

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 24TH DAY OF MARCH 2023

CONSUMER CASE No.38/2023

K. Raniammal, W/o
V. Gopal,
No.43, Bharathiar Salai,
Ashok 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.38/2023 came up before this Forum for final hearing on 14/03/2023. 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 K. Raniammal W/o V. Gopal during the Public Interaction Programme of this Forum held at Lawspet on 02/02/2023. In the complaint, the Complainant had stated that the bill reading pertaining to installation of Solar generating under policy No.22-04-0294/A2 with netmetering and installed Solar top solar plant of 3 KWp has not been taken regularly and the bills are issued at the last minute, just before the due date. Further, the total units generated are not mentioned in the monthly bill. Therefore, the Complainant prayed this Forum to issue directions to the Respondents to issue proper net metering bills of the above policy. Hence, the Complaint.
2. The complaint was registered as C.C. No.38/2023 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.2 requested additional time to furnish reply till 17/02/2023. Reply from the Respondents were received on 17/02/2023 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 14/03/2023.
3. In the Affidavit dated 17/02/2023, the Assistant Engineer, Lawspet, / Respondent No.2 for himself and on behalf of Respondent 1 and 4 had stated that, the Solar reading every month taken and sent to Junior Accounts Officer, Revenue-II for billing. At present the issuing of Solar bill to the individual consumers not issued with import and export reading details. As there is no standards available in this Department. But in future the bill will be issued, with details of import and export in the existing format by writing manually.
4. In the Affidavit dated 17/02/2023, the Junior Accounts Officer,(Rev-II)1 / Respondent No.3, had stated that the Complainant has sought for rectification of bill issues relating to Solar power in respect of the domestic electrical service connection

bearing policy code No.22-02-04-0294/A2 held in the name of C. Raniammal. The solar meter reading report furnished by the concerned Junior Engineer Ashok Nagar O&M in respect of the said service for the period from August 2022 to December 2022 is enclosed.

5. Hearing was held on 14/03/2023. Both the Complainant and the Respondents were present. On perusal of the details furnished by the Respondent No.3, it is seen that the report of the Junior Engineer, Ashok Nagar has been simply attached with the Affidavit, but no details of bills claimed has been furnished as sought by the Complainant. This casual attitude is highly condemned by this Forum. The Respondent No.3 directed to furnish additional Affidavit on the above details by 17/03/2023. The Respondents stated that being a senior citizen, the house is kept open on days and the date on which reading is to be taken by the Junior Engineer is not intimated. On perusal of the bill furnished by the Complainant it is seen that no particulars of Net Metering furnished to the Complainant. Further the Complainant stated that he was forced to run from pillar to post to seek the details from the Respondent No.3 Office many times. Further, he met Respondent No.1 to furnish revised bill who asked to pay the amount of Rs.24,509/- during September 2022. The Complainant was assured to receive NIL net metering bill at the time the Solar plant was installed by the Vendor based on the theoretical calculation on some assumption. On the contrary he received huge bill and the break up details are not being clearly mentioned in the bill regularly by the Respondent. The Complainant was directed to furnish the details of agreement signed by the Complainant and the Respondent, date of synchronising of Solar plant and any prior approval given by the Respondent. The case was posted for further hearing on 20/03/2023.

6. Hearing was held on 20/03/2023. The Respondent No.3 filed additional Affidavit. On perusal of the same the details have been furnished as claimed by the

Complainant. Further no Affidavit filed by Respondent No. 2 and he has not attended the hearing which shows his casual attitude. After last minute call, Respondent No.4 attended the hearing without any details and stated that he had presumed that the hearing posted on 21/03/2023, which is not accepted by the Forum. The Complainant was also not attended the hearing. The Respondent No.4 was directed to submit a copy of details furnished by the Respondent No.3 to the Complainant. The Respondent should issue proper instructions to other Respondents to attend the hearing in case if he was pre-occupied with other urgent matters.

Observation: It is noted that no proper software has been upgraded in case of Net-metering and there are number of complaints on the same relief from various Prosumers. The Department had been directed in the earlier cases to upgrade the software suitably and furnish bill to the Prosumer with all details such as Solar generation, Units imported, exported and monthly amount claimed. Only when the Solar netmetering bill is proper, more number of prosumers would come forward to install roof top plant.

ORDER

- i. In view of the above the Complaint is treated as closed, as the details sought for by the Complainant has been furnished by the Respondents.
- ii. In future Net-metering bill shall be furnished with all the details to avoid any confusion in the mind of the Prosumer/Complainant
- 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 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 24th day of March, 2023

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN