

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

THURSDAY, THE 30TH DAY OF MARCH 2023

CONSUMER CASE No.40/2023

S. Girija,
No.54, Lawspet main Road,
Pudupet,
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-Lawspet,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.40/2023 came up before this Forum for final hearing on 13/03/2023. 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. Girija, during the Public Interaction Programme of this Forum held at Lawspet on 02/02/2023. In the complaint, the Complainant had stated that the meter for the commercial service is not working properly. An amount of Rs.185/- was claimed every month till November 2022. Suddenly in November 2022 the bill was raised for Rs.776/-. She has made payment regularly every month. However, for the month of November 2022 she contacted the Revenue Section who in turn directed him to contact the Junior Engineer, Lawspet for field report. Till date the bills was not revised. Therefore, the Complainant prayed this Forum to issue directions to the Respondents to issue revised bill for the commercial policy No.23-30-06-0592D. Hence, the Complaint.

2. The complaint was registered as C.C. No.40/2023 on 03/02/2023 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 Respondents was received on 22/02/2023 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 13/03/2023.

3. In the Affidavit dated 17/02/2023, the Junior Accounts Officer, Rev-II / Respondent No.3 had stated that, the Junior Engineer, Lawspet, through the Assistant Engineer, Lawspet has furnished meter fixed and released statement in this regard vide letter dated 01/02/2023 wherein the meter in respect of the above said service released due to meter struck(MS) and another meter fixed on 11/01/2023. The entries relevant to the above cited MFR would be entered into the computer system data base for effect in the subsequent billing cycle.

4. Hearing was held on 13/03/2023. The Respondents were present. The Complainant has authorised her husband S. Sivarajan to attend the hearing in view of her health condition. The Complainant stated that the commercial complex is vacant for the past two years and it has been let out for a Tourist cab operator, who occupies office only for two hours during the day time. Hence the consumption is

minimum. From the Ledger copies submitted by the Respondent No.3, it is seen that that meter installed under commercial service had become defective and struck-up for the past 61 months and the Respondents had changed the meter. The Complainant purchased the meter at his own cost and the meter was changed, as confirmed by the Respondents.

Observation: From the ledger copy filed it is seen that the defective meter has been in service for more than 5 year and the bill was suddenly raised from the average of 10 units to 110 units per month without any logic. The Department revenue would be affected if the defective meters are not replaced in time. The Respondents are directed to review periodically the meter struck-up status to avoid loss of revenue to the Department,

ORDER

- i. The Respondents are directed to take check reading and arrange to revise the bill as per the Supply Code 2018 Regulations 7.12 and Regulation 6.5 (Second Amendment) 2021.
- ii. On receipt of the bill the Complainant is directed to clear the arrears in time.
- iii. The Complaint is allowed to the extent indicated.
- 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 30th day of March, 2023

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN