

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

FRIDAY, THE 29TH DAY OF OCTOBER 2021

CONSUMER CASE No.76/2021

Raghavan Srinivasan,
No.115, Serene Pelicon Retirement Community,
49, Main Road,
Pinnachikuppam,
Puducherry.

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Complainant

Vs.

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

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Respondents

This case in C.C. No.76/2021 came up before this Forum for final hearing on 29/10/2021 at Puducherry. After 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 Raghavan Srinivasan, a senior citizen at Pinachikuppam through email. In the complaint, the Complainant has stated that a

domestic service connection bearing Policy Code 43-29-01-0115 belongs to him. While making payment through Online for an amount of Rs.2,116/- with transaction ID No.TE0720210199339, the amount has been debited in his account. However, a message has been received from the Department stating the transaction is failed. After checking the quick payment portal, the bill is shown as 'Due'. As stated earlier, that the Complainant being a senior citizen aged 88 years, he cannot go from pillar to post to set the record straight and request to ensure the amount be credited towards the pending bill. Hence the Complainant has requested to take up the matter with the concerned for further action. Hence the complaint.

2. The complaint has been registered as C.C. No.76/2021 on 12/10/2021 and the copy of the complaint was sent to the Executive Engineer – Rural (South) and others as respondents to furnish reply by 25.10.2021. The hearing was posted on 29.10.2021. The reply has been received from the Respondent No.3 on 22/10/2021.

3. In the Affidavit dated 22/10/2021 it has been stated that the Complainant made payment of Rs.2,116/- made through online on 05/10/2021 in respect of the service connection 43-29-01-0115 has not been appended in the current consumption bill, due to transaction failure even after the amount has been debited from the consumer's account. In this regard the Junior Engineer, Kirumambakkam has approached the consumer over phone and ensured that the failure transaction amount of Rs.2,116/- has been reversed into the consumer's account.

4. A mail dated 21/10/2021 has been received from the Complainant that the amount deducted has been reversed and the amount credited to his account. Further the Complainant made fresh payment to the Department and request to close the Complaint.

ORDER

i. As the Complaint has been resolved to the satisfaction of the Complainant, the Complaint is closed.

Dated at Puducherry on this the 29th day of October 2021

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN