

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

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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 9<sup>TH</sup> DAY OF NOVEMBER 2021

**CONSUMER CASE No.72/2021**

R. Gunasekaran,  
Bharatha Makkal Sasana Urimai Eyakkam,  
New No.26, Old No.2,  
Second Cross,  
Saradambal Nagar,  
Puducherry-605005.

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Complainant

Vs.

- 1) The Executive Engineer – Urban,  
Electricity Department,  
Puducherry.
- 2) The Assistant Engineer – Town -II,  
Electricity Department,  
Puducherry.
- 3) The Junior Accounts Officer – Rev – I,  
Electricity Department,  
Puducherry
- 4) The Junior Engineer - Saram,  
Electricity Department,  
Puducherry.

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Respondents

This case in C.C. No.72/2021 came up before this Forum for final hearing on 27/10/2021 at Puducherry. 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. Gunasekaran on 07/10/2021. In the complaint, the Complainant has stated that he is staying in the above address having a domestic service connection bearing Policy Code 07-40-02-0098Q under commercial tariff. He has paid an amount of Rs.3,198/- on 13/08/2021 for the current consumption charges for the month of June 2021 Rs.3,135/- and is inclusive of BPSC amount. In the subsequent bills for July 2021 and August 2021 also the amount paid had not been adjusted and still shown as outstanding. The Complainant has requested for revised bill after adjusting the payments made. Hence the complaint.
2. The complaint has been registered as C.C. No.72/2021 on 08/10/2021 and the copy of the complaint was sent to the Executive Engineer – Urban and others Respondents to furnish reply by 20.10.2021. The reply has been received from the Respondent No.3 on 18/10/2021. The case was posted for hearing on 27.10.2021.
3. In the Affidavit dated 18/10/2021 the Respondent No.3 has stated that the service connection bearing Policy No.07-40-02-0098Q/A2 existing in the name of S. Nithya, No.2, second cross, Saradambal Nagar, Puducherry, that the amount paid during the month of June 2021 had not been adjusted in current consumption charges bill for July 2021 and August 2021 due to migration to new software. However, the same has been subsequently adjusted in the current consumption charges bill for the month of September 2021.
4. The hearing was conducted on 27/10/2021 and the Complainant and all the Respondents were present except Respondent No.1. During the hearing the Complainant had informed that he has yet to receive the revised bill and in response the Respondent informed that they have prepared working sheet and submitted to this Forum during hearing for perusal and final bill is yet to be issued to the Complainant. After perusing the statement, this Forum had directed the Respondents to furnish a revised bill to the consumer by 28/10/2021 with a copy to the CGRF. The Complainant further complained that whenever he approached the Junior Engineer Office for registering complaints the consumers are directed to go to the Assistant Engineer Office for giving Complaint and there is no receipt / despatch staff

for receiving the complaint at the Section Office. . The Complainant has requested this Forum to give directions to the concerned to receive complaint and make entries in the register so that priority can be accorded. The Junior Engineer, Saram / Respondent No.4 stated that all communication / reply to the consumers are sent only at the Sub-Division Office level and as such formal complaints are received there. However, urgent matters are received under his direction.

Observation: The Department ought to have informed the consumer through press notice that due to upgrading billing software and migration there may be issues in the bills and the consumers could have been informed the officers to whom to be contacted for rectification of simple lapses.

### ORDER

- i. As pointed out above, the Respondents are directed to issue a revised bill as per the provision 7.26 of Supply Code 2018 and send a copy to CGRF as already directed.
- ii. Thus the complaint is allowed.
- iii. The Complainant is at liberty to prefer an appeal against this Order before the Ombudsman, Joint Electricity Regulatory Commission for the state of Goa and Union Territories, 3rd Floor, Plot No. 55-56, Pathkind Lab Building, Service Lane, Udyog Vihar, Phase IV, Sector -18 Gurugram, Haryana-122015 within 30 days from the date of this Order under intimation to this Forum and the Respondents.
- iv. 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 9<sup>th</sup> day of November 2021

**(R. KRISHNAMURTHY)**  
**JERC NOMINATED MEMBER**

**(A.S. JITENDRA RAO)**  
**LICENSEE MEMBER**

**(T. GOPALAKRISHNAN)**  
**CHAIRMAN**