

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

PRESENT:

THIRU T. GOPALAKRISHNAN, B.E.,
CHAIRMAN

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

MONDAY, THE 27TH DAY OF SEPTEMBER 2021

CONSUMER CASE No.57/2021

R. S. Arumugam,
No.47, Nehru Nagar,
Puducherry

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Complainant

Vs.

- 1) The Executive Engineer, Urban O&M,
Electricity Department,
Puducherry.
- 2) The Assistant Engineer –Town-II,
Electricity Department,
Puducherry.
- 3) The Junior Engineer, Venkatanagar,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.57/2021 came up before this Forum for final hearing on 22/09/2021. 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 R. S. Arumugam on 30/08/2021. In the complaint, the Complainant has stated that, he is a regular payer of the current

consumption charges having policy code No.05-21-02-0211 standing in the name of Vasanthakumari and bills are not claimed as per the meter reading and bills are generated from the computer section and served belatedly. In the bill served for the month of July 2021 a shortfall of Rs.86/- has been claimed. On his oral representation made twice, there was no proper explanation. He has prayed for clarification on the above amount. Hence the complaint.

2. The complaint has been registered as C.C. No.57/2021 on 01/09/2021 and copy of the Complaint has been forwarded to the Executive Engineer, Urban and others for giving reply by 10/09/2021. On receipt of the reply from the Respondents the same was communicated to the Complainant and the case was posted for hearing on 21/09/2021.

3. In the hearing, the Complainant has stated that during the course of the case, the meter in the service connection has been changed in his absence and not aware of the final reading at the time of release and no acknowledgement taken from him.

4. In the affidavit dated 09/09/2021, Respondent No.3 had stated that the policy bearing No.05-21-02-0211 exists in the name of Vasanthakumari and Complainant sought for details on short claim in the bill for the month of July 2021 and a detailed report was called for from the Assistant Engineer, Computer centre.

5. During the hearing it was pointed out that the Affidavit filed by the Respondent No.3 is not correct procedure as the later had enclosed letter from third party as reply and asked to rectify the same. Further clarification of the amount of Rs.86/- as short fall has also not been clarified properly to the Forum and the Revenue officials also found difficult to give break-up of the claim. The Respondent stated that the existing claim is as per the revised tariff of the Department.

6. Further the Respondent No.4 informed that at the time of change of electromechanical to static Meter, the Complainant was not present and hence acknowledgement could not be obtained from him. As the Respondent was not able to explain the claim in the month of July 2021 properly, the Executive Engineer / Respondent No.1 was directed to appear on 22/09/2021. The case was posted for final hearing on 22/09/2021.

7. The Executive Engineer, Urban / Respondent No.1 attended the hearing on 22/09/2021 and gave clarification and break up for the amount claimed as detailed below:

Bill for June 2021 (from April 2021 to June 2021)

Usage for 3 months=	420 units	
Usage for 1 month = $420/3$	140 units	
Charges for 140 units	Rs.259	
Charges for 3 months 259×3	Rs.777 +45	= Rs.822
5% Regulatory Surcharges	Rs.822 x 5%	= Rs.41
Fixed Service charge		= Rs.45
Total short claim (41 + 45)		= Rs.86

8. Further it was clarified that the software has been changed and in future fixed service charge and Regulatory Surcharge claim as per the monthly consumption shall be claimed in the same month, to avoid confusion in the minds of the consumer.

ORDER

- i. The prayer of the Complainant is addressed by the Respondent, the Complaint is closed.
- ii. The Respondents are also directed to get acknowledgement of the Complainant by showing the released meter to avoid any confusion and doubt and send compliance report within 15 days.
- iii. Non-compliance with the directions of Forum by the Licensee shall attract remedial action under Sections 142 and 146, of the Electricity Act 2003.

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN