

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

WEDNESDAY, THE 10TH DAY OF MAY 2023

CONSUMER CASE No. 69/2023

A. Panneerugaiyan,
No.1, C-1 Block,
First Cross Street,
Pavanar Nagar,
Puducherry- 605005.

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Complainant

Vs.

- 1) The Executive Engineer-Rural(North),
Electricity Department,
Puducherry.
- 2) The Assistant Engineer –Boomianpet,
Electricity Department,
Puducherry.
- 3) The Junior Accounts Officer – Rev.II,
Electricity Department,
Puducherry.
- 4) The Junior Engineer- Boomianpet,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.69/2023 came up before this Forum for final hearing on 05/05/2023. 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.

A Complaint was received from A. Panneerugaiyan on 10/04/2023. In the complaint, the Complainant had stated that he is residing in the above mentioned address allotted by the Slum Clearance Board, Puducherry. He used to pay Rs.100/- per month towards current consumption charges. During the year 2018 the Electricity Meter becomes fault and monthly bills were received to the tune of Rs.3000/-. He has requested for bill correction in the Boomianpet Office, but no action was taken. After giving a complaint in the Department the faulty meter was replaced and bills were received regularly at normal rates. However, the excess payment made by him during the period of meter fault was not refunded. Due to Covid-19 he has no livelihood and even after representing with the Junior Engineer / Assistant Engineer, no action was taken. Now the Department has sent a bill with total arrears with BPSC for Rs.99,718/-. Therefore, the Complainant prayed this Forum to issue necessary directions to the Respondents for waiver of the excess amount. Hence the complaint.

2. The complaint has been registered as C.C. No.69/2023 on 10/04/2023 and copy of the complaint was sent to the Executive Engineer –Rural (North) and others for giving reply by 21.04. 2023. Reply from the Respondents was received on 19/04/2023. The case was posted for hearing on 05/05/2023.

3. In the Affidavit dated 28/04/2023, the Assistant Engineer, Boomianpet / Respondent No.2 for himself and on behalf of Respondent No.1 and 4 has stated that the meter was struck up in the service connection bearing policy code No.,31-64-06-0735/A2 in the name of the Chief Executive Officer, Puducherry Slum Clearance Board, Puducherry and MS average amount was claimed. The MS meter in the above service connection has been changed by local purchase meter make-HPL, in the month of March 2016. The meter in the service connection was subsequently

changed by LPRF meter by the Department under 100% metering scheme on 04/11/2017. Copy of MFR details recorded in Register is enclosed. The LPRF meter existing in the service connection above was released by MFR No.107652 dated 25/04/2023 and sent for Lab testing and requested the AE/LTM to download the consumption data of the meter. The AE LTM furnished the test report along with consumption data downloaded for 6 months which is enclosed. The present connected load of the service connection is 3760 watts. On perusal of the ledger copy and lab report it seems that the meter was functioning and recorded the consumption and the bill was raised based on the consumption recorded. It seems that there is no record in the Office for written complaint for revision of exorbitant current consumption bill claimed for the year 2018 as alleged by the Complainant. The Complainant has paid current consumption charges Rs.10000/- in the year June 2018 and thereafter the consumer has not paid current consumption bill charges.

4. In the Affidavit dated 28/04/2023 the Junior Accounts Officer-Rev.II / Respondent no.3 stated that as per the relevant ledger records, the consumer had last paid Rs.10,000/- for the current consumption charges for the billing month of June 2018 in respect of the said service. The consumer is due to pay an amount of Rs.1,03,168/- towards arrears of current consumption charges upto the month of February 2023 in respect of the said service. No field report for bill revision, in this regard was received from the concerned O&M by the Revenue-II Section.

5. Hearing was held on 05/05/2023. Both the Complainant and the Respondents were present. During the hearing the Complainant submitted that he got the current consumption bill on the higher side during 2018 and requested to waive the excess amount claimed by the Respondents. Further the Complainant admitted that after replacing the new meter, the reading is normal and accepted the units consumed by him is reasonable. Since the request for waiver of claim amount for the period of 2018 is barred by the limitation as per

CGRF Regulations 2019 and hence the same could not be considered and hence not allowed. Therefore, the Complainant is not entitled to get any relief as prayed for in the complaint. Meanwhile on the date of hearing, the Complainant had submitted a letter requesting to allow 8 monthly instalments to pay the arrears along with the regular monthly bills. This Forum has considered his request by taking into consideration of the family condition and financial position, the time sought for to pay the arrears amount in 8 instalments is reasonable and justifiable and hence the same is allowed.

ORDER

- i. The Complainant is directed to pay the arrears in 8 monthly instalments alongwith the regular current consumption bills on or before the due date.
- ii. The Respondents are directed to take action as per the applicable rules and regulations in case of default of payment by the Complainant.
- iii. Thus the complaint is not allowed.
- iv. 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.

Dated at Puducherry on this the 10th day of May, 2023

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

(A.S. JITENDRA RAO)
LICENSEE MEMBER

(T. GOPALAKRISHNAN)
CHAIRMAN