

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. 39/2023

R. Thulasingham @ Pandian,
No.21, Second Cross Street,
Pudu Nagar,
Muthupillaipalayam,
Puducherry.

....

Complainant

Vs.

- 1) The Executive Engineer Rural(North),
Electricity Department,
Puducherry.
- 2) The Assistant Engineer -Boomianpet,
Electricity Department,
Puducherry.
- 3) The Junior Accounts Officer – Rev.II,
Electricity Department,
Puducherry.
- 4) The Junior Engineer – Boomianpet,
Electricity Department,
Puducherry.

....

Respondents

This case in C.C. No.39/2023 came up before this Forum for final hearing on 20/03/2023. 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.

A Complaint was received from R. Thulasingham @ Pandian, on 03/02/2023. In the complaint, the Complainant had stated that a service connection was given to him on 19/07/2022. But the Line man has wrongly mentioned the policy code No. as 32-80-02-0125H/A2. He has approached the Junior Engineer for change of Route order. It has been changed as 33-80-02-0125B on 04/01/2023. The Junior Engineer instructed to meet the Junior Accounts Officer, Revenue-II for further processing. The Complainant visited the Junior Accounts Officer-Rev.II Office regularly for the past 20 days. But no action was taken by the Revenue Section to set right the matter. Therefore, the Complainant prayed this Forum to issue necessary directions to the Respondents to issue correct current consumption bill. Hence the complaint.

2. The complaint has been registered as C.C. No.39/2023 on 03/02/2023 and copy of the complaint was sent to the Executive Engineer –Rural (North) and others for giving reply by 14.02.2023. The Third Respondents prays extension of time till 17/02/2023 to file counter Affidavit. Respondents filed Affidavit on 17/02/2023. The case was posted for hearing on 14/03/2023.

3. In the Affidavit dated 17/02/2023, the Assistant Engineer, Boomianpet / Respondent No.2 for himself and on behalf of Respondent No.1 and 4 has stated that some of the areas such as Arumparthapuram and Muthupillaipalayam were bifurcated from Villianur O&M and attached to the Boomianpet O&M. While preparation of the service connection estimate the section code of 32 was allotted instead of 33 by mistake. The Junior Engineer, Villianur has requested the Junior Accounts Officer – Rev.II vide letter dated 10/01/2023 to correct the Policy number as 33-80-01-0125B for the service connection effected in favour of Thiru R. Thulasingham @ Pandian.

4. In the Affidavit dated 17/02/2023, the Junior Accounts Officer –Rev.II / Respondent No.3 stated that the Junior Engineer, Villianur through the Assistant Engineer, Boomianpet has furnished the field report in this regard vide letter dated 04/01/2023 stating that a duplicate copy of the test report has already been sent to the Revenue Section. It has been mentioned in the current consumption bill as 32-80-02-0125B instead of 33-80-02-0125B and it may be corrected as 33-80-01-0125B. The same has been corrected in the computer system on 31/01/2023. The Ledger Clerk concerned has given her explanation on the allegation made against her by the Complainant in the said consumer case and she denied the allegations. However, she has requested to condone her for the complaint made against her and assured that this might not happen in future.

5. Hearing was held on 14/03/2023. Both the Complainant and the Respondents were present. On perusal of the documents it is noted that the service connection was effected on 19/07/2022. But the first bill was issued on 09/02/2023 and this Forum finds that there was an abnormal delay on the side of the Revenue Section which proves the negligence on the part of the Respondent. On perusal of the Bill dated 09/02/2023, BPSC has been levied and hence the Respondent are directed to file additional Affidavit on or before 17/03/2023 and the case was adjourned for further hearing on 20/03/2023.

6. Hearing was held on 20/03/2023 at 4 PM. Both the Complainant and the Respondents were present. As directed by this Forum, the Respondent No.3 filed the revised bill statement upto the month of January 2023 for an amount of Rs.15,295/- by waiving BPSC claimed earlier and a copy of the same was given to the Complainant for verification. On verification of the statement, the Complainant has accepted to remit the amount but requested for 7 monthly instalments to pay the arrears. Since the bill revision was made and claimed for

7 months, the request of the Complainant is found reasonable and justifiable. Therefore, this Forum is inclined to allow the same in the interest of the justice.

ORDER

- i. The Respondents are directed to issue instalment order by giving 7 monthly instalments for the revised bill amount within 7 days from the date of this Order. The Respondent is at liberty to take action as deemed fit if the Complainant fails to remit the instalment amount alongwith the monthly dues before the due date.
- ii. On receipt of the instalment Order, the Complainant is directed to pay the instalment amount along with the regular monthly bill before the due date specified there on without default.
- 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 24th day of March, 2023

Sd/-
(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-
(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-
(T. GOPALAKRISHNAN)
CHAIRMAN