

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 04TH DAY OF MAY 2022

CONSUMER CASE No.40/2022

T. Gowri Shankar S/o
R. Thangaiyan,
No.25, Pandiyan Street,
Thulukanathamman Nagar,
Murungapakkam,
Puducherry- 605 004.

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Complainant

Vs.

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

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Respondents

This case in C.C. No.40/2022 came up before this Forum for final hearing on 27/04/2022. 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 T. Gowrishankar S/o R. Thangaiyan on 01/04/2022. In the complaint, the Complainant had stated that in his service connection bearing policy code No. 10-57-03-0069BS digital meter is working for the past 6 years without any issues. Recently, the meter developed some faults and the reading taken during the last month is 7463 whereas the present reading is 8665 on 13/09/2021 with a consumption of 1202 units. Normally energy consumption was in the range of 100 to 150 units. He gave a representation to the Junior Engineer, Murungapakkam on 30/09/2021. But did not give any acknowledgement. The Meter Reader taken reading for September 2021 did not give any proper response to his queries. Later he approached the Junior Engineer, but he was treated very bad eventhough he is a Lawyer by profession. He requested to take action on the replacement of defective meter as the petition given by him ended no action till date. Hence, the Complaint.
2. The complaint was registered as C.C. No.40/2022 on 04/04/2022 and notice was issued to the Executive Engineer –Urban / Respondent No.1 and others to furnish reply by 18/04/2022. Advance copy of reply received from the Assistant Engineer/ Respondent No.2 on 18/04/2022. On receipt of the reply from the Respondents the same was communicated to the Complainant and the case was posted for hearing on 27/04/2022. Hearing was attended by both the Complainant and Respondents.
3. In the Affidavit dated 18/04/2022, the Assistant Engineer-Marapalam/Respondent No.2 on behalf of Respondent No.1, 3 and 4 had stated that, the defective meter was replaced with new one on 06/04/2022 and the released energy meter was sent to Lab for testing and the Junior Accounts Officer-Rev.I was requested to revise the bill from June 2021 to till date. However, the performance of the meter could not be checked due to Meter stuck up (Reading is not incrementing)

Real time clock and push button mode are not working. The Respondent No.2 stated that any representation as and when received, all the consumers are given equal importance and urgent remedial measures are taken. Instructions also given to all Section Officers to treat the consumers in the most polite manner, whenever they visit Office.

4. During the hearing the Complainant stated that the meter had been changed and received bill copy after revision. The Respondent No.1 stated that reply could not be filed in time due to pre-occupation and tendered apology for the same. The Complainant stated that Meter Reader is not responding to his queries and the details of new meter are not given to him and the house was not at all kept door locked. Further no complaint register is available in the section Office. Further the bill was revised and the meter fixed is old meter and requested 3 instalments to pay the outstanding amount.

5. In the Affidavit filed by the Respondent No.3/Junior Accounts Officer-Rev.I stated that since reading has been recorded abnormally, bill revision has been made as per field report of the Junior Engineer, Murungapakkam and taking into account the average consumption of preceding three months i.e., from April 2021 to June 2021 was done to the satisfaction of the Complainant.

Observation: On perusal of the working sheet it is seen that the bill has been revised from June 2021 to February 2022 with an average of 130 units per month. The Respondents had not followed the Supply Code Regulations 2018 for the revision of bill in case of defective meter as per Regulations 7.12. The Respondent No.1 stated that the bill has been revised to the satisfaction of the Complainant. Whereas it is seen that the Department revenue is at loss since the Regulation 7.12 of Electricity Supply Code 2018 has not been followed scrupulously.

ORDER

- i. The Respondents are directed to re-work the energy consumption as per Regulation 7.12 of the Supply Code 2018 and issue revised bill along with 3 instalments to the Complainant.
- ii. On receipt of the revised bill, the Complainant is directed to pay the amount in 3 equal instalments along with regular monthly bills.
- iii. Thus, the Complaint is allowed.
- 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, Haryana-122015; email ombudsman.jercuts@gov.in 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 4th day of May 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN