

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

FRIDAY, THE 4TH DAY OF DECEMBER 2020

CONSUMER CASE No.43/2020

P. Palanivelu,
No.12, Teacher Nagar,
Karaikal.

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Complainant

Vs.

- 1) The Executive Engineer,
Electricity Department,
Karaikal.
- 2) The Assistant Engineer – Town - I,
Electricity Department,
Karaikal.
- 3) The Junior Accounts Officer – Revenue,
Electricity Department,
Karaikal.
- 4) The Junior Engineer, Town North,
Electricity Department,
Karaikal.

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Respondents

This case in C.C. No.43/2020 came up before this Forum for final hearing on 03.12.2020. 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 P. Palanivelu during the camp of CGRF held on 20/10/2020 at Karaikal. In the Complaint, the Complainant had alleged that for the past several months he is not getting the bills in proper time thereby making it difficult to make payment within the due date and requested to issue directions to the Department for issue of bills regularly on the bill date mentioned in order to pay the same without BPSC. Hence the complaint.
2. The complaint has been registered as C.C. No.43/2020 and notices have been sent to the Respondents on 20/10/2020 to reply on or before 02/11/2020. The reply from the Respondent was received on 09/11/2020.
3. In the reply the Respondent stated that due to COVID-19 Pandemic mobilisation of staff for the issue of bills was a very challenging task as many staff of the Department were quarantined as they were tested positive. Due to this and shortage of staff due to retirement many problems are being faced in issue of bills to the consumers which is being resolved gradually. Steps will be taken to ensure that the bills to the consumer are served in time after resolving the above issues.
4. Hearing was conducted on 03/12/2020 at Karaikal. The Complainant had informed that he had received this month bill well in advance and he has requested that same may be done in the future months billing also. He had further requested that when the bill issued belatedly, the Department may not levy BPSC. The case was posted to 04/12/2020 for Orders.

ORDER

- i. As agreed to by the Executive Engineer, Karaikal, in the Affidavit, it shall be ensured by the Department that the bills are issued in proper time giving atleast 15 days time to the consumer for making payment as provided in Para 7.5 of JERC Supply Code 2018. Failure to give minimum time of 15 days will be treated as violation of Supply Code and necessary further action as deemed fit will be initiated.
- ii. The Complaint is allowed.

Dated at Puducherry on this the 4th day of December 2020.

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

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