

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

PRESENT:

THIRU A.S. JITENDRA RAO, B. Tech., M.B.A.,
CHAIRMAN I/C AND LICENSEE MEMBER

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

THURSDAY, THE 3th DAY OF SEPTEMBER, 2020

CONSUMER CASE No.30/2020

V. Seenuvasan,
S/o V.K. Veeraraghavan,
S.M.V. Puram (East).
Villianur,
Puducherry.

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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.30/2020 came up before this Forum for hearing on 28.08.2020. 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. A Complaint has been received from Thiru V. Seenuvasan on 20/07/2020. In the Complaint he had mentioned that in the public grievances meeting held in 2017 and in 2018 he had mentioned about bill revision in his policy No.32-88-04-0440. No revision was done so far. But received a bill on 22/01/2020 for an amount of Rs. 1,23,286/- . He had again requested for bill revision on 26/02/2020. But no revision was done so far. Hence, requested this Forum for revision of bill. Hence, the complaint.
2. The complaint has been registered as C.C. No.30/2020 and notices have been sent to the Respondents on 22/07/2020 to reply on or before 31/07/2020. The Junior Accounts Officer – Revenue –II had requested for additional time upto 07/08/2020 to file reply. The reply from Assistant Engineer-Boomianpet was received on 06/08/2020 and from Junior Accounts Officer – Revenue-II on 07/08/2020.
3. In the reply the Assistant Engineer, Boomianpet had stated that no public grievances meeting was held on 2017 and in 2018 as put forth by the Complainant. The Public Grievances Meeting was held on 24/01/2019. The Complaint of the Complainant about the bill revision was received in the public grievances meeting held on 24/01/2019 which was referred to the Revenue Section. The Assistant Engineer, Boomianpet further stated that there are totally 4 policies existing in the said location. The policy under dispute was feeding totally three portions. Two additional services were also effected in September 2017 bifurcating the load from the Policy under dispute.
4. Three single phase meters in the policy under dispute was replaced with single three phase on 13/11/2017. The Complainant has utilised the power requirement of the entire building from the Policy under dispute and after effecting 2 service connection the load was bifurcated and the consumption of the policy under dispute

come down. The case was listed for hearing on 19/08/2020. During the hearing the Junior Accounts Officer- Revenue-II was directed to furnish additional details vide working sheet of arrears consumption details from January 2015 to January 2018 immediately. The Assistant Engineer, Boomianpet was directed to furnish the details of services for a period of 6 months along with the status of released 3 single phase meter. The Respondents were directed to furnish additional details by 26/08/2020 and hearing adjourned to 28/08/2020,

5. The additional details were furnished by the Respondents as directed. During the enquiry the Complainant was asked whether entire building was used by one family or let out on rent to different families. The Complainant had informed that three portions are let out on rent and several tenants are coming and going. Further the Complainant had informed that he is not having any copy of the written complaint given to the Department about the non performance of the meters and requesting for revision of bills. Similarly, the Department also informed that they are not having any written complaint received from the Consumer about the non performance of meters. When the Assistant Engineer, Boomianpet was asked the reason for replacing the 3 single phase meter with one three phase meter, he had replied that the department had changed the meter under “100 Percent Metering Scheme”. He had also informed that the released meters were not tested before devaluating to stores.

6. Observation: (i) The Complainant had not given any proof / evidence for having given written Complaint to the Department about the non performance of meters.

(ii) From the consumption details furnished by the Junior Accounts Officer, (Rev-II) it is observed that a sudden jump in consumption in March 2016 as well as in April 2017. No technical reasons are available for sudden increase. But after increase in consumption, the consumption is more or less same for subsequent months also.

Since the Complainant has let out the portions on rent, the hike in consumption is presumed to be either change of tenants or adding electrical gadgets by the tenants.

(iii) Meters released in November 2017 for devolution to stores without testing and hence it is impossible now to locate the meters.

(iv) The period under dispute pertaining to 2015 and 2016 which is more than 5 years and as per the regulations the cause of action should have happened within 2 years prior to the date of complaint.

ORDER

i. In view of the reasons stated in the observation, the Forum is not in a position to pass any Order in favour of the Complainant and hence the Complaint is not allowed.

ii. 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 and 4th Floor, Plot No. 55-56, Pathkind Lab Building, Sector -18, Udyog Vihar, Phase IV Gurugram, (122015) Haryana within 30 days from the date of this Order under intimation to this Forum and the Respondents.

Dated at Puducherry on this the 3rd day of September 2020.

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
CHAIRMAN I/C &
LICENSEE MEMBER