

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

FRIDAY, THE 24TH DAY OF SEPTEMBER 2021

CONSUMER CASE No.59/2021

A. Vasanthi W/o
R. Adhimoolam,
No.42, Mariamman Koil Street,
Nallavadu Road,
Thavalakuppam,
Puducherry 605007.

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Complainant

Vs.

- 1) The Executive Engineer, Rural (South) O&M,
Electricity Department,
Puducherry.
- 2) The Assistant Engineer – Bahour,
Electricity Department,
Puducherry.
- 3) The Junior Accounts Officer, (Rev-III)
Electricity Department,
Puducherry.
- 4) The Junior Engineer, Thavalakuppam
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.59/2021 came up before this Forum for final hearing on 17/09/2021. 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 A. Vasanthy W/o Adhimoolam through email on 29/08/2021. In the complaint, the complainant had stated that the her Father-in-law had obtained electricity connection with policy No.42-15-04-0288 to his house. The old house was damaged due to natural calamities in October 2019. Hence, requested the Electricity Department to cancel the electricity connection. Staff from the Department came and cut down the service connection as per request. But, even after disconnection, monthly current consumption bills are received every month on average basis. Without any meter bills are generated automatically every month and issued . After 22 months the bills are generated without any usage and the bills had accumulated to Rs.5,946/-. Once again, the Complainant has contacted the Junior Engineer to stop issue of bills for cancelled service. But the Department has demanded to settle outstanding arrears. As per the Supply Code issued by JERC, there is a provision that the service can be cancelled if the service was under continuous disconnection for more than six months. The Complainant has prayed this Forum to Order (i) To stop issue of bills for the service under disconnection. (ii) To cancel the disconnected service connection bearing policy code No. 42-15-04-0288. The Complainant has attached photographs in respect of the complete damages of the house in which the service connection was extended. Hence, the Complaint.

2. The complaint has been registered as C.C. No.59/2021 on 01/09/2021 and the same has been forwarded to the Executive Engineer, Rural(South)O&M, the Assistant Engineer, Bahour, the Junior Accounts Officer, Revenue-III, the Junior Engineer (Thavalakuppam), Electricity Department to furnish reply by 10/09/2021. On receipt of the reply from the Respondents on 09/09/2021, the same was

forwarded to the Complainant and the case was posted for hearing on 17/09/2021.

Both the parties have attended the hearing.

3. Earlier, on receipt of the reply, the Complainant once again filed an additional Affidavit through email on 13/09/2021. In the Affidavit filed by the Respondent No.3 it has been stated that the service connection with Policy code 42-15-04-0288 in the name of D. Ramachandiran, is under disconnection from 28/10/2019 and current consumption bills are issued with average consumption to till date. The Complainant has been advised to fulfil the cancellation procedure as per JERC Supply Code Regulation 2018. However, the Complainant has not done the same. Further the current consumption bills were erroneously issued with average consumption during the lock down period. Hence it is proposed to revise the bills issued during the disconnection period. The Complainant has been intimated to pay the following amount to cancel the service connection.

S.No.	Particulars	Amount
1.	Current consumption charges and outstanding arrears	Rs. 278/-
2.	Total cost of missing materials	Rs.1,810/-
3.	Cancellation charges	Rs. 295/-

I. Current consumption charges and outstanding arrears

Month	Arrears	CC	Fixed SC	BPSC	Surcharge Round	BPSC total	Total
Oct 2019	0	0	40	0	17	0	57
Nov 2019	57	0	40	2	1	2	100
Dec 2019	98	0	40	2	1	4	143
Jan 2020	139	0	40	3	1	7	187
Feb 2020	180	0	40	4	1	11	232
Mar 2020	221	0	40	5	1	16	278

II. Details of Missing Materials

S.No.	Description of Materials	UOM	Quantity	Rate per item	Amount
1	2.5-10A Meter	1	1	1,810/-	1,810/-
	Total cost of missing materials				1,810/-
	(Labour charges Rs.250/- Supervision charges Rs.45/-)				
	Cancellation charges				295/-
	Total charges to be collected from the Consumer				2,105/-

4. The Complainant in the reply through email dated 13/09/2021 has stated that the Department has asked to remit an amount of Rs.1,810/- as cost of missing materials as detailed above which is totally not acceptable as the meter was destroyed due to natural calamities. Further the meter was not running since 2013. Whereas the life span of the meter has already expired and it is not justifiable to claim the amount for the meter from the consumer. The Complainant has further stated depreciation need to be calculated by straight line method as per Section 6.44 of the JERC Supply Code Regulations 2018 states that “Cost of defective / burnt / lost meter”. Hence, not accepting the statement of the Respondent.

5. During the hearing, the Respondent has stated that the current consumption and arrears has been worked for 6 months from the date of disconnection of the service amounting to Rs.278/- which is inclusive of BPSC of 2%. The Respondent has also included the cost of Meter amounting to Rs.1,810/- and included the labour charges Rs.250/- and supervision charges Rs.45/- and total works out to Rs.2105/-.

6. This Forum directed the Respondent to revise the current consumption bills without BPSC and also claim the cost of meter as per the JERC Supply Code Regulations 2018 and also rework on the cancellation charges which is not supported by any document and file additional Affidavit by 21/09/2021.

7. As directed by this Forum, the Respondents filed the revised statement of current consumption charges as Rs.262/- and cancellation charges amounting to Rs.118/-. The Licensee had not claimed the cost of damaged meter as the service connection was effected before 25 years and has completed the life period.

ORDER

i. The Complainant is directed to pay an amount of Rs.262/- as per the revised statement and cancellation charges of Rs.100/- as per schedule of Other Charges 10.4 (Table 159) of Tariff Order 2021-22 within 7 days from the date of this Order.