondent No.3 have given reply on 30/04/2020.
3. The Respondents in their reply have stated that as per the disconnection list received for collection of arrears, the service connection was disconnected. The Complainant after payment of Rs.50,000/- on 14/02/2020 did not pay any further amount. The detailed amount of arrears as on December 2017 is Rs.1,37,634/-.
4. The hearing was conducted on 09/06/2020. During the hearing the Complainant had pleaded for more time to clear the arrears. She told that she will be able to pay maximum of Rs.10,000/- per month towards arrears. The Junior Accounts Officer – Revenue –II had informed during the hearing that the arrears as on 09/06/2020 is Rs.1,46,410/-.

Observation: The Complainant has agreed to pay the amount in 15 instalments and made endorsement in the petition to that effect

ORDER

- i. Considering the financial condition of the Complainant and desire to clear the arrears if instalments are given, the Forum, as a special case, permits the Complainant to pay the arrears in 15 instalments.
- ii. The Junior Accounts Officer- Rev.II shall issue 15 monthly instalments order indicating due date for each instalment. The Complainant shall pay the regular current consumption charges of the particular month along with the instalment amount for that month.
- iii. Any failure to pay either instalment amount or current consumption charges will enable the Department to take action as per the provision of Supply Code Regulations 2018.
- iv. Thus the Complaint is allowed to the extent indicated.
- v. A Compliance report shall be submitted to this Forum on the action taken in this regard within 30 days.
- vi. Non-compliance with the directions of Forum by the Licensee shall attract remedial action under Sections 142 and 146, read with Section 149 of the Electricity Act 2003.

Dated at Puducherry on this the 16th day of June 2020.

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER