

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 24TH DAY OF NOVEMBER 2021

CONSUMER CASE No.75/2021

A. Ranjan,
No.28, Fourth Cross Street,
Venkata Nagar,
Puducherry.

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Complainant

Vs.

- 1) The Executive Engineer – Urban O&M,
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 –Venkata Nagar,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.75/2021 came up before this Forum for final hearing on 15/11/2021 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 A. Ranjan through email. In the complaint, the Complainant has stated that presently the service connection had not been in use

as the house was not occupied for the past 10 months. However, he was getting electricity consumption bill every month. As per the bill received for the month of August 2021, the consumption is nil, but Rs.285/- had been charged in addition to the standard charges of Rs.451/-. He has enclosed bills for the past few months wherein there is no unit of consumption as the premises is vacant. The details of bills along with the amount charged are mentioned below:

Bill date	Consumption charges
16/02/2021	135-00
18/03/2021	135-00
21/04/2021	414-00
20/05/2021	722-00
18/06/2021	736-00
16/07/2021	Nil
17/08/2021	Nil
16/09/2021	285

He has requested to check the bill and revise the same Hence, the complaint.

2. As the Complainant has not mentioned the address, he has been requested through email to furnish the residential address. On receipt of the same, the complaint has been registered as C.C. No.75/2021 on 12/10/2021 and the copy of the complaint was sent to the Executive Engineer –Urban and other Respondents to furnish reply by 25/10/2021. The reply has been received from the Junior Accounts Officer (Rev-I) / Respondent No.3 on 22/10/2021. The reply from the Assistant Engineer-Town-II / Respondent No.2 was received on 29/10/2021. Copy of the reply was communicated to the Complainant. The case was posted for hearing on 15.11.2021. Hearing was attended by both the parties.

3. In the Affidavit dated 26/10/2021 furnished by The Assistant Engineer, Town-II / Respondent No.2 on behalf of Respondents No.1 and 4, stated that the consumer location was inspected and found the service was under no use condition. The current consumption charges bills were issued based on the Tariff Order 2020-21 and 2021-22. The connected load of the consumer was 5550 watts.

4. In the Affidavit dated 22/10/2021 furnished by The Junior Accounts Officer, (Rev-I) / Respondent No.3 has stated that as per the Tariff Schedule with effect from 01/04/2021, the Fixed charges has been levied as Rs.75/- for 1 kwh. The connected

load of the service connection is 5550 watts. Hence Rs.416/- has been levied as Fixed charges from 01/04/2021. Prior to the existing tariff schedule, Fixed charges for commercial tariff was levied at a flat rate of Rs.130/- per service connection.

5. In the bill for March 2021, the meter reader has mentioned as "Door Lock" and current consumption charge has been levied for 50 units (door lock average). Due to the outbreak of the second wave of COVID-19, the task of recording meter reading was suspended for the months of April 2021 and May 2021. Hence current consumption charges for the above two months were levied on the basis of 'door lock average' of 50 units, and actual door lock condition does not deter to levy of BPSC charges.

6. The suspended task was resumed and bills issued for the current consumption charges bill for the month of June 2021. In the bill for June 2021, the Meter Reader recorded the final reading as 19111. The final reading recorded in the month of February 2021 was 19110. The consumption from March 2021 to June 2021 was 1 unit. The current consumption charge has been levied based on the appropriate tariff schedule in force from time to time. The data available in computer ledger from January 2021 to August 2021 with regard to consumption, current consumption charges levied and payment received are mentioned below:

Month	Final Readg	Initial Readg	Units	Arrear	BPSC	Short claim	S/C	FSC	Sub total	CCC	Total	Paid
Jan 21	19110	19110	0	0	3	0	5	130	138	0	138	138
Feb 21	19110	19110	0	0	0	0	5	130	135	0	135	135
Mar 21	DL 1		50	0	0	0	5	130	134	280	414	0
Apr 21	DL 2		50	414	6	0	21	416	859	285	1144	0
May 21	DL 3		50	1136	8	0	35	416	1595	285	1880	0
Jun 21	DLR-03		1	1880	0	0	35	416	2332	-905	1427	0
Jul 21	19110	19110		1427	29	437	21	416	2330	0	2330	2330
Aug 21	DL-1		50	0	0	0	35	416	451	285	736	0

7. On perusal of the same the Junior Accounts Officer –Rev-I was directed in the hearing to clarify the short claim of Rs.437/- and also the modalities of working out the average for the premises kept vacant by filing additional affidavit by 17/11/2021. The Complainant had furnished a copy of billing history extracted from portal as mentioned below:

Month & year	Bill dt	Due dt	Final Rdg	Actual	Arrear	Bpsc	Sales	Service	Total due	Total paid	Balance
09/21	18/10	09/11	19111	437	431	0	0	0	869	868	0
08/21	16/09	07/10	19111	736	0	0	0	0	736	0	736
07/21	17/08	09/09	19111	874	1427	29	0	0	2330	2330	0
06/21	16/07	06/08	19111	457	970	0	0	0	1427	0	1427
05/21	18/06	09/07	19110	736	1136	8	0	0	1880	0	1880
04/21	20/05	10/06	19110	722	414	8	0	0	1144	0	1144

He has stated that the excess amount of Rs.1,336/- has been charged till for October 2021.

8. The Respondent were directed to clarify on the short claim of Rs. 437/- shown in the working sheet. In the additional Affidavit filed by the Junior Accounts Officer-Rev-I / Respondent No.3 on 18/11/2021 has furnished clarification for short claim of Rs.437/- (as Fixed surcharge Rs.416/- + Surcharge Rs.21 = Rs.437/-) Further it has been stated that the revised bill shall be sent to the Complainant as per the working sheet furnished below:

Month	Units	Arrear	BPSC	Excess	Short claim	S/C	FSC	Sub total	CCC	Total	Paid
Jan 21	0	0	3	0	0	5	130	138	0	138	138
Feb 21	0	0	0	0	0	5	130	135	0	135	135
Mar 21	0	0	0	0	0	5	130	134	0	134	0
Apr 21	0	134	0	0	0	7	416	557	0	657	0
May 21	0	557	0	0	0	21	416	994	0	994	0
Jun 21	1	994	0	0	0	21	416	1431	6	1437	0
Jul 21	0	1437	0	0	437	21	416	2312	0	2312	2330
Aug 21	0	0	0	-18	0	21	416	419	0	419	0
Sep 21	0	419	0	0	0	21	416	856	0	856	868

As per the working sheet, Rs.12/- is to be credited in the billing account of the Complainant. The Respondent No.3 also clarified that based on the clarification received from the computer section, the claim of average of 50 units per month is based on the actual consumption recorded during the months of January 2020, February 2020 and November 2020 i.e., $(70 + 80 + 1) / 3 = 50$. The bill claimed by the Respondent is found to be in order as per the Supply Code Regulations.

ORDER

i. As the Complainant's bill has been checked and rectified, the Complaint is closed.

Dated at Puducherry on this the 24th day of November 2021

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN