

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

THURSDAY, THE 21ST DAY OF APRIL 2022

CONSUMER CASE No.31/2022

S. Mathimugam,
Plot No.61, Palanisamy Nagar,
Opp. A.G. Chirch,
Villianur,
Puducherry.

....

Complainant

Vs.

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

....

Respondents

This case in C.C. No.31/2022 came up before this Forum for final hearing on 08/04/2022. 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 was received from S. Mathimugam through Registered post on 15/03/2022. In the complaint, the Complainant had stated that he is maintaining the electricity service connection for the past 11 years by paying minimum bills though there was no house in the above mentioned plot. However, he has constructed a small house and was paying Rs.200 per month through Google pay. But for the month of March 2022 the amount is shown in online is Rs. 2,149/- which is more than his average consumption. The Complainant requested for correction of the amount and also for replacing of the faulty meter with a new one. Hence, the Complaint.

2. The complaint was registered as C.C. No.31/2022 on 16/03/2022 and the notice sent to the Executive Engineer, Rural(North) and others to furnish reply by 28.03.2022. The case was posted for hearing on 08/04/2022. Meanwhile, the Complainant also sent another letter on 01/04/2022 stating that the Department has cancelled the wrong entry and requested that his complaint dated 14/03/2022 may kindly be withdrawn.

3. In the Affidavit dated 25/03/2022, the Junior Accounts Officer-Rev.II/ Respondent No.3 had stated that, as per the ledger records, 'Door Lock' status has been posted against the said policy and accordingly current consumption charges calculated for an average of 133 units for the month from November 2021 to January 2022. The Junior Engineer, Ramanathapuram has furnished Field report dated 23/03/2022 in this regard through the Assistant Engineer, Sedarapet stating that the above site was inspected on 21/03/2022 and the meter bearing policy code 37-69-01-0070/A2 was in 'No use' condition and to revise the current consumption charges accordingly. The faulty meter would be replaced on availability of meter in the Department store. Based on the above report, the 'Door Lock' status has been released during the month of January 2022 and minimum Fixed Surcharge only calculated for the above said period in respect of the said service. A calculation

statement in this regard for the period from January 2021 to January 2022 is furnished. As per the statement an amount of Rs.451/- is remaining in 'excess' which would be adjusted against the current consumption charge bills of the subsequent months.

4. The case was heard on 08/04/2022. The Complainant was not present. The Junior Accounts Officer-Revenue-II / Respondent No.3 has been advised to file, in future Affidavit on part pertaining to Revenue alone. During the hearing, the Assistant Engineer, Sedharapet had informed that the service connection was in 'no use' condition for several years and no body is staying in the area. Hence, meter was not replaced. The Junior Accounts Officer-Revenue-II had informed that they have revised the bill for one year based on the field report of the Junior Engineer, Ramanathapuram, The Forum had directed the Respondent No.2 to file additional affidavit after testing the released meter in the Lab and the Respondent No.3 has been directed to file additional Affidavit by furnishing the ledger copies of the policy for the past 3 years.

5. The Assistant Engineer, Sedharapet, filed additional Affidavit, stating that the meter released was sent to the lab and the lab in turn had given report stating that the meter could not be tested as the current coil is in open condition. The Junior Accounts Officer-(Rev.II) had furnished ledger copies of the policy for the last three years.

Observation: i. From the ledger copies given by the Junior Accounts Officer-(Rev-II) it is seen that initial reading and final reading are same since January 2019. But the consumer was billed for average consumption of 133 units per month. It is not clear how the average of 133 units was billed when the service was in no use condition.

ii. The Complainant has requested for correction of amount Rs.2,149/- mentioned in March 2022 bill, but not requested for any revision of previous month bills. It is not

clear how the Junior Engineer recommended for bill revision for one year from January 2021 to January 2022.

iii. Though the meter was in stuck-up condition, the Department has not replaced the meter within the period mentioned in the Standard of Performance. It was stated by the Assistant Engineer, Sedharapet during the hearing that the consumer had purchased and given one single phase meter for replacement as there was not stock of single-phase meter in the Department stores. For giving new service connection, the Department is expected to supply only the meter and the other materials are being provided by the consumers. Non availability of even meters, particularly single-phase meter which is required for the ordinary common man, is not appreciated and the Department should take immediate action for procuring and make available sufficient quantity of single-phase meters in the Department stores.

iv. From the Affidavit filed by the Junior Accounts Officer-Rev-II, it is nor clear whether the correction of bill had the approval of the Executive Engineer. In future Affidavit, it should be clearly stated so wherever bill revision is involved.

ORDER

i. Since the Complainant had given letter to withdrew the petition the Complaint is treated as closed.

Dated at Puducherry on this the 21st day of April, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN