

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

TUESDAY, THE 5TH DAY OF JANUARY 2021

CONSUMER CASE No.36/2020

R. Jayabalan,
No.87, Thirugnanasambandar Street,
Vilvanathar Nagar,
Muthialpet,
Puducherry

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Complainant

Vs.

- 1) The Executive Engineer-Urban, O & M,
Electricity Department,
Puducherry.
- 2) The Assistant Engineer – Town-II,
Electricity Department,
Puducherry.
- 3) The Junior Accounts Officer, (Rev-I),
Electricity Department,
Puducherry.
- 4) The Junior Engineer, Muthialpet,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.36/2020 came up before this Forum for final hearing on 29.12.2020. After hearing both sides and 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 has been received from Thiru R. Jayabalan, on 11/08/2020. In the Complaint he had mentioned that the department has changed the meter on 27/06/2019 and after that the power consumption recorded in the meter seems to be on the higher side and made several complaint to the Department. But, no action taken. Hence the complaint.
2. The complaint has been registered as C.C. No.36/2020 and notices have been sent to the Respondents on 13/08/2020 to reply on or before 24/08/2020. The Respondent have given reply on 24/08/2020. The case was posted for hearing on 14/09/2020.
3. Based on the hearing conducted on 14/09/2020, Interim Order was issued on 17/09/2020 directing the Respondents to fix another meter in series with the existing meter and to observe the reading for a month and file a report there after to issue final Orders. Meanwhile, the Complainant was also directed to pay Rs.12,000/- to the Department and the remaining amount can be decided after getting the report.
4. Based on the directions, the Respondents has submitted the affidavit on 03/12/2020 and furnished the readings of existing meter and the check meter fixed.

The details are furnished below:

Policy No.06-30-05-0495AA/A2		
Meter Particulars	Consumer Meter	Check meter
Serial No.	7033643	1671052
Make	Landis + Gry	Landis + Gry
Initial Reading on 23/09/2020	14242	8533
Final Reading on 19/10/2020	14967	9258
Energy consumption	725	725

5. Final hearing was fixed on 29/12/2020. During the hearing the Complainant is convinced that the meter recording is in order. He has requested to give directions to fix another meter in order to reduce his monthly consumption. It was explained to the Complainant that new service connection cannot be given just to reduce the consumption of one service and was advised to approach the Department for technical opinion. As per the statement furnished by the Junior Accounts Officer (Rev-I), arrears upto October 2020 was Rs.23,340/-. The Consumer has requested for payment of arrears in 3 instalments.

6. Observation: The Consumption recorded by the check meter and the existing meter in service are exactly identical and hence does not require any bill revision.

FINAL ORDER

- (i) Since the Complainant had agreed to pay the arrears in 3 instalments, the Junior Accounts Officer(Rev-I) is directed to issue instalment order permitting the Complainant to pay the arrears of Rs. 23,340/- in 3 instalments indicating the due date of each instalment, within 7 days from the receipt of this Order.
- (ii) The Complainant shall pay the instalment amount along with monthly charges without fail.
- (iii) If the Consumer fails to make payment the Department is at liberty to take action as per the provisions of Supply Code 2018.
- (iv) 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 Floor, Plot No. 55-56, Pathkind Lab Building, Service Lane, Udyog Vihar, Phase IV, Sector -18 Gurugram, (122015) Haryana within 30 days from the date of this Order under intimation to this Forum and the Respondents.

- (v) Non-compliance with the directions of Forum by the Licensee shall attract remedial action under Sections 142 and 146, of the Electricity Act 2003.

Dated at Puducherry on this the 5th day of January 2021.

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

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