

BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM  
(Under the Electricity Act, 2003)  
PUDUCHERRY

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PRESENT:

**THIRU T. GOPALAKRISHNAN, B.E.,**  
CHAIRMAN

**THIRU R. KRISHNAMURTHY, B.Com., LLB., PGDFL.,**  
JERC NOMINATED MEMBER

TUESDAY, THE 28<sup>TH</sup> DAY OF SEPTEMBER 2021

**CONSUMER CASE No.50/2021**

Dr.P.S. Rajendiran,  
No.56, Athipadugai Road,  
Thirunallar,  
Karaikal-609607

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Complainant

Vs.

- 1) The Executive Engineer,  
Electricity Department,  
Karaikal.
- 2) The Assistant Engineer – Rural,  
Electricity Department,  
Karaikal.
- 3) The Junior Engineer, Thirunallar,  
Electricity Department,  
Karaikal.

....

Respondents

This case in C.C. No.50/2021 came up before this Forum for final hearing on 15/09/2021 at Karaikal. 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 has been received from Dr.P.S. Rajendiran during the Camp of this Forum held on 17/08/2021 at Thirunallar, Karaikal. In the complaint, the Complainant has stated that, has the service connection having policy code No.66-72-04-0312C, the current consumption bills are being claimed are on a higher side after change of new meter. The Complainant feels that there is some problem in the present meter and requested to change meter. The Complainant reports that the following amounts are claimed in the above policy from December 2020 to August 2021.

| S.No. | Bill Date  | Amount |
|-------|------------|--------|
| 1.    | 11/08/2021 | 5,235  |
| 2.    | 12/07/2021 | 3,139  |
| 3.    | 11/06/2021 | 6,898  |
| 4.    | 15/04/2021 | 2,098  |
| 5.    | 15/03/2021 | 581    |
| 6.    | 28/01/2021 | 971    |
| 7.    | 16/12/2020 | 1,058  |

In view of the above, the Complainant has requested to change the above meter. Hence the complaint.

2. The complaint has been registered as C.C. No.50/2021 on 17/08/2021 and copy of the Complaint has been handed over to the Executive Engineer, Karaikal for giving reply by 27/08/2021. The reply from the Executive Engineer, Karaikal was received on 07/09/2021 and a copy of the same has been forwarded to the Complainant. The case was posted for hearing on 15/09/2021, at Karaikal.

3. During the hearing held at Karaikal both the parties appeared. In the affidavit dated 27/08/2021, the Respondent 2 on behalf of himself and Respondent No.1 had stated that, the Complaint is that the LPRF energy meter recently installed in the place of existing meter had recorded huge consumption of units. Further, the Respondent has stated that the petitioner had availed single phase service connection initially and the existing meter was replaced by LPRF meter in 2019 under DDUGJY scheme. Further, on inspection of the service connection, it is found that the present

connected load is 8990 watts and the consumption is 420 units is normal for the connected load and hence bill revision does not arise. The Complainant has been issued a separate notice for applying conversion to 3 phase service connection. However, the performance of the LPRF meter is also being tested at the Department Laboratory.

5. During the hearing, the Complainant stated that due to charring of terminal cover he has strong suspicion that the meter is not working properly and request this Forum to direct to replace it by new meter. In reply, the Respondent produced the meter testing report from the lab and stated that the condition of the meter does not warrant any replacement and the meter records 0.027% less consumption and results are within limits. In order to eliminate any suspicion in the minds of the Complainant, the Respondent was directed to replace the meter with a standby meter once again and watch consumption for 3 months. The Complainant is also directed to remit 50% of the bill amount of Rs.5,235/- along with monthly bills till regular consumption is monitored and a comparative study is done as per Regulation 7.12 of the Electricity Supply Code 2018 Regulations of JERC. The Complainant in his letter dated 18/09/2021 to this Forum he has paid Rs.2,670/- on 16/09/2021 as per directions of this Forum and also requested permission of this Forum to remit the balance 50% amount also in order to avoid levying of BPSC.

#### ORDER

- i. The Respondent is directed to replace the meter and watch consumption for three months and bill be revised as per Regulation 7.12 of the Electricity Supply Code Regulation 2018 of the JERC. A Compliance report shall be submitted to this Forum within four months on the comparative study and action taken upon the recordings and bill claimed.
- ii. The Complainant is permitted to pay the balance 50% of the bill amount Rs.5,235/- as per his request dated 18/09/2021.

- iii. The Complaint is allowed.
- 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 28<sup>th</sup> day of September 2021.

**Sd/-**

**Sd/-**

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

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