

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

MONDAY, THE 20<sup>TH</sup> DAY OF MARCH 2023

**CONSUMER CASE No.47/2023**

Dr. Pradeepkumar Parida,  
Flat No.5, Fourth Floor, Nanda Nagar,  
Sri Sudharshan Apartment,  
Third Cross, Thirumal Street,  
Sellaperumalpet,  
Puducherry -605 008

....

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.

....

Respondents

This case in C.C. No.47/2023 came up before this Forum for final hearing on 14/03/2023. 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 was received from Dr. Pradeepkumar Parida through email on 13/02/2023. In the complaint, the Complainant had stated that though he had paid the electricity bill for Rs.775/- for December 2022 in time, the bill has been added with arrears to the month of January 2023. Though the bill for January 2023 is Rs.858/- he has paid Rs.1,649/- including the arrears and BPSC. The Complainant prayed this Forum to issue necessary directions to the Respondents to adjust the excess payment of Rs.791/- in the bill for February 2023. Hence, the Complaint.
2. The complaint was registered as C.C. No.47/2023 on 20/02/2023 and copy of the complaint was sent to the Executive Engineer, Rural (North) and others to furnish reply by 03/03/2023. Reply from the Respondent No.3 was received on 06/03/2023 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 14/03/2023.
3. In the Affidavit dated 03/03/2023, the Junior Accounts Officer-Rev.II, / Respondent No.3 had stated that, the ledger details in respect of the said electrical service for the period from September 2022 to December 2022 are furnished. As per the ledger details, the current consumption charges of Rs.760/- for billing month of November 2022 along with BPSC thereon for Rs.15/- was paid by the Complainant only on 06/01/2023 vide Receipt No.58282724. The current consumption charges of Rs.775/- with BPSC of Rs.16/- for billing month of December 2022 had been paid by the Complainant along with the current consumption charges of Rs.858/- for January 2023 on 12/02/2023.
5. Hearing was held on 14/03/2023. The Complainant called absent and the Respondents were present. The Respondents explained that the bill of November 2022 was paid on 06/01/2023. Bill for December 2022 amounting to Rs.775/-and BPSC Rs.16/- was paid on 12/02/2023 along with current consumption charges and there was no excess payment for adjustment. It is pointed out to the Respondent

No.3, that BPSC for November 2022 and December 2022 has been calculated for full month and it needs to be revised proportionately based on the number of days delay in payment as per JERC Tariff Order and excess amount to be adjusted in future bills

### ORDER

- i. The details furnished by the Respondent No.3 has been verified and it is found that the Complainant had paid bill for November 2022 on 06/01/2023 and December 2022 and January 2023 paid on 12/01/2023. Hence there is no excess payment in current consumption charges bills as alleged by the Complainant. However, the Department is directed to revise the BPSC for the month of November 2022 and December 2022 as per the JERC Tariff Order and excess BPSC collected should be adjusted in future bills.
- ii. Thus the complaint is not allowed.
- iii. 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](mailto: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 20<sup>th</sup> day of March, 2023

**Sd/-**

**(R. KRISHNAMURTHY)**  
**JERC NOMINATED MEMBER**

**Sd/-**

**(A.S. JITENDRA RAO)**  
**LICENSEE MEMBER**

**Sd/-**

**(T. GOPALAKRISHNAN)**  
**CHAIRMAN**