

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

THURSDAY, THE 24TH DAY OF DECEMBER 2020

CONSUMER CASE No.51/2020

K. Lavanya,
No.5, Fourth Cross,
Natesan Nagar,
Puducherry- 605005.

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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, Town (West),
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.51/2020 came up before this Forum for final hearing on 22.12.2020. 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. K. Lavanya, on 23/11/2020. In the Complaint, the Complainant had informed that due to COVID-19 outbreak and subsequent lock down, spot billing has been withheld and average billing is being claimed. The bills for the month of April 2020 is 2,478/-, May 2020 is 5,014/- and June is 2,576/- which shows lot of variation. Hence, requested for correction of bill to make payment. Hence the Complaint.

2. The complaint has been registered as C.C. No.51/2020 on 24/11/2020 and notices have been sent to the Respondents on 24/11/2020 to reply on or before 04/12/2020. The reply dated 03/12/2020 from the Respondent No.3 was received.

3. In the reply the Respondent has furnished the following clarification:

		Meter 1	Meter 2	Meter 3
February 2020	Initial reading	25072	7073	3995
October 2020	Final reading	27549	7073	5762
		2477	0	1767
Total Units				4444

Total units for 9 months $4444/9 = 471$ units per month

Old tariff: February 2020 to May 2020: (1.50, 2.50, 4.35, 5.60)

One month CC amount Rs.1,833/-(including F.Sc Rs.40/-)

$\text{Rs.1,833/-} \times 4 = \text{Rs.7,332} + \text{Rs.293 (S.C.4\%)} \text{ upto May 2020}$

New tariff: June 2020 to October 2020 (1.50, 2.55, 4.50 and 5.90)

One month CC amount Rs.1,909/- (Including F.Sc Rs.40/-)

$\text{Rs.1909/-} \times 5 = \text{Rs.9,545} + \text{Rs.382 (S.C 4\%)} \text{ upto October 2020.}$

From 02/2020 to 10/2020 = 7,625 + 9,927 = Rs.17,552/-

Consumer already paid = Nil

Balance to be paid = Rs.17,552(upto 10/2020)

4. The hearing was posted on 22/12/2020. During the hearing, the Complainant had informed that she has already paid Rs.8,500/- on 17/12/2020 and ready to pay the balance amount in view of the clarification furnished by the Department. But, she has requested 2 instalments to pay the balance amount as on date.

ORDER

- (i) The Respondents are directed to issue bill informing the amount to be paid as on December 2020, after adjusting the amount of Rs.8,500/- already paid by the Consumer, within 7 days from the date of the Order.
- (ii) The Respondents are also directed to permit the consumer to pay the said amount in two instalments and instalment order also be issued to the consumer along with the bill.
- (iii) Thus the complaint is allowed to the extent indicated.
- (iv) A Compliance report shall be submitted within 15 days from the date of this Order.
- (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 24th day of December 2020.

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

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