

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 11TH DAY OF OCTOBER 2021

CONSUMER CASE No.56/2021

G. Prasad,
D.No.9-2-107,
7th Cross street, Sri UKV Nagar,
Yanam-533464

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Complainant

Vs.

- 1) The Executive Engineer, Cables & TTC,
Electricity Department,
Puducherry.
- 2) The Assistant Engineer-(O&M),
Electricity Department,
Yanam.
- 3) The Junior Engineer, Yanam
Electricity Department,
Yanam.

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Respondents

This case in C.C. No.56/2021 came up before this Forum for final hearing on 04/10/2021. 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 G. Prasad during the camp of this Forum held at Yanam on 26/08/2021. In the complaint, the Complainant had stated that, the meter reading was not taken exactly 30 / 31 days, but it is being taken after a gap of 33 to 45 days resulting in higher consumption in higher slab rates. It is requested that the reading to be taken on exactly on 30 / 31 days. The Complainant also complained about low voltage problem. Hence, the Complaint.
2. The complaint has been registered as C.C. No.56/2021 on 26/08/2021 and copy of the complaint was handed over to the Respondents for giving reply by 10/09/2021. The reply of the Respondent No.2 was received on 13/09/2021.
3. The Respondent No.2 in his reply stated that normal billing is 19th -22nd of every month for cycle 11. The Complainant bill for March 2021 was issued on 19/04/2021 with final reading 2650 . Due to lock down on account of COVID-19 pandemic bills for April and May 2021 were issued with Door Locked condition. The Consumers were requested to make payment through online. Due to server problem in Yanam monthly bill were issued only on 24/07/2021. In the present case, the current consumption bill is given for 97 days. The bill will be corrected for a period of 91 days consumption and excess amount of Rs. 68 will be adjusted in future consumption.
4. The case was to be heard on 27/09/2021. But due to heavy rain at Yanam on account of cyclone 'Gulab' the Assistant Engineer, Yanam requested for postponement of hearing and it was rescheduled on 04/10/2021.
5. The hearing was held through video conferencing on 04/10/2021. During the hearing the Complainant was not present. When enquired whether the Assistant Engineer, Yanam has taken corrective action for all the consumers covered in the billing cycle or for the Complainant only, the Assistant Engineer, Yanam informed

that there is no such complaint from other consumers in that area. The present complaint is only one which was received for revision of bill and the revision has been worked out only for the Complainant.

6. The Assistant Engineer, Yanam further informed that there are lot of vacancies in different cadres in Yanam Sub-Division. Due to severe shortage of staff they are not in a position to take reading exactly after 30/31 days. At this stage the Forum had enquired whether they can explore possibility of privatising meter reading so that the bill of all the Consumers are issued on due date. The Assistant Engineer, Yanam and the Executive Engineer, (Cables & TTC) who was also present in the hearing have agreed to prepare a proposal and send it to the Government for sanction to have a permanent solution in Yanam region.

ORDER

- i. As agreed by the Assistant Engineer, Yanam, the consumer bill shall be revised. The revised bill shall be issued as per Section 7.26 of JERC Supply Code 2018. The excess amount of Rs.68/- shall be adjusted with future bills and a compliance report shall be sent to CGRF within 21 days from the date of receipt of Order.
- ii. As per the submission of Assistant Engineer, Yanam that reading at 30 days could not be taken due to severe shortage of staff is noted and this Forum directs the Department to explore the possibilities of privatization of meter reading, so that the interest of the consumers will be protected. Since the tariff increase is steep for higher slabs, the grievances of the Complainant, is genuine and the Department has to set it right at the earliest.
- iii. Hence the Complaint is allowed.
- iv. The Respondent is directed to inform CGRF on the action taken.

v. The Complainant is at liberty to prefer an appeal against this Order before the Ombudsman, Joint Electricity Regulatory Commission for the state of Goa and Union Territories, 3rd Floor, Plot No. 55-56, Pathkind Lab Building, Service Lane, Udyog Vihar, Phase IV, Sector -18 Gurugram, Haryana-122015 within 30 days from the date of this Order under intimation to this Forum and the Respondents.

vi. 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 11th day of October 2021.

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/

(T. GOPALAKRISHNAN)
CHAIRMAN