

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.49/2020

S. Devagi,
W/o Sivasankaran,
No.76, First Cross
Bharathi Nagar,
Karuvadikuppam,
Puducherry- 605008.

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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.49/2020 came up before this Forum for final hearing on 02.12.2020. 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 Tmt. S. Devagi, on 10/11/2020. In the Complaint, the Complainant had informed that though she has given solar service connection on 21/10/2019 in Policy No.23-25-0204B, she has not received the current consumption charges bill so far from the Department inspite of several visits to the Office of the Junior Engineer. The bill has not been issued so far and every time the Junior Engineer informs that they yet to receive bill from the Revenue Section. Hence the Complaint.
2. The complaint has been registered as C.C. No.49/2020 and notices have been sent to the Respondents on 10/11/2020 to reply on or before 20/11/2020. The reply from the Respondent No.3 was received on 19/11/2020.
3. In the reply the Respondent No.3 had informed that based on the report received from the Junior Engineer, they have prepared a bill for Rs. 580/- upto 10/2020 and issued to the consumer. The Respondent No.2 had informed that they are sending reading to the Revenue section from December 2019 onwards for issue of bill and also enclosed a statement from the Meter Reader stated that the bill from the Revenue Section for the said service connection has not been received by him so far.
4. During the hearing on 02/12/2020, the representative of the Complainant had informed that they have received the bill now and has requested that the bill in future be issued in time so that they could make payment in time. He had also produced a copy of the receipt for the amount paid by him.

Observation: (i) From the working sheet produced by the Junior Accounts Officer-Revenue-II, it is observed that BPSC has been levied right from October 2019, when the bill was issued only in October 2020. Further the statement of Junior Accounts Officer Revenue II shows BPSC as Rs. 39/- whereas in the bill issued to the consumer mentioned BPSC as Rs.19/-.

ORDER

- (i) The Respondents are directed to reconcile and find out the actual BPSC and delete the same from bill amount. When the bill was issued in October 2020,, the Department cannot claim BPSC from October 2019. The BPSC now paid by the Complainant shall be adjusted in the next bill to be issued to the Complainant.
- (ii) The Respondent shall furnish a compliance report within 10 days on the action taken on the issue.
- (iii) The Department is further instructed to ensure that the bills are issued in time.
- (iv) Thus the complaint is allowed.
- (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 December 2020.

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

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