

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 9TH DAY OF MAY 2023

CONSUMER CASE No. 65/2023

A. Mangayarkarasi, Represented by A. Ganesan,
No.6, Thennanchalai Road,
Sanjay Gandhi Nagar,
Puducherry.

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Complainant

Vs.

- 1) The Executive Engineer- Urban,
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.65/2023 came up before this Forum for final hearing on 24/04/2023. After having stood over till this date for consideration this Forum has delivered the following:

The case of the complainant is as follows.

A Complaint was received from Angamuthu Ganesan through e'mail on 17/03/2023. In the complaint, the Complainant had stated that he is receiving bills without reading. The shop was closed years back, but still he is getting bills. Every month he has to go to the main Office for getting corrected. Therefore, the Complainant prayed this Forum to issue necessary directions to the Respondents for taking reading regularly and issue bills. Hence the complaint.

2. The complaint has been registered as C.C. No.65/2023 on 27/03/2023 and copy of the complaint was sent to the Executive Engineer –Rural (North) and others for giving reply by 10.04. 2023. Reply from the Respondents was received on 18/04/2023. The case was posted for hearing on 24/04/2023.

3. In the Affidavit dated 17/04/2023, the Assistant Engineer, Marapalam/ Respondent No.2 for himself and on behalf of Respondent No.1 and 4 has stated that the premises was inspected by the Respondent No.4 on 0/04/2023 and informed that the above said service is fed to Doctor's Clinic, which is opened during evening hours only. The panel board room is always in locked condition. After getting the panel board key from the building owner and found that the energy meter is in good working condition and reading is 0745.39 on 04/04/2023. The Check reading details taken are sent to the Junior Accounts Officer-Rev.I to raise the current consumption bill in the above policy suitably. Accordingly for the consumption in February 2023, current consumption charges were revised as Rs.447/- and tabulated.

4. In the Affidavit dated 06/04/2023 the Junior Accounts Officer-Rev.I / Respondent no.3 stated that as per the computer data, the consumer has paid for current consumption charges for the month of October 2021 (Units 98) amounting to Rs.615/- and for subsequent month of November 2021 (Unit 100) amounting to Rs.627/- remaining month, the amount has been claimed minimum charges only. Presently, for the month of February 2023, current consumption charges for an

amount of Rs.447/- (Units 70) and the balance amount of Rs.429/- has to be paid by the consumer upto February 2023. In this regard, the details of reading taken and bill claimed / paid is submitted for reference. It may please be seen from the annexure and the amount claimed is for actual consumption only and not claimed for unused period.

5. The case has been posted for hearing on 24/04/2023. The Complainant had sent a mail asking for postponement and also wanted to hear the case at 1-45pm, the time which is suitable to him. Since the time is official lunch break the request of the Complainant is not agreed to. Hearing was held on 24/04/2023. The Complainant was absent and the Respondents were present. During the hearing the Respondent No. 2 was asked to get the meter tested in the lab and file a report. The Respondent No.3 was asked to furnish a copy of ledger from October 2021 to till date. The said details are received from the Respondent No.2 and 3.

Observation: i. From the computer downloaded statement furnished by the Assistant Engineer, Lab., it is seen that the meter is in running condition, but reading was not taken by the Department.

ii. From the statement furnished by the Respondent No.3 it is seen that no consumption has been taken for billing purpose for the months from December 2021 to January 2023. As per the Ledger copy furnished by Respondent No.3, the last reading recorded was 241 in October 2021 and as per the Inspection Report of Respondent No.2, the reading is 745.39 units on 04/04/2023. The Respondent No.3 is directed to work out average consumption and revise the bill from October 2021

iii. It is seen that the meter reading was not taken for several months and the reasons stated by Respondent No.2 is that the meter room was under lock and

key. As per the provisions of Supply Code 2018, if the reading could not be taken continuously for more than 2 months the Respondent No.2 ought to have issued a notice to the owner to keep the premises open to enable the Meter Reader to take reading, failing which supply will be disconnected. But, the Department has not taken any action as per the records available. The Department should issue notice and see that the meter is accessible to the Meter Reader for taking reading regularly. If the owner fails to comply with the directions, the Department shall take action as per the provisions of Supply Code.

iv. The Complainant seems to be one of the tenants of the multi consumer complex and all the meters are fixed at one place with lock and key provision. Since the land lord has not complied with the provisions of Supply Code it is found that the reading could not be taken regularly. The Complainant is requested to follow up with their land lord to provide proper access to the meter reading at all reasonable time.

ORDER

- i. In view of the above, the Department is directed to revise the bill from October 2021 based on the reading and issue to the Complainant within 15 days from the date of this Order.
- ii. If any amount still to be paid by the Complainant, the Complainant should pay within 15 days afterwards.
- iii. The Complainant is directed to take up the issue to the land lord to provide access to the meter to the Department to enable the Department to issue the bills based on reading regularly.
- iv. The Respondent No.2 and 3 should file a compliance report on the action taken in issuing of meter within 30 days from the date of this Order.
- v. Thus the complaint is allowed to the extent indicated.

- vi. The Complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF Order by the Licensee, may make an Appeal in prescribed Annexure-IV to the Electricity Ombudsman, Joint Electricity Regulatory Commission for the state of Goa and Union Territories, 3rd Floor, Plot No. 55-56, Pathkind Lab Building, Service Road, Udyog Vihar, Phase IV, Sector -18 Gurugram, Haryana-122015; Phone 0124-4684708; email ombudsman.jercuts@gov.in within 30 days from the date of this Order under intimation to this Forum and the Respondents.
- vii. 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 9th day of May, 2023

Sd/-
(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-
(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-
(T. GOPALAKRISHNAN)
CHAIRMAN