

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

TUESDAY, THE 17th DAY OF MAY 2022

CONSUMER CASE No.58/2022

A. Jayanthi,
W/o Arumugam,
No.130, Kaliamman Koil Street,
Akkaraivattam,
Karaikal.

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Complainant

Vs.

- 1.The Executive Engineer,
Electricity Department,
Karaikal.
- 2.The Assistant Engineer-Town-I,
Electricity Department,
Karaikal.
3. The Junior Accounts Officer (Rev),
Electricity Department,
Karaikal.
4. The Junior Engineer -Town,
Electricity Department,
Karaikal.

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Respondents

This case in C.C. No.58/2022 came up before this Forum for final hearing on 13/05/2022. 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 was received from Jayanthi W/o Arumugam, Karaikal during the public interaction programme of this Forum held in Karaikal on 20/04/2022. In the complaint, the Complainant stated that she is having a service connection with policy code 61-01-01-0080A at Door No.198, Bharathiar Road, Karaikal for the purpose of godown. The power consumption is very less, whereas the bill is being received for huge amount. In the recent bill, eventhough the usage is 5 units, the bill is received for Rs.1000/- and the above issue was raised with the Department, but no proper clarification was given. The present reading is 475 units and old reading is 445 with 30 units usage. She has also enclosed a copy of the bill for the month of March 2022 for Rs.7,290/- in which reading was not shown. The Complainant prayed this Forum to arrange to issue correct bill so as to remit the amount. Hence the complaint.
2. The Complaint was registered as consumer case No.58/2022 and the copy of the complaint was handed over to the Respondents to furnish reply by 02/05/2022. The reply was received from the Respondents on 05/05/2022. On receipt of reply from the Respondents, the copy of the same was sent to the complainant and hearing was posted on 13/05/2022.
3. In the Affidavit dated 02/05/2022, The Assistant Engineer, Town-I/ Respondent No.2 on behalf of the Respondents No.1,3 and 4 stated that the above policy, reading could not be taken since the service is in door locked condition from November 2021. The consumer has not paid the current consumption charges regularly, due to which the BPSC accumulated. The connected load in the above policy is 9400watts as per the bill. Further it is to stated that as per Tariff Order, the fixed charges of Rs.75 / KW is being implemented in the commercial category with effect from 07/04/2021. As per the new tariff Order, the fixed charge of Rs.705/- has been raised in the complainant's bill. Excess amount has not been claimed from

the consumer and bill was raised on usage of consumption only. The working sheet is found to be in line with the Tariff Order in existence.

4. Hearing was held on 13/05/2022 at Karaikal. The hearing was attended by both Complainant and Respondents. During the hearing, it was made clear to the Complainant that based on the Tariff revision Order for 2020-21 Fixed surcharge at the rate of Rs.75/- per KW is being raised which works out to Rs.705/-. The Tariff is applicable to all the commercial services and is not being issued to the Complainant alone. The Complainant get convinced with the reply and agreed to remit the amount but requested that the connected load be reduced. Reduction of load application to be given to the Respondent for further processing the request. On receipt of the load reduction application, the Respondent is directed to process the same as per the Electricity Supply Code Regulations 2018.

ORDER

i. Since the Complainant's issue has been clarified, the complaint is treated as closed.

Dated at Puducherry on this the 17th day of May, 2022

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN