

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

TUESDAY, THE 21ST DAY OF MARCH 2023

CONSUMER CASE No.31/2023

G. Kumar,
No.63, Third Cross Street,
Kumaran Nagar,
Lawspet,
Puducherry -605 008

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Complainant

Vs.

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

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Respondents

This case in C.C. No.31/2023 came up before this Forum for final hearing on 10/03/2023. 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 G. Kumar, during the Public interaction Programme of this Forum held at Lawspet on 02/02/2023. In the complaint, the Complainant had stated that he had paid deposit for new service connection on 03/08/2022 and obtained new service connection, but not received monthly bills. The Complainant therefore prayed this Forum to issue necessary directions to the Respondents to issue monthly electricity bills. Hence, the Complaint.

2. The complaint was registered as C.C. No.31/2023 on 20/02/2023 and copy of the complaint was handed over to the Executive Engineer, Rural (North) and others to furnish reply by 13/02/2023. Reply from the Respondent No.3 was received on 13/02/2023 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 10/03/2023.

3. In the Affidavit dated 10/02/2023, the Assistant Engineer, Lawspet / Respondent No.2 for himself and on behalf of Respondent No.1 and 4 had stated that, the duplicate copy of the test report of the said service connection was sent to the Junior Accounts Officer-Rev.II, for generation of bill. However, generation of bill is yet to be made. The Respondent No.3 was requested to generate bill in respect of the service connection vide letter dated 10/02/2023.

4. In the Affidavit dated 17/02/2023, the Junior Accounts Officer-Rev.II, / Respondent No.3 had stated that, the Junior Engineer, Ashok Nagar through the Assistant Engineer, Lawspet has furnished duplicate copy of the test report in respect of the above service vide letter dated 26/09/2022 for generation of new bill. The date of effecting of the said service is 18/08/2022. The relevant data credentials in respect of the new service connection bearing policy code 22-01-03-0237AA has subsequently been entered in the computer system data base and first month current consumption charge bill would be generated for billing month of January 2023. A copy of the system view showing the generation of new bill is submitted to the Forum.

5. Hearing was held on 10/03/2023. The Complainant called absent and the Respondents were present. During the hearing the Forum asked the Department why the time limit given in the Standards of Performance was not followed in the issue of first bill to the consumer. Administrative reasons cited by the Respondents had not been agreed to. The Respondents have been directed to strictly follow the Standards of Performance. Meanwhile the Complainant had contacted this Forum over phone and informed that he has received the bill and satisfied with the work done by the Department and also informed that he will not attend hearing due to personal reasons. The Respondent No.3 was asked to file additional Affidavit indicating the reason for delay in issue of first bill. The Respondent No.3 had filed additional Affidavit on 13/03/2023. The main reason cited is existence of vacancies in Revenue Section.

Observation: It is a known fact that there are lot of vacancies in the Department resulting in administrative delay. If the Forum imposes penalty as per Standards of Performance it will have financial implications on the Respondents as well as the Department. Timely issue of current consumption bills and collection of outstanding amount is must for any Organisation to thrive. Hence, it is for the Department to take up the matter with the authorities concerned for filling up of vacancies highlighting financial loss to the Department, if the time line given by the JERC are not followed by the Department.

ORDER

- i. Since the Complainant is satisfied with the work done by the Department, the complaint is treated as closed.
- ii. The Respondents are directed not to repeat such delay in issue of bill in future.
- iii. The Complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF Order by the Licensee, may make an Appeal in prescribed Annexure-IV to the Electricity Ombudsman, Joint Electricity Regulatory

Commission for the state of Goa and Union Territnories, 3rd Floor, Plot No. 55-56, Pathkind Lab Building, Service Road, Udyog Vihar, Phase IV, Sector -18 Gurugram, Haryana-122015; Phone 0124-4684708; email ombudsman.jercuts@gov.in within 30 days from the date of this Order under intimation to this Forum and the Respondents.

Dated at Puducherry on this the 21st day of March, 2023

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN