

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

WEDNESDAY, THE 15TH DAY OF MARCH 2023

CONSUMER CASE No.32/2023

S. Sumathi,
No.36, Prasanthi Street,
Navarkulam Main Road,
Thillai Kannammal 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.32/2023 came up before this Forum for final hearing on 10/03/2023. 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 was received from S. Sumathi during the Public Interaction Programme of this Forum held at Lawspet on 02/02/2023. In the complaint, the Complainant had stated that she is having a three phase service connection with policy code No.22-08-01-0146. From the month of April 2022 onwards as per the revised tariff an amount of Rs.343/- and Rs.94/- as Fixed service charges and Regulatory surcharge are being claimed over and above the consumption amount. Normally, her consumption was around 300 units and for this Rs.300/- to 500/- had been claimed so far. Due to the levy of additional surcharge it is causing burden. Therefore, the Complainant prayed this Forum to review the bill and resolve the levy of Surcharge. Hence, the Complaint.
2. The complaint was registered as C.C. No.32/2023 on 02/02/2023 and copy of the complaint was handed over to the Executive Engineer, Rural (North) and others to furnish reply by 13/02/2023. The Respondent No.3 requested additional time to furnish reply till 17/02/2023. Reply from the Junior Accounts Officer-Rev.II/ Respondent No.3 was received on 17/02/2023 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 17/02/2023, the Junior Accounts Officer-Rev.II/ Respondent No.3 had stated that, as per the Tariff Order for 2022-23 dated 31/03/2022 of JERC (Chapter 10.1) the approved tariff of Fixed charges in respect of domestic consumer category is Rs.30/- per KW per month with effect from 01/04/2022. As per Chapter 6.4.5 of the Tariff Order, the Regulatory Surcharge shall be applicable to all the consumer categories served by the Licensee Department. The Regulatory Surcharge shall be levied in the monthly bill as a percentage of total energy and demand charges payable by the consumer. The Surcharge shall be applicable for all the bills raised on or after 01/04/2022. As per Chapter 10.1 of Tariff Order, Regulatory Surcharge of 5% shall be applicable to all categories as a

percentage of total energy and demand charges payable by the consumer towards recovery of past accumulated deficit. The connected load in respect of the said 3 phase electrical service is 11,430W. As per the above cited Tariff Order, Fixed charge of Rs.343/- per month has been levied for the billing month from April 2022. The bill statement from April 2022 to November 2022 is submitted. As per the bill statement, an amount of Rs.731/- is due to be paid by the consumer in respect of the said service for November 2022.

4. Hearing was held on 10/03/2023. Both the Complainant and the Respondents were present. During the hearing, the Complainant stated that levying of additional Surcharge is more than the consumption amount and hence she has requested relief from levying of additional Surcharge. The Respondents stated that as per the Tariff Order 2022, as the connected load is 11430W, an amount of Rs.343/- is being claimed which is in accordance with the Tariff Order. This Forum perused the working sheet and found that the claim is in line with the Tariff Order.

ORDER

- i. Since the Respondents have claimed the bill in line with the Tariff Order 2022, the complaint is not allowed.
- ii. 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 Territories, 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 15th day of March, 2023

Sd/-

**(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER**

Sd/-

**(A.S. JITENDRA RAO)
LICENSEE MEMBER**

Sd/-

**(T. GOPALAKRISHNAN)
CHAIRMAN**