

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

TUESDAY, THE 10TH DAY OF NOVEMBER 2020

CONSUMER CASE No.46/2020

Thiru L.S. Natesan,
A12, Green Avenue Apartments,
D-52, Point Care Street,
Olandai Keerapalayam,
Mudaliarpet,
Puducherry – 605 004

....

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, Mudaliarpet
Electricity Department,
Puducherry.

....

Respondents

This case in C.C. No.46/2020 came up before this Forum for final hearing on 04.11.2020. 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 Petition received from Thiru L.S. Natesan on 05/10/2020. In the petition, the Petitioner requested for clarification for the bill served to him for the month of August 2020 for an amount of Rs. 18,888. The petition has been forwarded to the Junior Accounts Officer, (Revenue-I), Electricity Department, Puducherry for making reply to the Petitioner with a copy to this Forum.
2. The Junior Accounts Officer (Revenue-I) has furnished the reply to the Petitioner on 15/10/2020. Not satisfying with the reply, the Petitioner again asked for clarification on 19/10/2020 to this Forum. The Forum treated the letter dated 19/10/2020 as a Complaint.
3. The complaint has been registered as C.C. No.46/2020 and notices have been sent to the Respondents to attend Counselling on 04/11/2020 at 10-30 AM with required details, answering the queries of the Complainant. The Complainant was also directed to attend the Counselling on the same day.
4. The Junior Accounts Officer-Revenue-I, had furnished further clarification on 28/10/2020 to CGRF and marked a copy to the Complainant, explaining in detail the reasons for difference in calculation of the Complainant and the Department.
5. On 04/11/2020 the Complainant called absent and the Forum waited for half an hour for the appearance of the Complainant and again the Complainant was called absent and set exparte and the case was heard. The Junior Accounts Officer, Revenue-I, had furnished the required clarification sought for by the Complainant. But the reply covers up to the bill for the month of August 2020 and the query pointed out by the Complainant in respect of bill for the month for September 2020, has not been addressed to.

ORDER

- (i) Since the Department had furnished the clarification as sought by the Complainant, the complaint is treated as closed with a direction to the Department to correct the mistake pointed out by the Complainant in the bill for the month of September 2020.
- (ii) If the Complainant is still having any clarification furnished by the Department, he may file a Review Petition before this Forum within 30 days from the date of this Order.
- (iii) The Junior Accounts Officer (Revenue-I) is directed to file a compliance report within 15 days to this Forum.
- (iv) 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 10th day of November 2020.

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

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