

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

FRIDAY, THE 17TH DAY OF MARCH 2023

CONSUMER CASE No.33/2023

S. Pazhaniammal,
No.5, Third Cross Street-West,
Kurunji Nagar –Extension,
Lawspet,
Puducherry -605 008

....

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.

....

Respondents

This case in C.C. No.33/2023 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. Pazhaniammal 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 residing in the above mentioned address with service connection bearing policy code No.22-09-06-0512AA. She used to pay monthly current consumption bills around Rs.1000/- for the past several months with a consumption of 180 units per month. During the last two month the bill amount was charged at Rs.94,948/- which may be due to mistake while taking meter reading. She has enclosed copies of previous month bills for ready reference. The Complainant prayed this Forum to issue directions to the Respondents to issue correct monthly bills after rectifying the above discrepancy. Hence, the Complaint.
2. The complaint was registered as C.C. No.33/2023 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 14/02/2023 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 1 and 4 had stated that, on verification of current consumption bill / Ledger copy it is observed from the bill for October 2022 that ten thousand digit is posted as “3” instead of “2” by the Meter Reader by mistake which leads to the excess claim of bill. The Junior Accounts Officer-Rev.II was informed of the above vide letter dated 10/02/2023 and requested to revise the current consumption bill for the month of November 2022 by posting final reading as 26371 and initial reading as 26211.

4. In the Affidavit dated 17/02/2023, the Junior Accounts Officer-Rev.II,/ Respondent No.3 had stated that, the Assistant Engineer, Lawspet has furnished a report vide letter dated 10/02/2023 and stated therein that the ten thousand digit is posted as “3” instead of “2” in the current consumption bill for October 2022 by mistake by the Meter Reader which has resulted to excess claim of bill. Based on the above report, revised current consumption bill statement for the period from October 2022 to December 2022 is furnished. As per the revised statement, an amount of Rs.2,779/- is due to be paid by the Consumer for the period upto December 2022.

5. Hearing was held on 10/03/2023. Both the Complainant and the Respondents were present. On perusal of the Affidavit filed by the Respondent No.3 this Forum noticed that they have claimed BPSC of Rs.107/-. The correct bill was not issued by the Respondent due to improper meter reading and the consumer can be penalised as corrected bill is yet to be given. Therefore, this Forum directed the Respondent No.3 to deduct BPSC levied and to issue a revised bill and the consumer has also accepted to pay the amount.

ORDER

- i. The Respondent No.3 is directed to issue a revised bill without BPSC and arrange to deliver it in person to the Complainant.
- ii. On receipt of the revised bill, the Complainant is directed to pay the amount within 15 days.
- iii. Thus the complaint is allowed.
- iv. 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 17th day of March, 2023

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN